



# ACROSS GENERATIONS

PRESIDENTIAL AWARD WINNERS EDITION • SUMMER 2023



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Dear Generations family,

It's amazing to think that Generations Healthcare started 25 years ago with Vista Manor Nursing Center in San Jose, California. Today, we have grown to 28 facilities throughout California and Nevada. None of this growth would have been possible without the amazing Generations family coming together and providing exceptional care and service to each of our patients.

Believe it or not, there are people who have been with us for over 20 years, and many who have worked with us for over a decade. I've had many conversations with people who say they've never walked into a skilled nursing facility and met so many staff members who enjoy what they do and feel so strongly about it. This is because our facilities are full of special, compassionate professionals that are moved by doing the right things for the right reasons.

Each year, we honor those amazing staff members who truly exemplify the values and standards of Generations with our Presidential Awards. I'd like to congratulate this year's winners and dedicate this newsletter to them. I'm so grateful for them and for everyone who works to make our facilities the best they can be.

Here's to another 25 years of excellent care and many more Presidential Award winners to come!

Warmest wishes,



**Tom Olds,**  
CEO

2022 PRESIDENTIAL AWARD WINNERS



## Mariel Guzman

Dietary Supervisor | Arbor Hills

Mariel is an employee that truly embraces the word “teamwork,” going out of her way to make everyone at Arbor Hills feel closer. Her department is the epitome of collaboration and teamwork, and her personal energy provides a morale boost and motivation to all her colleagues. Mariel is devoted to Arbor Hills and Generations Healthcare, lives the mission statement, and is well-deserving of this honor.



## Nina Haren

Infection Preventionist | Bayberry

Nina has shown great dedication to Bayberry. Always open to learning new things, Nina is loyal, displays a strong sense of accountability, and exudes a positive attitude even in times of crisis. Infection prevention has never been as important as in the last few years of the pandemic, and Nina stepped into her role and made an impact despite uncertainty and safety considerations. With Nina, Bayberry is in attentive hands.



## Trevor Knox

STP Coordinator | Bradley Court

Trevor brings many natural abilities to his role with the Special Treatment Program. He has a gift for building rapport with his residents that builds the connection that is so necessary. He is kind but firm and works hard with focus and quality in mind. Trevor examines work processes and is invested in making them more effective and efficient. Trevor’s competence, kindness, compassion, teamwork, and professionalism are admired.



## Ma Victoria Yoshida

LVN | Canyon Oaks

Vicky has been a solid presence at Canyon Oaks for 15 years, distinguishing herself with her clinical expertise, compassionate service to residents and families, and professional and reliable presence. Vicky’s influence is felt throughout the building and especially by the patients, who appreciate her oversight and advocacy. She truly is a clinical angel among us, and we are fortunate she chooses Canyon Oaks as the place where she practices.

2022 PRESIDENTIAL AWARD WINNERS



## Nerissa Fortin

LVN, Clinical Care Coordinator | Castle Manor

Nerissa is an example and role model to all around her. She has richly earned this honor through the amazing competency and flexibility she displayed this year. In the depths of the pandemic, Nerissa filled in as Castle Manor’s infection preventionist, learning the role quickly and doing an amazing job. Nerissa has the ability to lead, and we thank her for the dedication and joy she brings to her work.



## Vina Lam

OTR, Director of Rehabilitation | Cedar Crest

Vina was a vital part of the Cedar Crest management team even before she became the director of rehabilitation in a trial by fire. She has not only worked through staffing shortage issues but is also a voice of reason when chaos abounds. Like an orchestra conductor, she brings out the best in all her therapists and optimizes the care residents receive. Vina is a wonderful director and compassionate therapist.



## Maria Morales

CNA | English Oaks

Maria has adjusted to the many changes in resident care over the years with compassion and grace. Maria, who is bilingual, masters a myriad of daily tasks with efficiency, love, loyalty, and attention that shows residents they come first. Completing her duties with a smile (behind her mask) and kindness in her heart, she takes pride in knowing each of her residents personally. Her calm demeanor keeps everyone grounded.



## Cynthia Nicely

DSD Assistant | Friendship Manor

Cynthia is the true embodiment of a Presidential awardee. Displaying a can-do attitude, she speaks and works with integrity, consistently going above and beyond for staff and patients. Her hard work and contributions are invaluable at Friendship Manor, and her example is one that speaks volumes about how individuals impact a team. She’s had a significant impact, and we’re grateful for her talents and mission-driven behavior. Cynthia is a treasure!

2022 PRESIDENTIAL AWARD WINNERS



## Reina Bello

RN | Gramercy Court

Reina is focused on delivering outstanding clinical care, understanding that teamwork is key to great outcomes. As AM supervisor, Reina directs the care of residents with patience, a listening ear, and a calm demeanor, ensuring protocols are followed with her respectful and caring approach. Reina is a rock for the clinical team. The Presidential Caring for a Lifetime award is well-deserved. Reina encompasses all that Generations Healthcare stands for.



## Alexandro "Alex" Jolon-Arevalos

Social Services Assistant | Heritage Park

Alex is an invaluable member of the Heritage Park family. He is devoted to Generations and our staff and residents. As our social services assistant, Alex makes it his personal mission to advocate for our residents and get to know each of them and their family members, making sure that all their needs are met. He emanates care and compassion and makes a personal difference every single day.



## Rafael Barban Gonzalez

Restorative Nurses Aide | Horizon Ridge

Rafael is an exceptional employee with a positive attitude and smile that are infectious to all he encounters. Rafael's wisdom and knowledge in healthcare have proven to be invaluable to Horizon Ridge and the therapy program. There is a direct link between patient progress and Rafael's meticulous planning, his follow-up, and the RNA program he has implemented. Horizon Ridge is blessed to have Rafael as part of its team.



## Lamai Sisouvanvong

Clinical Care Coordinator | Kearny Mesa

Lamai exhibits a dynamic personality and an unparalleled passion for service. Her alignment with Generations Healthcare's vision to provide the highest quality of care for our residents shows in her dedication and committed work ethic. Her level of teamwork and partnership draws the best out of those around her. Individuals like Lamai cultivate a high degree of trust and commitment to patient-centered care for our residents, families, and acute partners.

2022 PRESIDENTIAL AWARD WINNERS



## Allieyah Wilson

STP Program Counselor | Lakeside

Allieyah’s work ethic, loving presence, and kindness toward all make her more than deserving of this tremendous honor. Allieyah has endless patience with our most difficult clients, never failing to treat them with dignity and respect. She continues to learn and grow, all while remaining an invaluable part of the Lakeside team.



## Muluaem Worku

CNA | Lawton

Muluaem is a great employee. She is an experienced, caring, and model CNA who shows up for work and attends to the individual needs of her patients in a Generations Mission-supportive way. Her loyalty is unquestionable, and her positivity is a key trait she shares with every coworker, family member, and resident. Always generous with her time and talents, Mulu works with dedication and compassion. The residents love her!



## Teresa Torres

Infection Preventionist | Lompoc

Teresa Torres leads the way in inspiration. Each department faced unique challenges in 2022, but infection prevention may have been the most challenging. Teresa consistently demonstrates a passion for leading when it comes to ensuring staff members are trained and following all infection control procedures. Additionally, she is always willing to stay late or cover gaps in our nursing needs. She exemplifies the Generations Healthcare Mission Statement every day.



## Sandra Alvarez Perez

Rehab Aide | Newport

Sandra, who came to Newport Nursing and Rehab in 2016, is a shining star kind of person, respectful to her peers and everyone around her. She wears a sincere smile and has a warm heart that shows throughout the day as she delivers care to the residents and their families. We are blessed to have her on our team. Sandra is a true professional.

2022 PRESIDENTIAL AWARD WINNERS



## Maria Victoria “Marivic” Blea

Dietary Cook | Pleasanton

Marivic is a rock, leader, and cheerleader for our dietary department. Working in a line staff role, she helps rally the team and is a competent, kind, compassionate, and inspiring presence. Through her selfless actions for the greater good, she has shown—and continues to show—that service to our residents is her most important calling. Marivic is respected and admired by other staff and sets the bar for excellence.



## Roxanna Paniagua

Central Supply Clerk | Plum Tree

Roxanna is a dedicated CNA who instinctively performs her duties with kindness, competence, and compassion. It is often said that integrity is doing the right thing when no one is looking: Even before Roxanna was given the central supply clerk position, she started organizing the supply areas. She saw a need and, without hesitation, did what she could to fill it. Roxanna is a very valued team player.



## Floreen Vandepol

Physical Therapy Assistant | Siena

Floreen treats her patients with love and compassion. She has mentored family members, students, and colleagues with a passion only seen in a truly wonderful human being. Floreen provides her time, compassion, energy, wisdom, and experiences every day. She effortlessly moves between being a cheerleader and a drill sergeant to achieve phenomenal results. We know this by seeing the progress of her residents and their effusive feedback and thanks.



## Helen Lacia

Clinical Care Coordinator | Smith Ranch

Helen is a fine representative of Smith Ranch, serving our residents and their families. She has done an excellent job through her competence, kindness, and compassion, which are the underpinnings of the Generations Healthcare Mission Statement. She is astute at addressing patients’ concerns and attending to the smallest of their needs. She always reassures the residents and ensures they have a comfortable, safe, and successful stay and rehabilitation.

## 2022 PRESIDENTIAL AWARD WINNERS



## Eleanaze Harstad

Director of Nursing | Stanford Court

Eleanaze has shown so many wonderful and impactful qualities, both as a nurse and as a nursing leader. The most significant was during the 2022 annual survey, during which she filled in for the DON. Through her focus, accountability, competence, and sheer determination, she unselfishly and graciously took on the responsibilities of her DON and worked tirelessly to get the facility through one of the most challenging surveys ever experienced.



## Christopher Orden

Maintenance Supervisor | Temecula

Chris' role isn't an easy one in this current environment, but he manages it all with a smile and willingness to help. We're amazed by his eye for detail and the time he takes to make sure Temecula runs in the best manner possible. If an issue is raised with him, Chris understands it is at the forefront of that person's mind and deserves his time, attention, and respect.



## Daisy Mae Nguyen

Infection Preventionist | Vista Manor

Hired in February 2020 as a charge nurse, Daisy transitioned into the infection preventionist nurse role in December 2020 during Vista's initial COVID outbreak. Daisy's done a phenomenal job in this role, keeping the facility in line and making a difference at a crucial time. Daisy is a favorite on the team—she is kind, competent, caring, and respectful. She is the ultimate professional and has a constant positive attitude.



## Ruth Frederick

CNA | Walnut Creek

Ruth's caring attitude of gratitude exudes passion every moment she is at work. Every day, Ruth arrives at Walnut Creek with a smile and positive energy. She pays extra attention to learning minor details about her residents, resulting in personable, compassionate care. Her pleasant personality and work ethic are two of her great assets. Ruth is the one we all dream of having as part of our team.

CORONADO RIDGE

# Horizon Ridge Name Change

We are happy to announce that Horizon Ridge Nursing & Rehabilitation Center in Henderson, NV, has a new name! It will now be known as Coronado Ridge Skilled Nursing & Rehabilitation Center. Although the facility's name has

changed, the Coronado Ridge team's high quality of care and dedication to its residents haven't. Coronado Ridge is proud to be distinguished both by the level of care it provides and its new name.



LAKESIDE

# Lakeside Special Care Center Job Fair

Lakeside Special Care Center held its first official resident job fair! In preparation for the event, Karina Maravilla, Lakeside’s prevocational coordinator, created several jobs throughout the campus that residents could apply and interview for. Residents receive points for these jobs to assist them in leveling up and ultimately discharging. Examples of these jobs included pet caregiver, sanitation worker, and canteen cashier.

Over the course of the event, residents went through the entire job-application process: signing up for positions, interviewing, and receiving jobs. Each job came with a job

description that included what day and time they needed to perform this job.

Lakeside residents now look forward to performing their jobs throughout the week and enjoy getting points while helping in the facility. Ultimately, the goal is for residents to use this responsibility as practice for when they discharge into the community. Residents are learning new skills and knowledge and applying what they have learned once they discharge into the community. And they’re having a blast!



## SPOTLIGHT

## Ron Hernandez, Rehab Director of Friendship Manor, Lakeside Special Care Center, and Bradley Court

Ron Hernandez chose to launch his career in physical therapy after his grandmother fell and broke her heel, sparking his interest in anatomy. Today, Ron is the director of rehab at Friendship Manor, Lakeside Special Care Center, and Bradley Court for Generations Healthcare, where he has worked for the last 20 years.

Ron's motivation to continue working as a physical therapist is to help those in need and to get patients back to doing the things they enjoy. He finds the most satisfying part of his job is helping patients and seeing their health improve.

**“When I talk with patients and am able to help them, that's the best part of the job,” Ron says.**

Ron is proud of the accomplishments he has achieved in his career, including helping patients manage themselves and apply for jobs after leaving Generations. One of the most gratifying experiences of his career came during the pandemic when he was treating a patient pro bono with his students. The patient was 18 years old and had a head injury that left him wheelchair-bound for over five years. His main goal was to walk at graduation. Ron and his team

were able to get the patient walking again, and the patient succeeded in walking across the stage to receive his diploma in June 2022.

Ron has learned to consistently educate himself, as therapy is constantly evolving, and he needs to stay updated with new information. To stay current on the latest research and best practices, Ron researches and attends seminars and continuing education on the subjects he is interested in. He has also expanded his knowledge to include behavioral health, as his work with geriatric and younger populations overlaps with this field. Ron is proud of the fact that he has been involved with behavioral health and has recently discharged patients who are now living in affordable care communities and managing their own lives. One of these patients is currently employed.

In his free time, Ron loves cooking and trying new recipes, especially Asian-fusion dishes. On the weekends, he loves experimenting with cooking as his stress reliever.

One of the best lessons Ron has learned during his career is that giving everyone the benefit of the doubt is essential, even if the case is doubting, and to always put the patient first and listen to them. Ron has seen many cases where patients



come to him unable to do anything, and after treatment for a few months, they are seeing massive improvement, with some of them actually able to walk again by the time they're sent home.

Ron says he enjoys working at Generations Healthcare due to the compassion and professionalism of his colleagues. He says the vast majority of people working at Generations Healthcare are incredibly helpful, and he loves working directly with patients.

“Everyone I work with makes sure the patients and residents come first before anything else,” he says.

# The Lesson of the Butterfly

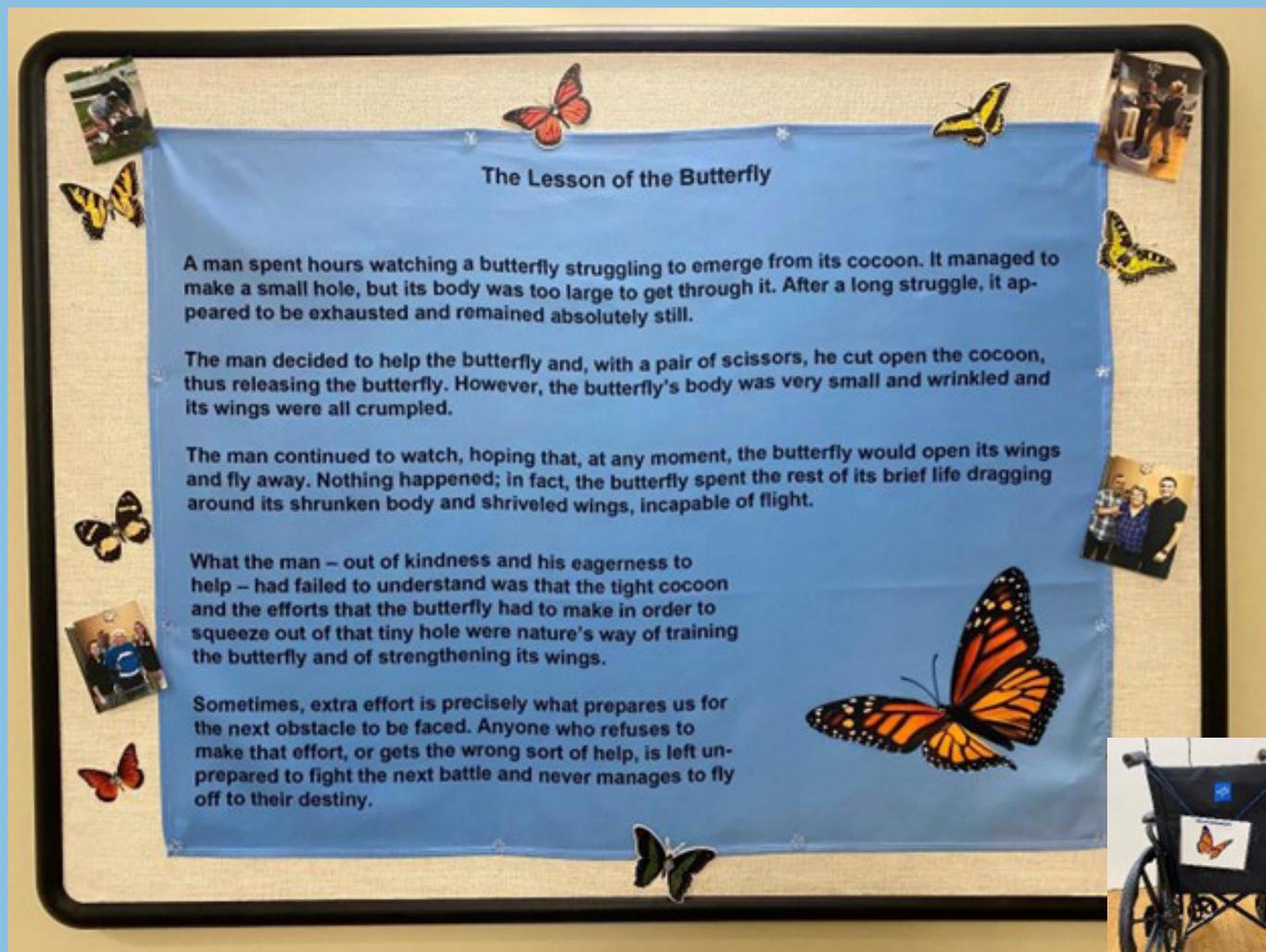
Submitted by Carrie Welsh

During my visit to Siena Skilled Rehab Center, I was immediately directed toward a new bulletin board on which “The Lesson of the Butterfly” was shared. This is a story that was shared with our team by Floreen VanDePol, PTA, from our therapy department. It’s well known in the therapy world that therapists don’t “do” things for our residents: Rather, they teach them to do for themselves.

Floreen decided to take the Lesson of the Butterfly and use it every day to promote our residents’ mobility. She

created laminated butterflies, which are hung on the backs of select residents’ chairs. Anyone who sees one of these special tags will now encourage them to push their own wheelchairs in the halls to promote both mobility and strength. This has proven to be a highly successful new program that unites the entire IDT in a common goal.

“Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time.” – Thomas Edison



# ACROSS GENERATIONS

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## ABOUT GENERATIONS HEALTHCARE

Generations Healthcare is a premier provider of healthcare services, with a focus on quality and service that has earned it an excellent reputation throughout California and Nevada. With headquarters in Santa Ana and multiple facilities across these states, Generations Healthcare is dedicated to improving the health and well-being of the communities it serves.

At Generations Healthcare, the team of healthcare professionals is committed to providing personalized care to each patient, ensuring that their unique needs are met with compassion and expertise. Contact us today at 1 (714) 241-5600 to learn more about how we can help you or your loved ones on the path to better health.

We would love to share more team member ongoings with our Generations Healthcare family in our newsletter. If you would like to share, please email your info to [thomasjurbala@lifegen.net](mailto:thomasjurbala@lifegen.net) and [shannon.heugly@stagemarketing.com](mailto:shannon.heugly@stagemarketing.com).

