

**RON CRONIN, MAINTENANCE MANAGER**

Working at Chartwell since 2013.

Chartwell Country Cottage – Sherwood, Alberta

“Our job in maintenance is helping to maintain people too...”

Every day is different, but I always begin with a “daily check.”

This involves following a route that commences in the basement covering my office and several mechanical rooms. From there, I go floor by floor throughout the building. I’m checking on the condition of the building and its equipment, but I’m also checking in on how everyone is doing. I’ll stop frequently to chat and connect with residents. This gives me the opportunity to address the needs and concerns of our residents, as well.

My role is very diverse and the challenges unique. I really enjoy the range of requests I get from residents and staff that allow me to put my creative abilities to work. For example, our residents go on a lot of outings in the Chartwell bus, but it can be difficult for some of them to get up the first step. I built a platform, big enough for two people or a walker, with a handle, that lets residents access the bus more agilely. I always believe that if you put your brain to work, it will work it out!

We’re a small team here at Country Cottage and we all work together to make the wheels turn. There is no department or person that won’t step up to help someone. I think we all recognize that the outcome of stepping in to assist a colleague equates to better service for our residents.

I don’t see our residents by their age; I see them as the people they are. I think this is because I was raised by an elderly aunt from the time I was an infant. However, I do understand that for many new residents, moving can be a hard transition. I try to quickly get past being a stranger to them; I want to be a friendly face.

Customer service is more than a job related term. To me, it’s not just about the task, like hanging pictures; it’s about listening to their stories so they feel valued. That is why I love participating in our Life Enrichment Manager’s “Personal Touch” sessions. I bring in my collection of memorabilia, old collectables like antique keys or mementoes like magazines from the 50s. The items get people talking, sharing memories and connecting with each other.

When you’re in the service industry, it’s your job to understand your clients and deliver great service. All of my positions, whether working as an Auxiliary Policeman for the RCMP or as a Correctional Officer with the Alberta Government, have been about serving others and keeping others safe. My gears may have changed, but not my purpose.

DO YOU HAVE A GREAT STORY OR PHOTO TO SUBMIT FOR THE RENDEZVOUS EXPRESS?

PLEASE SEND ALL SUGGESTIONS TO:

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