

# Utah Assisted Living Association

## Hero Award 2004

### Carol Tinkham

Carol Tinkham has worked in assisted living at Golden Living Center since 1979. She has guided Golden Living through their last three annual State surveys with ZERO deficiencies.

Carol was a charter member of Utah Residential Care Association where she accepted and fulfilled leadership assignments on the Board and on committees. As a member of Utah Assisted Living Association, Carol has championed education and training for better service to seniors. Because of Carol's excellent ability to teach, she is an invited trainer to Police Cadets. She helps the cadets understand hearing loss, loss of mobility, canes, walkers, loss of memory, and false teeth. The teaching experience focuses on how to communicate with seniors, culminating in cadets spending time on their own with residents at Golden Living Center, learning first hand the vulnerability, decreased daily skills, and strong need to continue to be part of the community seniors feel.

Carol's facility is large - with over 100 residents - yet she knows every one of them by name and is their friend. She knows their apartment number, recognizes most of their visitors by name, and phenomenally, knows what it takes to brighten their mood when they are having a 'down' day. Under Carol's guidance Golden Living Center became the first assisted living in Utah to have regular intergenerational activities. Carol created an alliance with the neighboring child day care manager for the children to come to Golden Living Center and together the residents and children enjoy activities.

Carol's goal is to have the best staff in the assisted living industry. It takes continuous work on her part. She has the unique ability to have staff buy into the 'total team' concept and work in harmony.

Carol is a supportive, kind person who sees beyond physical needs to the inner person of her residents and staff. Carol works to improve the quality of life for her staff through training in healthy eating, exercise, providing smoking cessation classes, making sure each staff member and resident is protected with an annual flu shot. There are the many times that Carol has personally worked shifts for staff because their child was participating in an event or was ill. Both residents and their families have expressed many times through the years their appreciation for her insight and help to them in dealing with an aging loved one.

And, just announced, Carol has been chosen by Best of State for their assisted living recognition.