

CALA 2015 Outstanding Resident Service Awards

Kelly Coppola, Receptionist

In December of 2014, Kelly Coppola was hired as a receptionist at Crosby Commons to fill in for an employee who was hospitalized with a serious illness. From her very first day at the desk, Kelly exhibited patience, organization and compassion for our residents. She met each challenge with all of these qualities, and then some. Her first challenge was locating essential documents in the computer. Without any training and assistance from our full-time receptionist (who was in the hospital), Kelly painstakingly researched the files, using her logic to determine where a document would be filed, but never hesitating to ask for assistance from her co-workers to find what she needed to complete a task. The second challenge was her ability to handle the many responsibilities of the “front desk”: arranging transportation to doctor’s appointments; tracking residents leaving the building or returning, asking if they would be back in time for their meals; recording prescription deliveries; and in between, answering the phone. Kelly effortlessly met these challenges from day one!

However, her greatest challenge was to come shortly after she was hired: A pipe to the sprinkler system burst, causing extensive damage to several apartments and lounges. As a result, eight residents were temporarily displaced to our neighboring Wesley Heights community, an adjacent building. Kelly rose to the challenge patiently and professionally as she devised a system to track the location of each resident, noting which residents required escorts to take them to and from Wesley Heights to activities and meals, and which residents moved back into their Crosby apartments. She also logged missing laundry complaints and diligently made it a priority to locate the missing items. Amidst the chaos, Kelly kept a “take charge” attitude with a smile and displayed great respect to the residents when they were confused or upset with their new living arrangements. She comforted each resident because she understood that their daily routines had been disrupted. If she didn’t have an immediate answer to solving a problem, she took the time to research the situation until she found a solution.

Kelly is now the full-time Crosby Commons receptionist, and thankfully all of our Crosby residents have now moved back into newly renovated apartments. Since then, Kelly has also made many positive changes to our front desk, re-organizing the entire area to make it more efficient for herself and other receptionists and security guards, considering the needs and preferences of all. Our respect and admiration for her increases each day and we are delighted to have her on our team. She is an outstanding person and an employee who truly reflects the mission and values of our organization and it is with great pride that we nominate her for the CALA Outstanding Resident Service Award.