

# Amy Vergouwen

Calgary, Alberta, Canada | 403-463-2535 | vergouwenamy@gmail.com

## SUMMARY

---

Experienced and compassionate individual with over 7 years of progressive healthcare responsibility, including leadership roles in the therapeutic recreation space. Proven track record of designing and delivering person-centered programs that enhance physical, cognitive and emotional wellbeing for individuals experiencing complex healthcare needs. Skilled in interdisciplinary collaboration, therapeutic assessments, recreation and rehabilitation, and adept at managing department operations. Lifelong commitment to fostering vibrant, inclusive healthcare support while prioritizing client dignity and quality of life.

## EDUCATION

---

**University of British Columbia**  
*Bachelor of Arts in Psychology*

**Cochrane High School**  
*French Immersion Diploma*

## EXPERIENCE

---

**The Manor Village Life Centers**  
2022 – 2025

*Director of Recreation*

- Received the highest resident satisfaction scores amongst all 8 Manor Village communities for 2023 and 2024
- Managed the recreation department for 110 independent and assisted living residents, overseeing scheduling, budgeting, and daily operations
- Conducted in-depth therapeutic recreation assessments and maintained/reviewed wellness care plans; charted daily participation to track progress and outcomes and presented this information in family care conferences
- Designed, planned and implemented calendars, newsletters and digital sharing technology to communicate daily outings, programs, and special events to residents
- Built and maintained a large team of volunteers and contractors to ensure high-quality programming
- Instructed daily fitness classes and provided individualized physical fitness education sessions
- Collaborated with rehabilitation, nursing, mental health, and other healthcare providers to foster physical, cognitive, and emotional well-being of residents
- Mentored and trained 15+ new team members, supporting onboarding protocols and skill development within the company

**Chartwell Care Residence**  
2020 – 2022

*Recreation Therapy Aide*

- Designed and delivered recreational programs tailored to the physical, cognitive, and social needs of 135 residents in supportive living and memory care

- Maintained accurate and timely documentation daily, including resident charting and program tracking to support resident assessments and care plans
- Performed administrative and office duties to support operations
- Collaborated effectively with interdisciplinary healthcare teams to ensure holistic resident care
- Mentored and trained multiple new team members, supporting onboarding and skill development

### **Sienna Senior Living**

2020

#### *Recreation Therapy & Rehabilitation Aide*

- Supported the wellbeing of 100 individuals with complex care needs including brain injury, stroke, and dementia living in long-term care by delivering therapeutic recreation services throughout a global pandemic
- Provided interim leadership for the recreation department in the absence of the recreation director, participating in family care conferences as the recreation and rehabilitation representative
- Worked alongside the rehabilitation team to support residents' health and wellness goals as per their initial assessments
- Planned, implemented and charted monthly activity calendars tailored to residents' cognitive and physical abilities
- Performed administrative duties to support program delivery and department operations
- Trained and mentored new employees and students, contributing to team development and growth

### **University of British Columbia Disability Resource Centre**

2019

#### *Academic Support*

- Selected as one of a small number of students across UBC to support the academic success of students with disabilities
- Provided comprehensive and accessible class notes and academic materials for students registered with the Disability Resource Centre
- Demonstrated exceptional literacy skills and attention to detail in fast-paced academic environments
- Maintained a high level of confidentiality and professionalism in alignment with UBC's privacy and accessibility policies
- Contributed to a more equitable and inclusive learning environment through peer-to-peer academic support

### **SKILLS & CERTIFICATIONS**

---

Toolkit, Activity Pro, Point Click Care, Yardi, Microsoft Office Suite, Instagram, Facebook, Youtube

First Aid & CPR, Brain Story Certification, Dementia Training Certification, Tri-Council Ethical Conduct for Research Involving Humans, Advanced Gerontological Education Certification, Resident Abuse & PPCA Prevention, ALFCA Foundations Course

Communication, Critical Thinking, Organization, Time Management, Problem-Solving, Adaptability, Attention to Detail