



Palm Garden
OF TAMPA
HEALTH AND REHABILITATION CENTER

2018
C.N.A. C.A.R.E AWARD
COMMITMENT ACHIEVEMENT RECOGNITION EXCELLENCE

PRESENTED TO
ROSA BIVINS



Palm Garden of Tampa's 2018 C.A.R.E Awards CNA recipient is Rosa Bivins. She is a valued team member of Palm Garden of Tampa since March 23, 2004 and has been a CNA since 1995. She is a mother, grandmother, friend, and sister to all... and our Hospitality Liaison. Rosa is not the quiet one, but genuine and full of life. But her real gift is her cheerful disposition making her the ideal Hospitality Liaison, always putting our new guests at ease and ensuring they have an exceptional welcome to Palm Garden of Tampa. She loves her position as our Hospitality Liaison and is empowered to create a unique, memorable, personal and positive experience for our guests, residents and family members. She makes them feel important. It is always a delight to read the life stories of our guests in our morning meeting that she has obtained from our guests. This has resulted in excellent relationships with our guests, residents and their family members, discovering special GEMS for our guests from favorite foods to organizing a wedding anniversary dinner. She likes to be involved and is a member of our safety committee and our employee engagement committee, "the Apple Committee". She is a wonderful team player answering all call lights and assisting whenever needed. Rosa can run circles around most of our younger team members always willing to help, whether it's a room that needs to be cleaned for a late admission or taking care of a difficult or challenging resident and winning their respect and trust. Her supervisor commented that when we have a team member being negative she will be the first to tell them how lucky they are to be part of the Palm Garden Family and that the grass is not always greener on the other side. She checks in on our new team members to see how they are getting along and is always able to help them with approaches that may help with certain guests or residents. When a team member is suffering a hardship, she is there for them. Rosa raised three sons and has one granddaughter. She is a fun-loving person who loves anything Michael Jackson and when not spending time at her church or attending their many women's conventions she is cooking up some fabulous meals, cleaning or dancing to Michael Jackson. Rosa is a hoot and we love her, and we are proud to have selected her for the 2018 C.A.R.E. Award CNA of the Year.