

Shelley Peltier's Manager of the Month Nominations

Shelley Peltier – Manager of the Year (she received 2 nominations)

I'd like to nominate Shelley Peltier for Manager of the Year. Shelley is amazing and always goes beyond her manager duties. She is excellent at communicating not only with her staff, but family members and the leadership team as well. If you reach out to her with a question, she always gets back to you right away. And if she doesn't know the answer, she will find it out for you.

When planning events for the English House folks, she always has them top of mind. Not only does she plan fun outings for the individuals at her home, but she organizes activities for the entire company! She has planned many trips over the years, including to Branson and northern Minnesota—many involving several other homes too. She's organized our company-wide Halloween Party and Holiday Bingo Night for many years, and coordinated music therapy, church groups, and fishing trips for all to attend.

She even built such a great relationship with our landscaping contractor years ago, that he and his family lead our Holiday Singalong every December now.

Shelley is a star at helping the organization and the individuals she supports fundraise. She goes out of her way to fundraise for our Made in the Shade 5K Walk, Golf Tournament, and Plant Sale—all beyond what is expected of her of a Program Manager! She sends out request letters, gathers donations, communicates with donors, and sends thank you notes – all to support English House. She even hosts as one of the delivery locations for our Plant Sale every year!

For many years, she's helped Ted fundraise to go to Camp Courage, a camp for individuals with disabilities. This camp gives him the chance to experience life and partake in everyday activities we may take for granted, like swimming, fishing, riding a motorcycle, and zip-lining. So, for Ted who has cerebral palsy and is in a wheelchair, this is a dream come true! It's such a sweet moment to hear how excited he gets before he goes to camp – she's literally making his dreams come true!

There are very few managers that take initiative like that. I appreciate everything she does for Phoenix! We are so lucky to have her! Thank you for all you do, Shelley!

MANAGER OF THE YEAR NOMINATION: SHELLEY PELTIER In a field where compassion and tireless commitment are essential, Shelley goes above and beyond in demonstrating it every day. There are countless examples of Shelley showcasing leadership and a deep sense of responsibility to the people she cares for.

This fall, when nursing was unable to obtain seasonal shots for the English House residents, she took all of them to Walgreens on her own to ensure they received the care they deserve. She doesn't just manage; she fosters an environment where people feel valued, comfortable, and at home. Shelley engages with the families of her residents with empathy and understanding. Her ability to navigate the difficult circumstances that arise in this industry with compassion while maintaining the highest standard of care is deserving of praise. Her actions have made her universally loved and appreciated by both the residents and families of English House.

Not only does Shelley keep her own house in order, she also extends her support to other houses when needed. Her support elsewhere showcases her selflessness and dedication to the greater good of our community. She never shies away from the demands of her job and consistently exceeds what is expected of her. Her selfless nature sets her apart. Shelley embodies what it means to be a leader in this field – someone who not only manages, but genuinely cares.

When asking the families of the people she's cares for for input to this nomination, they wrote the following:

- “Shelley is a great manager at the English house! She has been relentless in being there for everyone. Working extra hours, taking the residents to their doctors’ appointments and following up with new medications, making sure the house is staffed, paperwork is never ending, day-to-day operations to run the house. Shelley took Sandy to all her oncologist appointments, and she was at the house when Sandy died. Shelley really does care about the residents and wants the best for them and their families. We support Shelley's nomination because we feel like she deserves it!”
- “Shelley is very dependable, kind, and consistent when dealing with my brother at English House. She works very hard to make sure her residents are happy and well cared for. She gets back to me right away if I have a question or concern. She is just an all-around great manager and person. She gives of herself 150 percent.”
- “Shelley gives selflessly. She is devoted and gives her all to each person living at English. She is a calm presence during the times it is most needed and presents herself with complete empathy and consideration for others.”
- “I am especially impressed with and grateful for how attuned she is to the medical and emotional needs of the residents. She notices the nuances of their behaviors and addresses them appropriately, in the process, spending hours at medical appointments to make sure nothing is missed. The residents always get attention and activities to keep them occupied. My daughter Gail calls English House her home and Shelley and the staff make it so.”
- “Shelley made Mary’s transition a very welcoming and smooth one for her and our family. The house is always clean, well maintained, and decorated for holidays and special occasions for each resident. Social gatherings, activities, and birthdays keep the residents happy and engaged. This is no small undertaking given the challenges of staff shortages and limited budgetary resources. Shelley sacrifices her own time and energy to prioritize the fulfillment of the resident’s needs. They have a home at English House. ”
- “Our son, Matthew, became a resident of English house in May 2023. Matt is a unique client having suffered a brain hemorrhage as a nine-year-old. As such, he is nonverbal and quadriplegic. Matt has been in a number of group homes starting in 1994. I can honestly say that Shelley is the best of countless house managers I have encountered over the years. She is sincerely kind, concerned, interested, and motivated to find solutions to Matt’s problems. She makes herself readily available for any and all questions and tries to help her staff understand his needs. Shelley is a naturally caring and compassionate person. This shows in all her interactions with residents, family members. and staff. Being the English House Manager is not just a job to her, it is a natural extension of who she is. She is not an 8 to 5 person. Shelley is open to continual learning and open to new ideas. She initiated a willingness to take extra Physical Therapy training sessions at Gillette Hospital to learn how to help Matt with some PT and range of motion. We highly recommend her for House Manager of the Year!”