

Judy Serve, Our Bookkeeper: Compassionate and Cool!

If you are in the Fulford office on a Wednesday, you will see Fulford's bookkeeper, Judy Serve, busy paying bills, counting petty cash and doing many other accounting-related duties. Because of deadlines, she does the payroll at home on Mondays once the work hours of the staff are faxed to her by either the Managing Director or Assistant Manager.

Judy graduated from McGill in 1970 with a BSc and went to work for insurance brokers; one of her responsibilities was keeping the books which she found she really

enjoyed. She has been keeping Fulford's books for approximately 20 years, long enough to have worked with 6 different Managing Directors!

When asked what changes she has seen at Fulford, Judy said when she came to Fulford, there were no wheelchairs and only 3 or 4 walkers. The ladies then were much more autonomous. She has also noticed the increase in government-induced bureaucracy. She notes, however, what has been consistent over the years is the dedication and commitment of the PABs and nursing staff. Judy said "I am super-impressed with how they care for and interact with the ladies. They are so caring, patient and positive."

Fulford's Treasurer, Susan Luke Hill has this to say about Judy: "Compassionate and cool under fire, Judy continues to be integral to the financial oversight of Fulford Residence. Staff payroll, ladies' rentals, tax receipts and a close eye on cash flows in and out of the bank are always carefully monitored and processed. Judy is always far enough ahead of the game that when she says, 'Susan, there is something that we should be considering', I know to pay quick attention. Fulford would not work efficiently without her."

In her spare time, Judy and her husband enjoy spending time at their cottage in the Laurentians where in the summer there is golf to keep her busy. A priority is taking care of her grandchildren which she does at least one full day a week. Those of us who know her appreciate not only the valuable contribution she makes to Fulford but also her quick wit and sense of humour.

