

For Immediate Release
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HEATHER CLOKE RECEIVES ADMINISTRATOR OF THE YEAR AWARD

ALBANY, N.Y. – Heather Cloke has received the 2023 NYSCAL Administrator of the Year Award from the New York State Health Facilities Association/New York State Center for Assisted Living (NYSHFA | NYSCAL). The award was presented on May 10th at the 2023 NYSCAL Awards Banquet during the Association’s annual conference in Verona, NY.

Heather has been the Administrator at the Pavilion at Pine Valley since 2022. If you ask any of her residents what it is about her that makes her so special, they will say it’s the feeling of calm confidence and the unflappable sense of purpose and duty that she exudes. Heather has one of the most impressive resumes of any nurse working today: RN, RAC, Oasis Trainer, PRI-SCREEN-certified, CNA Class-Trainer, HHA Class-Trainer, Infection-Control Certified, and more. The staff and residents are thrilled to call her their administrator.

“There’s nothing Heather isn’t willing to help with and there isn’t any resident or staff member she isn’t willing to go above and beyond for,” said Michael Zyskind, Regional Director of Upstate Services Group, the parent company of The Pavilion at Pine Valley. “We are proud that she has been honored with this prestigious award from NYSHFA | NYSCAL.”

The NYSCAL Administrator of the Year Award recognizes an adult care/assisted living administrator who demonstrates outstanding innovation, achievement, and capabilities in their provision of high-quality person-centered care in a service-oriented culture in an adult care/assisted living community.

Winners received an engraved obelisk and were invited to attend the NYSHFA | NYSCAL annual conference.

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The New York State Health Facilities Association/New York State Center for Assisted Living (NYSHFA | NYSCAL) is a member-driven association of providers of long term care services, caring for individuals of all ages in proprietary, not-for-profit, and government-sponsored skilled nursing, post-acute, rehab, adult care and assisted living communities across the state of New York. NYSHFA | NYSCAL is dedicated to assisting its members in achieving excellence in the provision of efficient and effective quality long term care services through leadership, professional development and active involvement in the shaping of public policy.