

## Pineapple Awards 2010

**Recipient:** Jack & Sheila Henman  
**Property:** Dartmouth, Nova Scotia  
**Nominator:** Laurie, Claire, and Erin McCallum, Winnipeg

*Pride in  
Service*

Saturday was our last day of a 2-week trip to the Maritimes. As Hurricane Earl was making landfall, we made a call to see if our flight was still leaving. It was! By this time, both bridges between Halifax & Dartmouth were closed, as were some highways. Not knowing what to do, we stopped at a Tim Horton's to regroup.

We asked a worker the best way to get to the airport (you can imagine the look on her face), and a nearby customer came over to give us directions. Then he offered to lead us halfway there because he lived in that direction! We were overjoyed.

He went slowly & carefully as we were constantly avoiding debris that flew through the air and littered the road. This stranger was risking his own family and vehicle to help us! When he had led us to the highway, he got out in the sheeting rain, ran over to our car and said "I'll just lead you all the way there".

We couldn't believe this family's kindness! When we got to the airport, they gave us their names, phone numbers, and address, with the offer that if we were stranded "to give us a call and we'll come and pick you up. We'd love to have you if you need a place to stay."

Jack and Sheila Henman of Dartmouth were our hurricane heroes. We wanted to recognize these lovely people with a heartfelt thanks and a promise to pay it forward to all we meet.

## Pineapple Awards 2010

**Recipient:** John Marr  
**Property:** Halifax Waterfront Tourism Visitor Information Centre  
**Nominator:** Phil McCarty & Helen Whiteley, Hertfordshire, England

On Sunday 12 September, my partner and I called on the Nova Scotia Halifax Waterfront tourism office at Sackville Landing to ask a mundane question - where to find a taxi - and something more exotic, where a relative of a friend may have been buried in Halifax in the 19th Century. We were passed on to John Marr who tried several avenues without complete success. He recommended we call the Nova Scotia Archive in working hours, and we resolved to do so.

When we returned to our hotel, there was a message waiting from John telling us that he had found the grave, directed us to a website with a photograph of it, told

us where it was and how to find it quickly. This in and of itself would have been excellent service and worthy of commendation all its own. Where the extra level was reached was that we did not give our names and don't believe we mentioned where we were staying. Yet John found us.

We were both massively impressed and grateful. Thanks (and commendation) to John whose help and advice has been priceless. I have always held my Canadian colleagues and friends in the highest regard; this visit has only enhanced that.

*Pride in Service*

## **Pineapple Awards 2010**

**Recipient: Tammie MacDonald**  
Property: Atlantica Hotel Halifax  
Nominator: Susan Hackett, Lower Sackville

Tammie MacDonald checked in a little nine-year-old boy named Liam.

Liam asked if we had found his cow. His father said no Liam, it's not here. His father then explained to Tammie that Liam had lost his cow when he was staying here at age 5 and that every year they come back Liam asks if we found his cow. Tammie asked what his cow looked like and Liam said it was small and had a letter "W" on its foot.

Tammie said she would "check" lost and found and see what she could do. She then called the "Cows" ice cream store and they had a stuffed animal cow. The Food and Beverage Services manager, Tom Griffin lent his car to Rob Pepper, the concierge, who drove to Cows to pick up the cow.

Rob laminated a "W" and attached the "W" to the cow's foot. Then Tammie tucked the cow under the sheets with a handwritten note to Liam saying that we think we found his cow and that the cow would be happy to be with him again.

Needless to say, Liam was very happy his cow was found!

## **Pineapple Awards 2010**

**Recipient: Community of Meat Cove**  
Property: Meat Cove, Cape Breton, Nova Scotia  
Nominator: Karen Nord, Danbury Connecticut, USA, and the Nova Scotia Dept. of Tourism Culture & Heritage

Nominations for our next recipient were received from many sources; residents, visitors, government officials, and an article written by Karen Nord, from the Dansbury Newstimes in Connecticut:

On Saturday, August 21 torrential rains ripped through the tiny northern Nova Scotia community of Meat Cove, Cape Breton Island. The violent storm which dumped 6 inches of rain in 18 hours was a once in 200 year's occurrence.

Piercing sounds of thunder, lightening, wind and water throughout the night had turned a "scenic little brook" into a "raging river". The storm left bridges washed out along with flooded roads that left the community isolated from the rest of the island.

*Pride in  
Service*

There were approximately 100 residents affected but also 23 tourists camping and staying at other accommodations in the Meat Cove area. The only access to and from was by boat.

Local residents provided leadership and acted as a communication link with emergency officials, set up a shelter/command post at the community hall providing food, service, and comfort to the stranded visitors. By 2pm Sunday the local Chowder House was up and running for free thanks to the remarkable efforts of the proprietor to get provisions.

Residents also worked tirelessly to construct a foot bridge to allow access to the community hall.

Volunteers from neighboring communities came to help set up cots and blankets supplied by the Canadian Red Cross in the local fire hall. By mid-day Monday local fishermen maneuvered through the floating debris and had moved 17 of the 23 tourists out of the area by boat.

By Tuesday, all of the tourists were whisked to Sydney, with travel arrangements all taken care of by government and emergency officials.

All praised the efforts of the local community who put the visitor's needs ahead of their own. After dinner together on Tuesday night in Sydney, the rescued tourists gathered on the roof of their hotel and drank a toast to Nova Scotia hospitality under the stars.

They all vowed to return to the area because of the generosity shown to them in a time of need. In fact, they are currently raising money in an effort to thank the Meat Cove community properly for the amazing rescue and hospitality.

Derek MacLellan accepted this award on behalf of the community of Meat Cove.

## **Pineapple Awards 2010**

**Recipient: Cheryl Corkum**

Property: Lunenburg VIC & Board of Trade Campground

Nominator: Jamie Myra, President of Lunenburg Board of Trade



This next Pineapple Award is something a little different. For this award we will be recognizing Cheryl Corkum, Manager of the Lunenburg VIC & Campground who has completed 39 years in the Nova Scotia tourism industry. She has worked most of her career in her current position. Tonight we felt it important to recognize Cheryl's long and dedicated service.

*Pride in Service*

The Lunenburg VIC has traditionally been the busiest unit in Western Nova Scotia. For almost 40 years Cheryl has shared her love of service with the visitors; always with a welcoming smile and banter, going the extra mile to find local and provincial information, and she's even been known to provide all of the details to arrange weddings for couples!

Cheryl's dedication and passion for the industry is inspiring. She is the first to arrive in the morning and sometimes works straight through the day without a break. The season never comes to an end for her because as soon as the doors close in October, she starts planning for the following year. Her car can be seen at the bureau in December as she answers mail from prospective visitors.

In 1996, the existing VIC had to be removed due to structural problems. Cheryl was part of the team that came up with the design for the new VIC building. She worked on visualizing the ideal layout, the interior design, location of the brochure display cases, work stations, and picture displays.

During her career, Cheryl has built wonderful relationships with the tourism operators in the region. When they speak of her they say that she is an example to them all. That and "if Cheryl doesn't know, then nobody knows". Many a young person from the Lunenburg area received their first on-the-job training with Cheryl. She has received many accolades throughout the years from visitors which make her a fitting recipient tonight.

Forty years of community spirit, pride, dedication, and hard work in the Nova Scotia tourism industry have made Cheryl a great example of exceptional service. We are pleased to honor her pride in service tonight.