



Queen of Hearts, Support Team



Abigail Milliner – General Manager

Abigail started at Queen of Hearts in September 2020. Her background in childcare began in 2017 after completing her Degree in Youth and Children Studies at Wilfred Laurier. Since 2017 she completed her ECE diploma and gained employment experience in both preschool and toddler classrooms. In January 2021 she became Nursery Manager of Queen of Hearts, Balmy Beach being responsible for Customer Service and the Queen of Hearts Curriculum, Policies and Procedures. She has now taken extra responsibility of looking after the reservation needs of families

A message from Ms Abigail

I am lucky enough to have joined the Queen of Hearts team in September 2020. Although I am still relatively new, I absolutely love the nursery school. My enjoyment from this job comes from being able to interact with the children and watching them grow and develop. This creates a passion to do more for each child and shows it is the right choice for me to be working in this field.



Kailey Couth – Program Manager and Trainer

Kailey began her passion for teaching children through aquatic programs, as an instructor and lifeguard. She attended Brock University, earning her degree in Recreation and Leisure Studies, with a focus in Outdoor and Therapeutic Recreation. After graduation, Kailey worked as a private nanny, while completing her Montessori diploma and became a qualified Montessori teacher teaching preschool and school age in Port Elgin. She joined Queen of Hearts in May of 2021 as our Program Manager and now Trainer. Her role is supporting, growing and developing the Queen of Hearts curriculum at all levels and supporting the teaching team through training and development ensuring the curriculum is maintained and enhanced at all levels.

A message from Ms Kailey

I have always had a passion working with children and being actively involved with their learning development. It is a rewarding experience help children meet their learning goals. I am excited to continue to develop the Queen of Hearts Curriculum and create an enjoyable and memorable experience for each child.



Victoria Raynsford – Project Manager

Victoria joined Queen of Hearts in September 2020. Her background started in the mechanical sector, completing her diploma for Mechanical Technology at St. Clair College, and furthering her studies to complete a degree for Marine Engineering. After sailing to different ports in the world, she settled in Owen Sound to start a family, and transitioned into Hospitality and Customer service at a local hotel. Victoria joined the support team in the role of Administrative Manager and then Project Manager developing and supporting new initiatives within Queen of Hearts.

A message from Ms Victoria

I am lucky to have joined the Queen of Hearts family. They are all such amazing people, I am proud to be part of a team dedicated to the growth and development of every child. I have found great enjoyment and satisfaction, knowing I am doing what I can to be part of such an endeavour.



Shawn Emerson – Head Chef

Chef Shawn joined Queen of Hearts in June of 2018. He is a certified Red Seal Chef with over 23 years of experience. Starting out in fast food as a teenager, Shawn worked his way up to Sous-Chef in various local restaurants and apprenticed to achieve his Red Seal 12 years ago. Since completing his certification, Shawn has been the chef in various restaurants, both local and in destination restaurants before joining the Queen of Hearts team. He leads the Queen of Hearts Kitchen Team preparing meals for 3 Nursery Schools, our QYC school age club and our staff lunches. He has been instrumental in progressing in enhancing the menus. Shawn works closely with Jennifer Harris, our Registered Holistic Nutritionist, enhancing the menus and introducing children and staff to local, sustainable and healthy alternatives.

A message from Chef Shawn

I joined the Queen of Hearts team in 2017, and I am so happy to be cooking for the little ones. I have been able to give them the opportunity to both broaden their culinary experience, and provide happy, healthy meals.



Michael Ferreira – Second Chef

Michael started at Queen of Hearts in May of 2022. Recently moving to Hepworth from Collingwood, Michael attended George Brown College for Culinary Arts, then later attended Georgian College to complete his apprenticeship. Michael has years of experience in various restaurants and resorts since becoming certified, before joining the Queen of Hearts team. Working with Shawn he is expanding the capacity and diversity of the meals Queen of Hearts is offering including our “Meals to Go” series of tasty take home dishes and baked goods.

A message from Chef Michael

I am privileged to be working at Queen of hearts and enjoy seeing the smile on children's faces, and being welcomed by the little ones. I am very excited to bring my skills and experience to the table and have the children experience the world through different foods.



Danielle Heard – Kitchen Assistant

Danielle started at Queen of Hearts in July 2017. Before joining the school as the Chef's Assistant, Danielle travelled throughout Ontario, doing selective cutting in the logging industry. After leaving the outdoor sector, Danielle did various work in the cleaning and food service industry as she started her young family. Danielle is a favourite amongst the children, especially when she delivers their lunch.

A message from Ms Danielle

It is always a good feeling when you enjoy the place you work. The children brighten my day with their smiling faces and laughter. It's a pleasure to work with a great team and in such a happy environment.



Jesse Tilson – Specialist Academy Program Planner

Jesse has many years of teaching and coaching children at Camp Presqu'ile located in Kemble where he coordinated, developed, and facilitated a Leader in Training/Counsellor Training program as well as one to one support work for campers with special needs. Before coming to Queen of Hearts he worked at a local child care centre in their school age programs. Jesse joined Queen of Hearts in November 2020 to work with our preschool children and run the science and environment program. In October of 2022, Jesse transitioned from Mad Hatter teacher into a new role as Specialist Academy Program Planner, developing our programming for school age children.

A message from Mr Jesse

My mission has and always will be that the care and compassion of every young mind that I encounter be given equal and the utmost attention. I have a gigantic heart for children, teaching, and coaching for as long as I can remember and am delighted to have the opportunity of sharing the wonderful world of science with our young people.



Rhonda Foulds – Reservations Administration

Originally from Owen Sound, Rhonda trained at Sheridan College for animal care before returning to Owen Sound to raise her family. Formerly working as a veterinary assistant and administrative assistant to an Optometrist, Rhonda joined Queen of Hearts as a chance to work closer to home, and support the rewarding school environment as it expanded.

A message from Ms Rhonda

I am amazed at how a busy Nursery School can have such a peaceful ambience. I look forward to getting to know the families and growing with the school, and seeing what the future brings.



Julia Bittorf – Administration Assistant

Julia started at Queen of Hearts in August 2021. After completing her Social Service Worker Diploma in 2015 Julia interned in Europe at various non - profit organizations. She returned to the Grey - Bruce area where she worked in Retail Customer Service for many years. Outside of the office Julia enjoys performing at the Roxy Theatre and is an avid knitter.

A message from Ms Julia

I am so excited to be a part of the growing Queen of Hearts family. I enjoy seeing the enrichment in the children's lives as they are learning new things every day. Queen of Hearts is an important part of the community of Owen Sound and I am thankful to be a part of this team.