



Queen of Hearts, Support Team



Abigail Milliner – Reservations Manager and Nursery Manager for Balmy Beach

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 and then in January 2022 took responsibility for Reservations and Administration

A message from Ms Abigail

I am lucky enough to have joined the Queen of Hearts team in September 2020. As well as working closely with the teachers and children, my role has now grown and I am excited to have the opportunity to be instrumental in the expansion of reservations and management of administration. No day is ever the same and I am so happy to be able to support the Nursery Schools and QYC going forward in an administrative role as well as a Nursery Manager role.



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 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 endeavor.



Shawn Emerson – 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 nearly 4 years ago, 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.



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 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.



Brooke Zenon – Prep Cook and Chef's Assistant

Brooke joined Queen of Hearts in July 2021 as the prep cook/ Shawn's right hand. She was born and raised in Barrie and moved to Owen sound area about 5 years ago. Starting with the Marine Cook Program at Georgian College she then moved to Culinary Skills. Brooke has a love of cooking and anything that requires hands on activity. As soon as she could start to working (13) she worked in the restaurant industry, taking a break to teach children at her local kickboxing school. When Covid 19 began she started to work in the construction industry, learning to build and install custom wood cabinetry. Summer of 2021 she found her way to Queen of Hearts, where the job just seemed to good to be true as having missed the gratification of watching children grow and learn and cooking. What excites Brooke about Queen of Hearts is the ability to become more advanced and creative not only in cooking but baking. Chef Shawn and Brooke get quite enthralled with learning about different foods and baked goods when it comes to menu planning around the geography of the month.

A Message from Brooke

I have not seen good, kind people like I have at Queen of Hearts. Carron drew me in with her professionalism and warmth, while Shawn and Danielle continue to teach me every day. I come to work with a smile and leave with one. The chatters and thank you from the children I get to see everyday never fail to make me feel blessed to have been hired on this role



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 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.