

August 3, 2018

Tonya,

I am writing to thank 2 very outstanding CNAs because their work goes beyond a Bravo Award. Lisa Kinney and Serge consistently work hard for every resident but I am writing to thank them for their work with Russ.

On August 31st upon returning from a late appointment at Rhode Island Hospital, Lisa met us in the hallway and immediately took Russ for cleanup and assured him that dinner was waiting for him. Lisa spoke to Russ about her own recovery from a stroke 18 years ago, and how terrifying it was to want to communicate and not be able to speak. Russ was focused on her every word and it was touching to watch their interaction. It brought tears to my eyes.

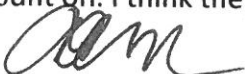
To residents and their families, CNAs make or break a nursing home. Lisa and Serge are not the only CNAs who give compassionate care, but they stand out for their consistent hard work. I've never heard them say "not my job" or "ask someone else".

Several other times I have returned from late appointments with Russ, and it's obvious that the staff look the other way. No one takes Russ to the bathroom or offers to order a meal. I am happy to help Russ eat, and the kitchen staff are wonderful about bringing a meal when requested, but it meant the world to see Lisa greet Russ and welcome him back. The message is "we're happy to see you", instead of "what a nuisance".

Whenever Serge is on duty, he takes Russ to the bathroom without being asked (even tho Russ is not his patient) and he is always alert for people who need help. Serge is always on the move, always helping the residents.

At July's family meeting, several people mentioned toileting is an issue. It used to be routine to take everyone to the bathroom after lunch, but this is no longer the case.

Lisa and Serge make Bayberry a safe and compassionate home and they are the people we count on. I think they deserve more than my thanks.


Sincerely,

Carol Ann Mayhew