

**Caregiver: LUCINDA T.**

**Opening Statement:**

A truly compassionate person serves as a sacrificial servant who cares about others more than herself and is selflessly concerned with alleviating the struggles of others despite whatever is going on in her own life. This description exemplifies Lucinda Thomas who serves as a light and a shelter for others. She flourishes in situations in which she can comfort and help those who need her.

Lucinda is a treasured gem with numerous caring and compassionate qualities. She is the type of caregiver that we wish all other caregivers would emulate because caregiving and doing the right thing for clients comes naturally to her. She is extremely humble and doesn't always realize how much of a difference she makes for clients and how she stands out from other caregivers because her drive to serve is innate. No matter what the personality or condition of a client, Lucinda quickly jumps in to figure out how to make their lives more pleasant. She is truly a ray of sunshine to our clients.

**Details:**

Lucinda was placed with our client Rita who was in hospice, and she went above and beyond caring for Rita. The family told us that Rita was bedridden, couldn't speak and was in her final stages of life. When Lucinda met and started to care for Rita, she could not accept in her heart that Rita was bedridden and couldn't accept that Rita couldn't be nursed back to health. Lucinda spent a lot of time nursing and caring for Rita. Soon after starting to care for Rita, Lucinda started to get Rita up out of bed, bathe her, keep her dry, prepare meals and feed her.

Lucinda would roll Rita into the dining area so she could look out the window because that was something that Rita had always enjoyed. Lucinda would take her into the den to watch TV and put puzzles together while encouraging Rita to engage. For weeks on end, Lucinda continued to talk to Rita with no response. One day Lucinda called the office and said, 'RITA IS TALKING!' It was truly a miracle and Rita has been speaking ever since. We believe this miracle was entirely attributable to the love and compassion shown to Rita by Lucinda. Rita also eventually started to feed herself with a little assistance. To everyone's amazement, one day the hospice nurse came and said Rita was fine and no longer needed to be on hospice. We were all so excited! We wholeheartedly believe that the love, compassion and commitment Lucinda invested into caring for Rita resulted in this complete turn-around in Rita's life. The results Lucinda has achieved with compassion don't stop there.

Lucinda also works with our client Rozella. Rozella had been extremely difficult for other caregivers to work with and never had any kind words to say to our caregivers. Rozella lives in constant pain and despite having endured 2 knee replacements, 2 hip replacements and 2 shoulder replacements, she cannot get relief. Not surprisingly, this state of constant pain has made her extremely bitter. Lucinda went to the home and showered Rozella and her husband with her compassion and kindness. After Lucinda's first visit they called the office and said they wanted her as their permanent caregiver. Rozella's health is declining, and she trusts Lucinda to do the things she can no longer do for herself. Rozella feels as though Lucinda is more than competent and she and her husband have complete trust in

Lucinda. Lucinda helps Rozella with showering, washing and styling her hair, keeps her in fresh clean clothes and does her laundry. Rozella's husband said he couldn't believe it when Lucinda was helping Rozella in the shower and he could hear them talking and laughing the whole time. He said he hadn't heard Rozella laugh like that in years and now it happens whenever Lucinda is there! In addition, according to Rozella's husband, Rozella was an amazing cook and eating her great meals was one of the things that they both dearly missed when Rozella could no longer stand in the kitchen to cook. Neither of them thought they would ever enjoy great meals again like Rozella used to make but Lucinda came through. They love the home-cooked meals that she prepares and Rozella has even shared recipes with Lucinda from her personal cookbook. Further, because Rozella loved cooking so much and truly misses it, Lucinda invests the extra effort to prop her up in the kitchen so she can watch and make suggestions as Lucinda cooks for them. Also, so they can enjoy the meals after Lucinda leaves, she will prepare and freeze the meals to heat later. Lucinda has made such an impact on them that they are considering adding hours but only if they can have Lucinda. Lucinda also cares for our client Erma. Erma's daughter really likes Lucinda and appreciates all the special things she does with Erma. Instead of just sitting in her Assisted Living apartment with her, Lucinda puts forth the extra effort to get her cleaned up and take Erma out of the building to get fresh air and on outings to lunch, mall, and walks. Erma loves getting out.

**Summary:**

Lucinda is in high demand in our Indianapolis office. Wherever Lucinda goes, the clients want her forever. This is truly a case of 'There is not enough of her to go around!'

Lucinda is an exceptional one-of-a-kind caregiver. We can always count on her to greet everyone with a huge smile and a laugh. Lucinda is exceptional at communicating with her clients and their families, which they greatly appreciate. She calls caregiving her ministry, and she conveys the same degree of love and compassion to every client she serves.

Lucinda joined the Amada of Greater Indianapolis team in 2022 while going through a divorce after being married 35 years. She accomplished all of these achievements while her own life was in shambles. Her clients never knew that she was having a tough time at home because she poured herself into her work, bringing love and hope into the lives of her clients. As her divorce became final, we realized that she cared for and nurtured others while she was going through an extremely rough patch in her own life but Lucinda never complained or missed any work. She is a true example of selflessness. Lucinda is never late to her clients - she is always on time for us and for her clients.

It is with great honor that we nominate Lucinda Thomas for Caregiver of the Year for the endless compassion that radiates from her wherever she goes.

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**Caregiver: ELIDA P.**

**Opening Statement:**

Cony joined our team in September of 2022. She started out working with us as a Patient Safety Attendant at one of the largest hospitals in Reno. After 6 months, she transitioned over to an in home caregiver and little did we know what we were missing in Cony. Cony was born to be a caregiver. For her, it is a passion, not a paycheck. She puts her whole heart into every shift with every single client that she assists. Cony possesses something natural and unique that is hard to find today.

**Details:**

Cony is the definition of Compassion. It comes very naturally to her. She makes sure that each client knows that they are her one and only priority while she is with them and makes sure that they have everything that they need, including making sure that they do not feel alone when their family is far away.

Cony's prior experience as a nurse prepared her as her role as a caregiver. We can assign her to any client no matter what their needs are. She is great with letting the office know when the client needs something or if she has any questions, she calls to discuss it. When a hospice client with out of town family needed supplies, she contacted the office so that we could make sure she had everything that she needed.

I have never seen such a committed caregiver. On more than one occasion, her relief was not able to come in, so she stayed an extra shift- sometimes putting in 36 hours. She doesn't even give it a second thought, she knows the client needs her so she is there for them.

Cony never asks for or expects recognition, when we presented her the Caregiver of the Month award a few months ago, we showed up to her client and she was in shock and surprised. You could tell it meant everything to her, as she was filled with tears and emotion.

Cony was with a client for a few months whose family was out of town so to make her feel more like a family member than a client, she treated her like she was her own family. One day, we walked in on Cony putting makeup on the client to make the client feel better. The client wanted to get made up so Cony used her own supplies to make sure the client got the royal treatment. She could win over any clients heart and truly makes them feel heard, valued and understood. She holds their hands and comforts them when in need.

**Summary:**

In all of the years that we have been open, it is very rare to get such a true gem as Cony. I wish we could teach every caregiver that works for Amada to have the heart and compassion and work ethic that Cony has. She has touched every client and their families have always followed up with us to let us know how valuable she was. We are the ones who are lucky to have her.

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**Caregiver: MARTIN H.****Opening Statement:**

Not everyone is called to be a caregiver. All caregivers say they are called during their interview. After some time, we as employers, figure out that to some it is merely a job away to earn money. To others, it is a flexible schedule. And in all honesty, there are some we never figure out why they chose to be a caregiver. It is rare to witness a true caregiver's heart someone who has truly been called to care for (and serve) others. Martin has been with Amada Senior Care for just over a year and is one of the few caregivers who is the epitome of all the 6Cs of Amada Caregiver Values.

**Details:**

Gary B. is a client who, sadly, lived in squalor in a home that was left half renovated. His home looked abandoned. It was difficult for him to communicate. He rarely got out of bed, if at all. Caregivers did not feel comfortable there, and often did not want to go back after their first shift with him. Martin did not hesitate to say yes when asked to visit Gary B. He saw an open visit a few days later and asked if it was Gary B. He stated, 'I saw him the other day and would like to cheer him up again.' This is the attitude with which Martin meets all his clients.

Martin's compassion and commitment to Gary B. is inspiring. He worked with the client to get him to eat better. He made sure there were things easy to grab and eat on days Martin was not there. He taught him to use his remote control, which vastly improved Gary B.'s days. He no longer just laid in bed staring at nothing all day. He worked tirelessly to help him get his phone unlocked and teach him how to use it so that he could communicate with his daughter. Gary B's daughter lived far away from her dad. Martin provided exceptional communication and kept her informed of what was happening with her dad. He worked with her to help get rid of the rats in the client's home, get a grocery delivery service set up. He helped set up home medical care after the client fell when he was home alone. He also helped him get set up for some of his VA services that he did not know he was eligible for. In an email, his daughter stated, "First off, just want to say thank you. My dad's caregiver Martin is amazing !My dad and Martin have a wonderful connection and it is really improving my father's life. I really appreciate him and the service you all are providing."

Fred F. is a client who came to us from a different agency. He had a terrible experience according to his daughter. They were very leery about having any caregivers in their home again. Fred F. is a veteran and his daughter stated she wished we had someone who could relate to her father. We knew just the caregiver to send. Once Martin heard the details about Fred F, he was eager to meet him. Martin's compassion towards him helped them bond immediately. Martin even agreed to work with him on his normal day off, Sunday, because that is what the client needed.

Martin currently has two clients in the hospital. They call every week to make sure Martin will still be their caregiver when they go back home. Neither can imagine having a different caregiver. They say he is perfect! The accolades from Martin's various clients and their families could go on and on. He makes a momentous difference in the lives of all of his clients.

**Summary:**

Martin is a husband, father, and caregiver. He is a veteran who retired from the military. In a recent conversation, Martin told our Office Manager that he absolutely loves working with Amada. He told her that working with Amada as a caregiver was the first time he had felt completely fulfilled since being in the military. This is evidenced every day by the compassion and commitment, and the quality of care he provides to his clients. He is a trustworthy, dedicated advocate for each one of them. He loves his job. It is obvious he has a caregiver's heart and was called to be a caregiver.