

## *Hidden From View*

If we are truly attentive, the needs of our residents may be identified in ways other than verbalization or medical assessments.

Such was the experience of Jane Walker in the laundry department of Life Care Center of Burlington.

Staff member Lisa Ranes explained that several times Walker received a resident's underwear for laundering, and the articles were in very poor condition.

"Knowing that the lady is very particular in her appearance, Jane knew that this was probably bothering the resident," Ranes said. "Rather than mention it to anyone, Jane bought several pairs of underwear with money from her own pocket" to give to the resident.

The nature of the gifts is such that they would go unnoticed by others, of course. But Walker's action was treasured by the resident. It's the kind of deed that is triggered by compassion.

--Beecher Hunter