

Service to Be Applauded

A few years ago, the words *And Then Some* were added to the *Whatever It Takes* customer service slogan. Why was that important?

The answer: To show Life Care's commitment to go the extra mile or two to serve our customers. Here are a couple of examples:

Kathleen Vasquez, a registered nurse at Life Care Center of Port Townsend, Washington, helped a resident move into her new assisted living apartment when unfortunate circumstances prevented her family from lending a hand.

But not only did Vasquez help with the initial move-in after her shift was over on that Friday, she also spent the rest of the weekend getting things done for the resident in order to give her apartment a homey look and feel.

What made Vasquez' involvement especially meaningful was the fact that the resident's husband had passed away in the facility four months earlier, and the widow was struggling with that loss, as well as the loss of her independence, her home and dealing with the transition in living arrangements.

At Life Care Center of Florissant, Missouri, a resident informed Sherman Lindsey, a cook and server, that her motorized wheelchair was in disrepair. She said that the company that was to repair it was scheduled to arrive three days later.

What was frustrating, the resident explained, was that use of the wheelchair was the only way for her to get around and socialize with her friends. "I know staff members would push me to activities and to the dining room," she said, "but I don't want to be a bother."

Lindsey took matters into his own hands. He carried the wheelchair battery and the connection to his home and repaired it. The resident was moved to tears by his actions.

"Sherman, you just don't know how much my independence means to me," she told him.

Vasquez and Lindsey are but two examples of thousands of associates across our company who go out of their way – beyond their own job requirements – on behalf of the people they serve.

Recognition of the heart and hands of our associates through the *Whatever It Takes And Then Some* program is very important. Life Care is now in the process of choosing winners at the division level for 2016.

Their stories – like these – will be amazing!

Each of you should use whatever gift you have received to serve others, as faithful stewards of God's grace in its various forms (1 Peter 4:10 NIV).

– Beecher Hunter