

## Warm Fuzzies

As Donna Gwinn, housekeeping and laundry aide at Life Care Center of Aurora, Colorado, was cleaning Mrs. Richland's room, she noticed one of the lady's nightgowns lying on the bed. The nightgown was full of holes and the material had grown flimsy from years of wear. Winter was coming soon, and Mrs. Richland needed better protection against the Colorado chill.

After her shift, Donna went directly to the fabric store to pick out some flannel to make new nightgowns for Mrs. Richland. She wanted fabrics with the right amount of softness and warmth in the best colors. After selecting a few varieties, she headed home to transform the fabric into cozy sleepwear.

The next day, she entered Mrs. Richland's room with three new flannel nightgowns.

"They're to keep you warm this winter," Donna said, handing the nightgowns to the surprised woman.

"Thank you so much," Mrs. Richland said with delight. "I love them!"

Mrs. Richland no longer worries about those brisk Colorado temperatures. She just slips on one of her warm, fuzzy nightgowns, crawls into bed, and thanks God for a friend like Donna.

This story is from the book published by Life Care Centers of America. It is entitled "Everyday Heroes," and features other accounts of amazing acts of customer service performed by our associates. To obtain a copy for yourself, or to give as gifts to personal or professional acquaintances, follow ordering instructions listed in the *Everyday Heroes* book section on the Village Square home page, or call Cari McGlamery in Life Care's public relations department, (423) 473-5539.

--Beecher Hunter