

My primary role is almost to be a surrogate family member, to help them through these tough times. I look at it as a patient advocate. Many times, people are in a crisis situation and they just need someone to call to be able to have resources, to ask questions, to find out solutions. I have been in the healthcare industry for well over almost 30 years now. I started when I was 22, working for a medical supply company. And I ended up getting on the computer side of things, and realized as I started traveling the United States, that I loved being with the residents more than I did doing my job. So, I ended up in the nursing home industry for quite some time.

I was working at a home health care agency at the time, and a friend of mine had been approached by Shannon about the elder care coordinator position. And at that time, it wasn't something that she was wanting to do because she was running her own company. She had recommended me and told me about the job. It's a dream job for me because you're a patient advocate and that's what I've always loved doing. And so to have a job, actually doing something that you love, it was the phenomenal. And when I came in, met Shannon and the group, I fell in love. It was absolutely amazing experience and I just feel blessed.