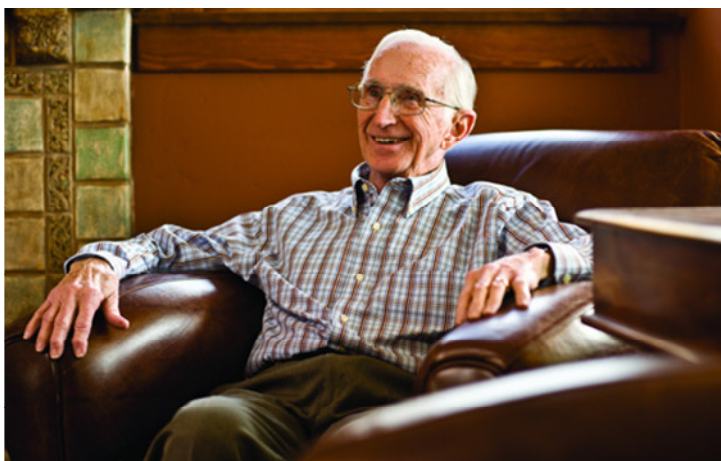


CAREGIVER STORIES: EXAMPLES OF PATIENCE, LOVE AND IMAGINATION

Doris is known for her sensitivity, diligence and energy, especially when it comes to caring for hospice clients. The owner of the Home Instead office Doris works for said, ***“With her extraordinary talents, she provides dignity to the client and comfort to the families. A family told me that the passing of their loved one would have been unbearable if it wasn’t for Doris. One evening, in particular, the hospice client could only find comfort in a seated position. Doris sat all night on the bed with her arm around the client.”*** A retired nurse of 40 years, Doris’s own life of adversity has honed her compassion for others. ***“Doris is truly like having another caring member of the family and exemplifies the best care and values that your company could provide,”*** wrote the client’s daughter.



John developed his natural inclination toward caregiving early in life. As a teenager, he took a job caring for an older man in the community. Some four decades later, John once again is pursuing his passion to care for seniors. ***“The best part of the job is being with older people to love them and take care of them. I’m totally dedicated to being a Home Instead CAREGiver, and I enjoy all of it,”*** he said. ***“They need someone to be there for them.”*** John tries to get assignments off to a good start by learning as much as possible about each new client. “Even at first, when new clients may be uncomfortable that I’m there, I work hard to get to know them, and I tell them, ‘Just relax; we’ll be alright’. They end up liking me. ***When you get to know a client, there’s so much there, so much to learn – more than you’d think. The purpose I serve is to be a companion who listens.”***

Taking care of people comes naturally to Gladys. “Gladys always goes above and beyond,” says the daughter of her current client. ***“It’s just a given that you can count on her. She’s simply ‘one big heart’ walking around.”*** Although at 73 she is close in age to many of her clients, she handles her responsibilities with the vigor of a young person. A family member of one of her clients says she’s impressed by how well Gladys looks after her mother’s safety and independence. ***“She’s willing to take however long it takes to help Mom do as much as she can for herself in an effort to maintain her independence and dignity. She’s even gotten into the shower with my mom when needed rather than just handing her a cloth at the sink. Interestingly, I think Mom trusts Gladys more than she trusts me, her own daughter.”*** The most important qualities in a CAREGiver, Gladys says, are these: ***“You need to be a kind person, you have to love and respect people. Just because your client may be old doesn’t mean they don’t have feelings. They’re intelligent people. You just have to have love in your heart for them.”***



Deborah’s CAREGiver service totals nearly 10,000 hours with her client Ann. While this is extraordinary, ***Deborah sees it as simply taking care of someone as though she were your own mother.*** After five years together, they have become inseparable. Ann, a woman living with Alzheimer’s disease, lived an amazingly organized life filled with friends and travel. She now knows Deborah as the person who is always there for her. “I know I have touched her life. ***You have to be patient. That’s the best advice with Alzheimer’s. They can’t help the way their mind is. They can’t adapt to us. We have to adapt to them,***” Deborah said. When Ann’s grandson was planning his wedding, one of his great hopes was that Ann would attend the ceremony. Though they thought Ann would not travel again, Deborah told family members, “We can do this.” Several months before the wedding Ann and Deborah started to practice Ann’s role in the wedding, and Deborah made sure the families reserved a spot for Ann to toast the happy couple. When the time arrived, Deborah and Ann stood before the wedding group. “I held her glass up,” Deborah said, “and Ann said, ‘To my grandson, Drew, and his lovely bride, Megan.’ ***She said Drew and Megan’s names. Everyone cried, instead of clapping, because she remembered.***”