

Name of Nominee: Joyce Woodfox
Title: Personal Care Attendant
Place of Employment: Sheltering Arms Senior Services
Name of Nominator: Gena Prejean
Relationship to Nominee: Home Care Supervisor

Joyce Woodfox has worked for Sheltering Arms for 4 years, as a PCA. She has proven herself to be a hard working and compassionate PCA, who does not mind going above and beyond to improve her client's quality of life, while still operating within her scope of practice.

Ms. Woodfox was recently given a client who is in the early stages of dementia, is economically disadvantaged, and who does not have a strong support system of family and friends. This client was originally staffed with another PCA, who went into the client's home and refused to provide services, D/T the poor conditions of her home. The client's home was overrun with roaches. There were roaches in the kitchen, in the refrigerator, in the drawers throughout the home, in the bathroom, in & around the bathroom and kitchen sinks, etc. Not only was the home infested with roaches, but D/T the client's Dx of dementia, she also had several areas in the home soiled with human feces. She had fecal stains on her bed linens, her mattress, and on her favorite chair. Her bathroom toilet was in such bad condition that it was literally about to sink through the floor. After all the necessary referrals were made to the appropriate agencies, Joyce was sent out to service this client. The Staffing Coordinators and I waited on pins & needles for that dreaded call from Joyce, stating her inability to service this client, D/T the deplorable conditions of her home. But instead, Joyce called back with an unparalleled determination to do everything within her power to improve the status of this client's home and with an unbelievable demonstration of human compassion to improve this client's quality of life.

Ms. Woodfox spent a lot of her own personal time, without any desire for reimbursement, cleaning and sanitizing this client's home. When faced with an issue that was outside of her scope or ability, she would immediately contact the office staff for assistance and / or instructions. She would work many hours past her scheduled time, if she felt she had not done all that she could to make her client's home safer or more sanitary in some way. She would even spend her own money for cleaning supplies and pesticides that the client could not afford on her own. Joyce did not and has not ever asked to be reimbursed for anything she may have purchased for use in her client's home. Anything she purchased and any extra time she spent, she did so willingly and without any hope for personal gain.

I am happy to say that since Joyce Woodfox has become this client's PCA, her overall quality of life has improved tremendously. Her home is now a safe and sanitary place to reside. The client no longer has a problem with roach infestation. She now has a brand new toilet in her bathroom. She is now able to sleep on clean sheets and sit on a clean chair. She no longer has to eat food from a refrigerator contaminated with roaches. She no longer has to worry about the dangers of not having a strong support system. She now has Joyce Woodfox. A PCA who is there to support her, advocate for her, care for her, and help her maintain the high quality of life that all of God's creatures deserve.