

**Name of Nominee:** Susan Hollins  
**Title:** Personal Care Attendant (CNA)  
**Place of Employment:** LivHOME  
**Name of Nominator:** Tracy Chiari  
**Relationship to Nominee:** Care Manager

Ms. Hollins cares for an 83 year old lady with Parkinson's and severe anxiety disorder. This lady is very challenging due to her physical and cognitive limitations but mainly due to her severe depression and anxiety. Because of Susan's extreme positive approach and ability to motivate she has been able to not only care for this lady but actually foster her physical and mental well being. She has been able to encourage her to take Tai Chi classes at the Parkinson society and never lets her dwell on the negatives for too long. Susan is always searching for new activities and ways to motivate her client. She works 12 hour days, 5 days a week but is always fresh and ready for the challenge.

Susan makes herself available even when she is off to help her client when she is anxious or upset and usually just a phone call with reassuring words does the trick. Susan volunteers on her days off when a regular team member calls off so that her client does not have to see an unfamiliar face. Susan always communicates her thoughts and suggestions for improving client care with me, her supervisor and takes input and critique very well and uses it to grow.

Dealing with a physical limitation coupled with psychiatric issues is a huge challenge for any caregiver but Susan handles it everyday with grace, poise and professionalism. I feel honored to work with her and I feel my client is honored to have her as a caregiver.