

The District I Nurse Aide of the Year is LaToya Bailey. LaToya has been a Certified Nursing Assistant for twenty-two years and has spent the last nine years as part of the Universal Healthcare of Fletcher family! Throughout her years of dedication and service, LaToya has been an exemplary team member and role model for her peers. She always maintains a friendly and professional demeanor with a smile, even during hectic or challenging moments. With an upbeat and positive personality, she leaves a lasting impression on the residents under her care and their families.

LaToya is affectionately known for taking special time with her residents and providing individualized care. If it is applying make-up, or curling and setting hair for her female residents, she always exceeds expectations and goes above and beyond. During holidays and special events, LaToya contacts loved ones to discuss clothing options, so her residents always look their best! Not only does it make the residents feel good about their appearance, her extra pampering makes them feel loved and valued. She ensures that families are included with the care she provides so the best personalized care is achieved.

It became evident when LaToya went on vacation last year, just how great of an impact she has on the families that entrust their loved ones in her capable hands. When LaToya did not come in on her usual day, a resident immediately thought she had resigned. The resident called her family in a panic! Soon after, the family contacted the facility to see if there was anything, they could do to help reinstate LaToya's position. The facility assured the resident and family that she was just on vacation, and that she would return to work soon. This is just one of many testaments of the quality care, connection, and compassion that LaToya provides to her residents and their families.

LaToya is a lifelong resident of Asheville and single mother of two wonderful children. She says, "I know that the CNA profession chose me, and I am a better person because of it. I am fortunate to be one of the lucky ones that have a job that I love." LaToya jokingly compares her job to that of a card dealer. She explains, "Over my 22 years I have learned how to shuffle, deal, bet, and of course, how to keep a poker face!"