

The District V Nurse Aide of the Year is Pam Farrow. Pam has been a Certified Nursing Assistant for twenty-three years. We've been honored at Cross Creek Health Care in Swan Quarter to have her at our facility for practically her entire career! On a regular basis department heads and Nurse Managers check the schedule and say, "Pam's here – today is going to be a great day." They know her residents will be well cared for, there will be coordination between departments, and that nothing will pass by her unnoticed. She never limits her work to or thinks in terms of "my assignment" and the quality care she provides is excellent. Pam always has a smile on her face, going out of her way to motivate everyone she comes intact with, and is our top choice to mentor new CNAs.

Our facility is located in the Eastern part of the state, which means frequent evacuations due to hurricanes. Pam hasn't missed a single evacuation, and there have been over a dozen in her career. She is always the first to volunteer and recruit others. This past September, even when we were on our fifth day of evacuation for Hurricane Dorian, Pam was the first person up and getting our team ready to face the day. All of our staff shared sleeping quarters and had worked long hours. As an Administrator, it was heartwarming to witness her early morning laughter as she woke up all of her coworkers, even her nurse supervisor. Pam's vibrant energy was contagious for our exhausted team!

This isn't just her job; it is her career. Pam is tremendously loyal and is selfless with her personal time. She checks in during her weekends off to make sure she isn't needed before heading out of town. On numerous occasions, upon discovering that there has been a call-out, she has canceled her own plans to come in and help. Even when Pam takes a break, it is spent with the residents. She seeks out those who don't have many visitors or are having a difficult day and sits with them, so they do not feel lonely. One resident said, "Pam is the best aide that has worked with me. She is considerate, kind, and devoted, and takes the time to give good quality care. One time she even picked me up to take me to a friend's funeral." There is nothing Pam will not do for our residents! She always volunteers to assist with any events we host on weekends and loves bringing her eight grandchildren in on afternoons and her days off to visit with the residents. Pam takes pride in teaching them compassion and love for the elderly.