

**ISABEL ANDRES, GUEST ATTENDANT**

Working at Chartwell since 1999

Chartwell Gibson Retirement Residence – Toronto, Ontario

“Through patience, empathy and understanding, I’m able to create a true bond with residents.”

My day always revolves around my residents. In the morning, my first priority is to tend to those who need a bit of extra help getting ready. Making sure everyone is well looked after and ready to start a fresh new day is my main goal. After that, I begin with my guest attending duties, which may include assisting a resident down to the dining room for meals or escorting them to their favourite activities. No day is the same, but the

commonality lies within serving residents the best way that I can.

Understanding and patience is a key component in my role. I’ll often stop and chat with residents to find out their likes and dislikes. For example, maybe one resident likes a specific genre of books and another resident dislikes knitting. Knowing them on a more personal level allows me to better engage with them and find some common ground. It’s also important for residents to feel like someone is listening to them, and I’m honoured to be able to provide that outlet.

Working with people has always been a part of who I am. Growing up in the Philippines, my parents encouraged me to move to Canada and commit myself to those who needed my help. They wanted a better life for me, and knew my strengths and skill set. I’ve never looked back, and now at age 65, I still feel privileged to do what I do. I can often be heard singing during the day. I’m just so happy to be able to make a difference in someone’s life, and the more positive I am, the more positive my residents will be.

To me, customer service means going above and beyond to create an exceptional environment. If a new resident has just moved in, I’ll make it a priority to go and introduce myself and tell them what I do, how long I’ve been working at the residence and what they can expect from Chartwell Gibson. I want to make sure residents feel welcomed and know that they can rely on me for anything.

I value our residents as I value my own parents. They have given so much to society and now it is their time to relax and enjoy life. The team here is truly amazing, and I learn a lot from my colleagues each day. We’re all just trying to create great moments that our residents will cherish and appreciate. And that leaves me feeling fulfilled.

DO YOU HAVE A GREAT STORY OR PHOTO TO SUBMIT FOR THE RENDEZVOUS EXPRESS?

PLEASE SEND ALL SUGGESTIONS TO:

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