

**ROBYN SKOV, PERSONAL SUPPORT WORKER**

Working at Chartwell since 2006

Chartwell Oak Park LaSalle – LaSalle, Ontario

“Listening to the stories of our residents is like reading a best-selling novel. We have so much to learn from them.”

I begin each shift by helping residents get ready for the day. For those individuals who need assistance in the morning, I help them get ready for breakfast—whatever helps them start off their day right. After breakfast, I may escort a resident to the spa and provide a relaxing treatment, or to a recreational activity or social gathering. Before you know it, we're off to the

dining room for lunch and the afternoon quickly begins to unfold. It's especially fun when we have a guest musician at the home—I love to dance with the residents!

My focus as a Personal Support Worker is the needs of my residents. Whether someone requires assistance with an activity of daily living or simply wants me to take a moment to share a story, I'm dedicated to being there for them. It's essential to take the time to help those residents who are now at a point in their life when they need more support, while also respecting their independence and dignity.

Working with people, it's important to be compassionate and understanding. It's amazing how much our residents endure as they age and how they persevere despite life's curve balls. Some days can be harder for some than others, so I always do my best to provide residents with whatever support they need, even if it's just brightening their day with a smile or kind word.

To me, Making People's Lives BETTER means working with residents to achieve their goals.

Customer service really is about recognizing an individual's specific needs and providing the support that will help make their day both happier and more comfortable. Our residents deserve true devotion and attention, and together with my amazing co-workers, we go above and beyond for residents because we love and respect them. We have a great team and managers - I'm lucky to be a part of it all.

The residents at Oak Park LaSalle have taught me to live life to the fullest. This summer I obtained my motorcycle license, bought a bike, ran a half marathon and even got a tattoo! Whether I'm working out at the gym, reading a good book or enjoying being a grandmother, I treat every day like a new adventure.

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

PLEASE SEND ALL SUGGESTIONS TO:

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