

12-27-2011

Last August/September I spent nearly three weeks at Delaware Court for rehabilitation following a total knee replacement. When I first arrived, I had no idea what to expect or how I would get along, but the staff/personnel there quickly alleviated any fears I may have had. I couldn't have had better care! Realizing each person who works there has specific duties, I was amazed at the time each one would give to make sure I was as comfortable as possible. Not only were they compassionate, but they made me feel like part of a "family". I don't recall any one of them hinting that my daily care was a "job" to just get through.

One specific example of going above and beyond her "job" was a lady who worked in the kitchen. I had been scheduled to see my surgeon in Dublin for the first time following surgery. That morning I wanted to shower, but wasn't scheduled for one. As I was discussing this with my nurse, Cressie (?) said, "I could take a few extra minutes to help you." Although that wasn't her particular "job", she helped me, and it was like a "gift" ... I'll never forget it!

I could go on and on with the many times the nurses, aides, and office personnel went out of their way to be friendly and helpful with their care and visits as I grew stronger each day.

Then there were the physical therapists! I know they don't always get the "best" comments, since they have to push you to your limits at times. Yet I realize it's because of them I got better, and today I owe them much gratitude for pushing me with, "You can do it!" :) To this day, I can hear Kim cheerfully saying early in the morning, "Time to get up! If you need help getting washed up, I'll help you!" It still makes me smile thinking about her as I procrastinate in bed every morning! She was such an encouragement!

Jeff, with his gentle, yet concentrated focus to "Try ... do what you can ... you'll get better if you keep on trying!" His guidance also still fills my head with determination when I try to slough off the exercises! He was such an encouragement with his understanding, yet firm direction!

Each nurse, with her own personality, was a godsend when I needed pain medication or couldn't sleep. I've always believed that nurses were really angels when one is ill. Now I know that's true because of my stay at Delaware Court. Words can't really express the gratitude that my husband and I both feel for the wonderful care I received while there. We just wanted to tell you, each and every one of you, we realize how much you actually "do" above and beyond what most people consider a "job" ... things most people don't even know about ... things that mean a great deal to your residents ... things that we now understand. God "sees" all that you do, and in His great scheme of things, you aren't overlooked. MERRY CHRISTMAS, and may 2012 bring blessings to your homes as well as Delaware Court's mission.

Sincerely,

Sue and Jerry Heston

