

Jessica Hennix



Why did you choose older adult services as a career? It started when I was in high school and I was helping some elderly couples doing some of the basic everyday task that they were unable to perform on their own. As the years went by I bonded with so many of them, they have such unique personalities and have taught me so much through the years. I could see the challenges that they faced that made decided to peruse older adult services. I enjoy learning about their lives and all of the adversities that they have overcome and I feel the need to help them overcome the ones that they are now facing or will face later on.

What do you want to do with your life and how do you hope to impact the older adult service profession? My goal is to become a registered nurse with my bachelors in science. I hope to continue working with the older community as I feel that they are in the great need. My many years of working in the older adult services has made me realize that they are facing so many unknowns and I would love to help them through some of these times. I hope to be able to help them transition into the next step of their lives as smoothly as possible, by showing compassion, respect and dignity. I hope to impact the profession as positively as I can. I hope to impact the lives of others as positively as mine as been through working with the older adults.

Provide a specific example of when you positively impacted someone through the care or services you provide. I remember one in particular situation, it stands out to be because to me it seemed so small and unimportant at the time but to the person on the receiving end it was no small thing. I stopped by to see one of the ladies I had been helping and she received a package in the mail and had asked me to help her figure out what it was all about. With in just a few minutes we had come to figure out that someone had called her and asked a few questions and then enrolled her into something that she did not need and had taken money from her account. She was obviously upset by this so I made a few phone calls for her and figured out what had happened. I had no idea that a few minutes of my time making phone calls would have brought her such ease. She later had made the comment to me that she doesn't know what she would have done had I not been there. It only took a few minutes of my time to make a big difference to someone else.

How have you positively impacted your organization and increased its effectiveness (through teaching, mentoring serving on committees, etc.)? I would say I have learned a lot about people and how they need to be cared for through my years of working with them. I have learned with one particular resident at my facility that even if she is difficult, moody or with drawn that there is a reason that I may never learn behind it. I continue to treat her with respect and dignity. When I learn something new about how to make her smile or brighten her day I try to pass it along to my coworkers so that they may have an easier time with that particular resident. I have learned many things about a person's behavior and how they can so dramatically change when a person is dealing with life changing situations. My mom is battling pancreatic cancer and the changes her physical appearance are small in comparison to the changes in her personality. I can only empathize with her feelings and help her as I do not know the magnitude of feelings she is going through. Going through this journey has taught me that there are so many factors that change a person and that we must not forget that. And whatever the changes may be we must show compassion and respect. So by sharing my story and findings with

others I feel I have made a positive impact on those who are involved with us as a facility and as individuals.