

RE: Andy Bynum, 2009 Executive Director Hero Award Nomination

In working with Andy Bynum for the past six years, I have become acquainted with his leadership and management style. As a former Activity Director in an Assisted Living Community I saw his spirit and how he comes together with the Residents to see that their social needs are met. He is very team oriented and always there when we, the staff, need assistance with Resident Care or the fun and games at Family Night. Two of my favorite memories are Andy in his grass skirt at our Luau. Yes, the man can do the hula! Another moment was our very own style show in which the Residents participated in the garment making and styling of the fashions. Andy styled with great flair and finesse a bright green smoking jacket, complete with smoke billowing from the pockets.

Resident Care has always been his focus from the moment he walks into the building in the morning until he leaves in the evening. His door is always open and the Residents feel that and are comfortable in knowing that he is there when needed. Many times throughout the day, you will see Residents sitting in his office just to visit. He exhibits much patience and kindness toward all the Residents. It is so obvious he is meant to be working with the senior population. His heart is with the Residents. When they are feeling down or not feeling well at all, he is there offering words of encouragement. When a Resident is having trouble walking, he is there beside that Resident the whole step of the way. Andy will spend all the time necessary with a Resident to make them feel comfortable and to ease their minds of any worries they may have. Andy has developed a close relationship with all family members and knows everyone by name when they walk in our front door. His philosophy being that a good relationship with the family will always ensure that the Resident is happy. The family relationship is carried out through visits when family members come and go and also during the routine assessment times.

As the Assistant Director, I have learned from Andy not only the business aspect but also the heart of the business. It is impressive just to watch him in the many daily occurrences in our building. When you are in our building, you will feel the environment that he has created. It is a happy and a safe place. Over and over we are complimented on our building and our staff. This can only be obtained through a gentle but firm leadership. Andy never asks any of his staff to do anything he is not willing to do himself. We see that when he is assisting Residents to the restroom; we see that when he is carrying a plunger down the hall; we see this when we have last minute call offs and he is working the 10 pm to 6 am shift. He is our leader and I am proud to be a part of the Community and the environment he has built.

Thank you for your consideration of **Andy Bynum** for the ALFA Hero Award.

Sincerely,

Martha Hogue

Assistant Director

Hawkins Creek Assisted Living and Memory Care Community