

Employee of the Year 2018

VANESSA ASHENFELTER

Vanessa is the Social Service Designee. However, the title does not begin to describe the myriad of duties and responsibilities she is accountable for and volunteers to accomplish on a daily basis. She coordinates arrangements for all new admissions, greets new residents and families, and fills out the multitude of records pertaining to new admissions. She composes all our residents' social histories, initiates care plans, and manages all resident data. Vanessa coordinates all doctor visits and transportation. The former is a modicum of what she does on a daily basis for Monroe Manor. Vanessa takes hundreds of phone calls each week. Vanessa's late mother, Joy Levings, was office manager from the Manor's opening in 1973 until her death in 1981. Vanessa was her mother's volunteer assistant for two years while in high school, and after graduating in 1974 she worked at the Manor as a Laundry Aide and a CNA. After taking off work a year to get her LPN license, she rejoined the Manor on October 3, 1977. In addition to her social service duties, in the last 41 years she has served as a Charge Nurse, Assistant Director of Nursing, and as the Interim Administrator.

Vanessa is the first person family members of prospective residents see when they visit the Manor. She is our face to the public and exemplary representative of the industry. With such a long personal and family association to Monroe Manor, people expect to see Vanessa at our front door and there would be an obvious void if she weren't. What truly makes her special is that she's as gracious, tactful and courteous as she is experienced, dedicated and subtle. There's no question she can't answer, no state regulation she can't comply with, no complaint she can't rectify, and no resident or family member she can't pacify. If there is a person that's trustworthy, loyal, indispensable, it's Vanessa Ashenfelter.

Vanessa leads by example. There's not a job in this building that she would ask an employee to do that she couldn't do herself or hasn't already accomplished herself. The staff observes Vanessa come in on her off time to arrange an admission or work a Charge Nurse position. She has a calming effect on staff and residents as a result of her genuine smile and temperate demeanor. Vanessa's quiet disposition is infectious and goes a long way in ensuring confidence and compliance among staff members and residents.

Vanessa displays her caring attitude everyday by helping families and residents with difficult entry, exit, and end of life issues. There is a resident with dementia that Vanessa let's sit in her office every day, because it makes the elderly person feel comfortable. Despite the dementia, that resident never forgets Vanessa and on the few days Vanessa is not here, the resident is lost. In the 25 years I have known Vanessa, she is always kind and caring to all the residents. Her professionalism is unmatched!