

Frances Makowski - 2009 PHCA Excellence in Caregiving Award

Frances Makowski has been one of the hardest workers at Willowbrook Assisted Living Facility for over 8 years. Her patience as a personal care attendant is unrivaled and she has a special way about her that is kind and caring that residents respond to immediately. She is respectful toward coworkers, residents and families alike- she never gets frustrated and has a tireless work ethic.

Frances is very sweet but very persuasive! She is that special aide who can get even the most stubborn residents into the shower when they really do not feel like moving around! She can motivate people in even the most difficult situations and direct them toward positive outcomes and she can settle people down just by sitting and talking with them quietly. Her own life experiences have helped her relate to others with understanding and compassion. She is the constant recipient of high praise from residents and their friends and families. She brings comfort to so many residents in her own unique way with a quiet strength and a kind heart.

Frances' coworkers all say it is a pleasure to work with her. She mentors the new staffers and her coworkers constantly nominate her for "Employee of the Month" awards! They all see her as an example of the kind of caregiver they strive to be themselves. She may be a frequently recognized star employee, but Frances is always modest and humble. She is highly respected because she treats others with the same respect and care.

Frances Makowski embodies the Genesis motto: "We understand care, we practice compassion".