

Attention: , Director of Nursing

Administrators

Re: Pablo Gabriel

I recently attended a care plan meeting for my husband, and a resident on the second floor. At that time, I rendered several negative comments and complaints regarding some of the employees and current situations in that unit.

At this time, I want to come forth with a positive comment giving recognition to an employee, Pablo Gabriel, who is making a dramatic and encouraging difference. Pablo has a natural ability and easy manner in which he manages the residents. He is kind, gently firm and instinctively knows what to say or do to diffuse difficult residents and situations. Pablo has made it his mission to get to know the name of each resident. He has learned their varied personalities and many of their musical preferences. He calls each resident by name, making them each feel very special. He plans many and varied activities, and shows commitment and energy in all that he does. As you may know, I visit my husband twice a day, seven days a week. When Pablo is on duty in the Unit, the days are brighter and go more smoothly. He is doing an excellent job and is making the second floor unit more pleasant and less stressful for everyone.

I do not want to diminish the commitment and loyalty of any of the other dedicated employees. They are all appreciated. Mr. Gabriel's efforts appear to be making a significant difference there, and I thought someone should know.

