

# SNOWDAY DEDICATION

Snow days mean sledding and building snowmen, watching movies, and staying cozy inside for many people, but operations must go on at Valley Cities' Inpatient Facilities. Staff across both Inpatient sites showed incredible teamwork and dedication. "I'll be coming in," Alice Ronnie, Medical Assistant at Recovery Place Seattle (RPS), emailed after her co-worker, Reta Aitulagi, Unit Coordinator, offered to pick her up. Jerome Walters, RPS Program Manager, personally picked up staff who could not drive in. "Made it to work," reported Aristotle Viray, Medical Assistant from RPS echoed, "Thanks, Jerome, for the ride." Jerome credited his Intensive Inpatient Program staff, stating, "Kevin, Reta and Zahara were real troopers during this. Kevin stayed double shifts to cover evening and night shifts; Reta covered day and night shifts, even picking up her colleagues for work; Zahara found alternatives to make sure she was here and covered both day and evening shifts. Several counselors made it in, with one, Terri, coming in on her day off - walking through the snow - to ensure we had clinical coverage on Saturday. Alemitu came in on her off days to cover the kitchen Sat, Sun and Monday, including going shopping for food to prepare for meals when Pioneer delivery did not show up as expected. Patients volunteered to shovel the inaccessible driveway; showed remarkable adaptability with a truncated schedule due to callouts. We declined their offer - there was only one shovel in the building and Reta and Dan, our maintenance man, used it to clear the driveway landing. In all, the RPS crew made sure that the quality of service to our patients did not suffer (much) as a result of the winter storm. I'm proud of their efforts."

Steve Camagong, Licensed Practical Nurse, had to leave his car down the hill from RPS, as he had gotten stuck in the snow. He walked the rest of the way to make it in. Stella Iwuoha, Charge Nurse, and Josh Ndungi, Licensed Practical Nurse, both came in as back-ups for staff who could not make it to RPS.

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"Can't leave the crew hanging," texted Bradley Cotter, Program Manager for Recovery Place Kent (RPK), as she dug out of the snow at her house to drive in to pick up food at Phoenix Rising and support the skeletal staff who made it to work despite record snowfall and rough travel conditions. Even though she was scheduled "off work" for the 3-day holiday weekend, Bradley made it in to help at RPK—even bringing enchiladas for staff. "Thank you so much day shift, Bradley, Tina and Gary. You guys went above and beyond for us literally shoveling snow off the driveway so we can leave safely after. You are all so amazing," said Lucy Kamau, Lead MHS on night shift.

Sheikh Moiwa, the day shift Charge Nurse, also voiced appreciation, stating, "We (RPK) would like to thank Sally and the night crew for staying over and helping with patient care this morning. The snow kept day shift nurses out, but the night crew stepped up and did everything the patients wanted. The day is going smoothly because of their hard work this morning. Thank you very much. We also thank Bradley for coming to cook the meals for the patients today. We personally appreciate you guys." Overnight staff at RPK had stayed through the morning, preparing breakfast and covering as day shifters were able to trickle into work. "You guys went above and beyond. Thank you for your hard work," LPN Rose Ngigi said. Night shift Charge Nurse, Sally Mukwana, responded, "it was out pleasure!" The dedication to clients and co-workers is inspiring and awesome! Thanks to all these wonderful people and all the others who helped get us through the snow days!

-Christina Petty | Director of Nursing