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## Jenelle Judson • Staffing Coordinator



When I first started working, at Heritage of Edina, 21 years ago, in 1992, I noticed several things different from other places where I had worked:

- There was a “family feeling” at Heritage. It felt like “home”.
- Our supervisors love what they’re doing and it shows.
- They are incredible teachers and good listeners; the staff respects them and adopts their vision for care of the residents.

There are a lot of reasons that residents come to stay. Some of the key reasons are:

- We work on making a connection with each resident and they get to know us in return. Those connections are the lifeblood of our care. We all become a family.

- Continuity is critical. We are important in their lives.

I have worked in a number of capacities here at Heritage, but I love to work with the memory loss folks the most. They are near and dear to my heart. Situations with them are so heart-warming, and often humorous, but they can be challenging too. The only regret I have is that my own grandmother never lived here. She would have really loved Heritage.

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