

Kudos: Brian Heywood

Carol Brackett, prevention division chief at the Area Agency on Aging (AAA), received a voicemail from a client who wanted to recognize Brian Heywood, AAA assessment supervisor. The client first encountered Brian when she was upset about the care her friend was receiving in a nursing home and wanted advice on how to proceed. She praised Brian for letting her vent, listening to what she had to say, and pointing her in the right direction. After the death of her friend, the client continued to have questions, and Brian directed her to the Senior Line, where she also received good service. The client concluded her voicemail by saying she wanted to extend kudos to AAA for hiring such a caring and kind person as Brian Heywood – she was knocked off her feet by the outstanding service that she received.