

ARRM Cares Award
Diane Berg | The Phoenix Residence
Nominated by: Jackie Larson

It is with great honor that I submit Diane Berg from The Phoenix Residence for this year's ARRM Cares Award. For the past 39 years, Diane has nurtured relationships and provided irreplaceable opportunities for the individuals here.

Imagine this: The tree is lit, the decorations are hung, and the keyboard is tuned as the individuals eagerly make their way to the living room for the annual Holiday Singalong. As the crowd gathers round, a familiar face welcomes everyone to this holiday tradition—one that brings together all walks of life.

Diane first met John Capetz when he started as Phoenix's landscaping contractor years ago. Throughout the years, she has built a deeply-rooted relationship, inspiring John and his family to volunteer every year to lead the singalong. And he does it all for the individuals we serve. He gets to know them personally, allowing them opportunities to engage with a familiar face.

Diane also fosters relationships within the English home. For one individual, his whole life changed because of Diane's selfless actions. For years, he had no contact with his family, but Diane helped connect them after a trip to Camp Courage, and subsequently, they became very involved in his life until his passing. *She rebuilt his family* and their relationship with Phoenix, as they are still active supporters to this day.

For another individual, she provided an extraordinary quality of life—even in her final days. When this individual was placed on hospice, Diane organized a Celebration of Life with the individual's family and friends. With the house packed full, they shared stories about the individual long into the night. It was comforting for this individual to know she was in such a loving environment when she crossed over.

Furthermore, Diane has been the driving force behind the annual trip to Branson, Missouri, thoroughly planning all activities requested by the individuals, and being by their side 24-hours a day on their personal time off.

Diane's dedication to providing them with this once-in-a-lifetime opportunity is impeccable, even as the trip expanded over the years. When she invited other Phoenix Residence homes, several of them jumped at the opportunity. Not only did this improve her relationship with the individuals, but with the family members as well—giving them peace of mind that their loved ones were safe. One individual who joined them had hardly ever travelled, and Diane took it upon herself to make sure they were comfortable with travelling and being away from home for an extended period. Thanks to Diane's continued commitment, these individuals experienced a phenomenal trip they may not been able to otherwise. And for others, it's become a mainstay event that they look forward to every year—giving them an opportunity to travel just like everyone else.

Family members know they can trust Diane, because she's been with the organization for so long and they have become family to her. If it weren't for people like Diane Berg, celebrating 40 successful years would not have been possible.