

Heidi Phillips:

I would like to nominate Heidi Phillips. She is the Program Manager at Ludden House. She has been with Phoenix almost 10 Years. She consistently demonstrates exceptional dedication to both staff and the individuals in our care. Her efforts to make everyone feel valued go above and beyond expectations. For example, she arranged special transportation so our residents could spend Thanksgiving with their families, and she thoughtfully decorates for every holiday to create a welcoming, safe, and festive environment. In addition, she frequently brings in treats to brighten our days, further contributing to a positive and supportive workplace culture.

She developed an engaging activity board and regularly organizes community outings, ensuring that everyone has opportunities to connect and enjoy meaningful experiences. Her approach is consistently person-centered, and she serves as a strong advocate for all individuals at Ludden House. Through her dedication, she fosters inclusion, empowerment, and a supportive environment for both residents and staff. She consistently demonstrates remarkable commitment by stepping in to cover shifts whenever staff need time off, regardless of her own personal circumstances. Her positive attitude and constant smile uplift those around her, fostering a supportive and encouraging environment for both colleagues and residents. She consistently communicates with her staff in a respectful and supportive manner. In addition, she is always willing to assist on the floor whenever needed, demonstrating teamwork, reliability, and a strong commitment to our people at Ludden house. Working with Heidi brings a sense of reassurance and positivity to the team. Staff know they can approach her with any problem, confident that she will listen attentively and help find a solution. Her supportive nature fosters trust and creates a collaborative environment where everyone feels valued and empowered. Heidi has built strong, positive relationships throughout the company and is highly respected by her peers. She has successfully recruited many individuals to join the team at Ludden House, strengthening the workforce and enhancing the culture. In addition, she willingly steps in to support other houses when needed, demonstrating flexibility, teamwork, and a company-wide commitment to excellence.