



8/14/2025

Dear Willow Award,

Ashley Rowan deserves to receive the Willow Award for the excellent care she provided my Mother during 2024. Ashley went above and beyond every day to provide more than just basic care for her. By the time Ashley came to help us, Mom was bed bound with dementia. My Mother has always been the sweetest person, but dementia is cruel and causes so much frustration for the individual suffering from it. Ashley was always so patient and understanding when Mom became agitated or frustrated with her circumstances. Ashley always treated her with such respect and kindness. She always talked and visited with Mom as if she was not suffering with dementia, which unfortunately is not always the case with everyone. She kept Mom's favorite music playing and continuously thought of ways to connect and fill Mom's days with joy.

One of the first things Ashley did was to inform me of the need to add thickener to Mom's drinks to prevent aspiration. Mom's appetite was diminishing and Ashley brainstormed alternative solutions such as adding calorie and protein enhancers to her smoothies to help her maintain the weight she had. She was so good at planning ahead to be sure enough smoothies and juice options were available throughout the day and even for days she was not working. Ashley was so careful with Mom's hygiene care to protect her skin and her dignity. Due to this careful attention to her care, Mom never experienced any skin breakdown despite being bed bound for approximately 9 months.

She helped advise me in getting Mom enrolled in hospice since I had little experience with it. She kept excellent records of the care Mom received and what Mom was experiencing. With that knowledge and care, she also worked with the hospice nurse and other staff to provide Mom best care possible by adjusting based on Mom's changing needs.

Ashley was a Godsend and tremendous blessing to us at a very difficult time in our lives. I never had to worry when I had to leave the house because she is trustworthy. She is one-in-a-million. We will be forever grateful for her care and friendship!!

Sincerely,

The family of Vivian Lee Wigley