

From The Road

Over the years it's been great to hear your kind words about the techs.

This may surprise you, but each week the techs return from the road enthusiastic about their experiences. They have special memories of their journey with the residents and Living Design.

Have you ever wondered how the residents see the tech's visit? We hear each week about residents who stop by to ask questions about their birds, get the first look at any newcomers, tell of their recent observations or just sit back and watch! Residents enjoy their time with the tech, but the tech enjoys his time with the residents just as much!

Keven said meeting new people is a favorite part of his work, "It's always great to meet so many interesting people."



One of Keven's favorite experiences happened as he was doing a maintenance and it was getting close to the dinner hour.

There were about 25 people watching and asking questions. Soon the staff came to gather everyone up to eat. One of the ladies refused to leave, saying she wanted to watch Keven finish taking care of the birds. She asked questions about pretty much everything he was doing. Keven thought it was really neat!

Then a few weeks ago, a couple of ladies pulled their chairs right up to the aviary and started asking questions.

The questions seem simple but this ability to teach people new things is great!

On one trip, **Steve** was at a KS rest stop. He returned to his van to find a family looking at the birds inside. Being the friendly guy he is, Steve took a few minutes to talk with them.



When the father and son went into the rest stop, the mother stayed behind. She explained that they were returning home from her mother's funeral. At that point she began to cry. Her tears were not just in sorrow but also in gratitude. She explained that her mother had lived at a facility where there was a Living Design aviary. She was so grateful for the birds because they brought light to her mother's life. The Doves, in particular, were her mother's favorite.

According to Steve, that's when he realized just what his job does for people. He said that it's not the money but what we bring to the lives of residents and their families that he finds so meaningful. It's also how we affect so many people just by doing our jobs.

Brian's favorite part of being a tech is making the residents happy.



Gene remembers a resident at a facility who

used to live in the Toledo area before moving to Indianapolis. Come to find out, Gene and the resident had gone to the same school and the resident had known Gene's mother. What a small world!



Gene likes how nice the people are and enjoys interacting with the residents during the maintenance.

Vaughn said his two favorite parts of being a tech are meeting different people and traveling. Everyone is always so very interesting!



His favorite moment was at a WI facility. A resident was watching the birds and started chatting with Vaughn. This resident has a very unique story ... he was a retired Air Force pilot and was actually the person who chose the new injector seats for Air Force planes!

Another time he was in IA, talking with a resident from Great Britain. She and her husband had traveled all over the world when he was a chief military officer with the British task force.

Being able to meet new people every day is **Bob H's** favorite thing about being a tech. He also enjoys traveling to new places.



Jim's favorite part of being a technician is the residents. He especially enjoys the nicknames they give to the birds.

At one facility they had named their canary "Frank Sinatra" and one of the Owl Finches "The Professor."

The kids at another facility had said the Gouldian Finches looked like Easter eggs. After a second glance, Jim realized ... yes they do look like Easter eggs!

And at another facility, the ladies had named the male Gouldian Finch "Liberace," for his smooth moves!

Jared said there are many reasons he enjoys working for Living Design. For him, it's rewarding to work for a company that gives customers such a life enhancing product and experience.



He enjoys calling the PC to let them know "their bird man" is coming. Then when he walks in, the residents are eagerly waiting for maintenance to begin. He treasures the memories made as maintenance becomes "the bird show," an activity with sometimes 15 to 20 people.

For him one experience comes to mind. A 19 year old resident at a facility in IL had been in an accident and suffered brain damage. The resident wanted to help with the aviary so Jared showed him how to help care for the aviary and birds. The resident was

so proud and told all of the staff members about it!

Not only is **Lonnie** a wonderful technician but sometimes he gets to explore other career paths ... like "tour guide."

One time, he was given a wireless microphone so everyone could hear him explain everything he was doing. He definitely was not expecting that but everyone just loved it.

Another favorite memory was at a facility that would play a lot of music for their residents. They started playing "You are my Sunshine" over the PA system. Everyone around him started singing while he was cleaning. He and the birds were treated to an impromptu serenade!



Jeff is a people person and loves seeing all of the residents and kids when he is out on the road. A few weeks before Christmas, he was at an orphanage in Cincinnati. Having grown up just down the block from an orphanage, he really appreciates the work they do. While he was in the aviary, a little girl, about 10 years old, came up and was crying. He asked her why she was crying and she



said, "Because that is the most beautiful thing I have ever seen." When Jeff asked her what she was referring to; she said it was the eggs the Dove had just laid. She was so excited and happy!

Bob J enjoys interacting with the residents.

One time, he had tucked his hat and glasses out of the way. He looked up and saw this nice woman with a huge smile on her face, wheeling away with his glasses hanging from her Mardi Gras beads! She was known to be a gatherer of things at that facility and it was fun to be part of her gatherings!

Keith said his favorite part of being a tech is traveling and being able to discover new parts of the country.



He doesn't recall any specific memories but one of the best feelings is walking into a facility and being welcomed with open arms!

Josh said his favorite part of being a tech is the residents. He said that he enjoys interacting with the residents and enjoys hearing their stories.



Scott loves spending time with the residents and being able to travel to different cities each week.

He has noticed how often the male residents talk about the war, any war it seems. It's so fun to listen to their stories.





Bob M's favorite part of his job is the residents. He loves talking with them and being able to include them in the maintenance

At one home in MI, Bob said every time he arrives, the nicest woman is waiting for him. She will chat with him the whole time he's there. She is so nice. Bob always looks forward to hearing her stories about the birds.

Craig always enjoys talking with the residents especially the ones who really love the birds.



A favorite moment happened shortly after he started. He was at a

children's hospital and a bird got loose! The facility has 30' ceilings! Of course he had an audience of patients, doctors and nurses as he tried to capture the bird! Thankfully there were stairs in the open room to get him closer to the ceiling but each time he got close to the bird, the bird flew to the floor. Everyone, including himself, found the situation funny! With time and patience he was able to capture the bird. To this day the receptionist there giggles at him. I think it's safe to say that this adventure was talked about for a very long time at this hospital!

Rodney's favorite part of being a tech is meeting new people at the facilities along with working with the birds.

He remembers at one facility he and the PC had to work together to catch

an escapee. Yes, it even happens to the professionals! He had removed 4 independent chicks from the aviary and the PC had noticed that there were only 3 in the box! The fourth little rascal had escaped on him. Thankfully, with the help of the PC, the runaway was reunited with its siblings.

Cory enjoys when the residents talk about their younger years.



He remembers one resident telling him how she and her family had an outdoor aviary where they bred cockatiels. She told Cory that the aviary in the facility reminded her of that special time in her life.

He said he has enjoyed being able to bring the wonderful memories back to the residents.

Keith remembers one time at a facility in MO where the PC was so excited to see him. See, she knew he was from SD and they had a new resident who was also from SD.



His name was John and she asked Keith if he would mind speaking to him for a few moments. It was about 60 degrees out that day and the residents were all outside. Keith walked right up to the man and said "Hi, are you John from SD?" John replied that he was, but asked Keith how he knew. Keith explained "It's 60 degrees out and you are the only one in a t-shirt!"

This got a laugh from the resident. They were able to chit-chat for a little bit so John could get caught up on the happenings in SD. Keith was happy to be able to brighten John's day with something so simple!

Feeling welcomed at each facility is **Chris'** favorite part of being a tech. One place in particular sticks in his mind because they had put up a sign: "Glad to have you back." This really made his day; he even hung up the sign in his van!

At each location your tech has a job to do ... it is a job unlike any other. He helps to ensure the well-being of the birds.

On top of their responsibility to the birds they make sure that your aviary shines to its fullest potential.

After tending to these physical task they are able to tend the soul ... their own and those of the residents.

We are proud to be part of the wonderful care you provide the residents.