

## Colleen's Contemplations – October 2011

I've just about had it. I had two dear clients die in the last month. I'm not sure I can take it anymore. One was a sweetheart who used to bake me cookies, and the other was a young mother of a 3 yr old. I was not close to either, but my heart just aches for the families.

So here's the down-side of the job we do:

You come to care about each and every person. You know their stories, the successes and the challenges. You know how excited they get when they find a silly knick knack that matches their kitchen. You know how much they appreciate everything you do for them. You know that someone who is coming from a dialysis appointment, but still determined to bring you a plate of cookies, is someone who understands how much of your own family time you give up for them. You know how hard it is for people to admit that they need help. If there weren't children involved, many people would struggle through and do without. But because there are children involved people put their kids before their pride. They open up their lives to us. They admit to us how tight their budgets are, and how much the diapers we give out really help. We get to know them, and they become an extended part of our families. So it's really hard to lose them. Even though you may try to be professional, somehow they sneak into your heart. And so, you open yourself up to heartbreak.

Even though I really hate this feeling, I don't think I'd actually change a thing. I think the human connection is one of the nicer parts of WNC. So, I guess I'm not quitting my job this month. It was an honor to have been a part of their lives. It's an honor to be able to do the job I do. I couldn't do what I do without all the things this community does for WNC.

Thank you.

Colleen Woerner  
WNC Store Manager