



FAVARH - THE ARC OF THE FARMINGTON VALLEY

Spotlight on Staff

NICOLE PALMERE ASSISTANT MANAGER, TRANSPORTATION

Nicole Palmere is an Assistant Manager for Favarh's Transportation Program. She started as a driver in 2016. She took the job because she was looking for part-time work so she could be home for her two young children. But after only a month, she began to work as a DSP at The Barn. In 2018, she was encouraged to apply for the Transportation Assistant Manager position and was thrilled to be picked for the role, even though she didn't have a background in management. She threw herself into the job and says she has learned a lot along the way.

Nicole comes from a family of caregivers. "My grandma was a nurse. My mom was a CNA (Certified Nursing Assistant). Caring for people runs in the family." She also had first-hand experience growing up helping to care for her great grandparents and grandparents. She's always been inspired to help care for other people. "Someday in the future, I'd like to follow in my family's footsteps and become a nurse and work in the children's hospital."

After graduating from High School in 2010, Nicole attended Brandford Hall Career Institute in Southington and obtained her Medical Assistant Certification. She did clerical work in a physician's office and then switched to home care with Keep Me Home. "I worked for two years for families in Berlin. We would cook together, went shopping, basic activities to keep them going, mostly for people who didn't have family. So you become one of their family members. It was really rewarding."

Nicole is a single parent. She lives in Bristol together with her two children, 7 year old daughter Kylie, and 5 year old son Logan. "They helped me become who I am today. Being a mom

is definitely the greatest feeling." She acknowledges that having her first child at the age of 21 was tough. "My mom taught me that giving up was not an option. They matured me a lot. I want to show them that there's nothing that you can't do. Just put your mind to it."

Nicole cites her biggest challenge as managing life with Covid. "There have been so many changes between work and home." She describes how she manages her family life. "Trying to do homework. Making sure they're not falling behind. Explaining why we can't do the things we used to do, like visiting family. They don't understand," she explains. "The minute I get home from work, we jump right into homework."

Nicole's mom takes care of her children while Nicole is at work, as well as Nicole's niece. "She cares for two five year olds and a seven year old. I don't know how she does it."

Nicole's favorite aspect of working at Favarh is the time she spends working closely with the drivers and the managers. "A lot of times in the Transportation Program, particularly at the beginning of Covid when many of the drivers were not coming in, and every time we were in a pinch, the program managers and their staff have come to the rescue. It's a great team environment."

Nicole's advice to anyone aspiring to work for Favarh? "I tell them, 'Come on in!' It's a great place to work. There's a job here for everyone, with or without experience. Everyone helps everyone to be their very best, not only for the individuals but for the organization too."