



Rochester Hearing and Speech Center not only provides excellent, evidence-based care, but we also work to make each client feel well cared for throughout their experience with us. The first faces that greet you and the warm voices on the phone to confirm appointments and answer questions are those of our front-end staff. We hear from clients very regularly about the excellent customer service that our front-end staff members provide and how helpful, kind and caring they are. We are very proud of this, because these experiences are an integral facet of each client's care, enhancing client engagement and comprehensive treatment, from the moment they call or walk through our doors. Our front-end team is essential to our office running smoothly and we are grateful for all of the work that they do with a smile – even if it can't be seen under their masks.



Tammy Beckford has been with us for five years and primarily works in our Greece office. Her favorite part of working with our clients is the rapport that she has with them; she does her best to make them feel like family. She likes that she has the opportunity to learn different skills and has growth opportunities within RHSC. At home, Tammy has five amazing children and enjoys her wonderful family. At work, Tammy says RHSC is like her second family. She shared, "I'm truly blessed to be part of such a great agency. I have amazing colleagues, and an amazing supervisor - it's like I have a second family and that's not easy to come by nowadays, so it's a blessing."



Amy Micali has been with RHSC for six and half years, primarily in the Webster office. She is proud to work at a nonprofit agency that cares so much about each client. She especially appreciates the relationships that she has developed with both clients and co-workers. Her favorite part of her job is providing a personal touch that makes clients feel comfortable and welcome. The CDC guidelines have become a part of her new normal routine and she is pleased that she is able to do her part, which is a lot, to keep everyone safe.



Riley Finnegan has been on the team for a year and half, but it feels like much longer. She primarily works in the Brighton/Rochester office. What makes her most proud about working here is how much RHSC is able to improve the community. She said, "My favorite part about working for RHSC is how rewarding it is having someone come into the office who once couldn't hear anything you were saying, but when they leave, they have tears in their eyes because they can hear things that they were NEVER able to hear, and now carry a conversation with you!"

We are pleased to share that **Kaitlin Frazer** joined our front-end team on March 15. She will be working primarily at our Brighton/Rochester office. Welcome, Kaitlin. You are joining a fabulous team!