



# BEST POINT BEHAVIORAL HEALTH

BY THE CHILDREN'S HOME

A care coordinator with Best Point Behavioral Health is preparing to transition into a new role with increased responsibility as an urgent care coordinator and that meant parting with a family in her care who she has grown close to.

“I had a final session with a family I’ve worked with since I started at the agency over two years ago,” said Megan Downey, care coordinator at Best Point. “The mom was a Bhutanese refugee, and her oldest two children were born in Nepal before the family came to America.”



Megan Downey shows her henna tattoo crafted for her by one of her clients. Downey has cared for the family since their arrival in the U.S. as refugees.

Downey said it was bittersweet that she is advancing her skills, experience and career path with Best Point as she tackles her new office because it means she will no longer see the families in her care with the same frequency. During her last session with the family from Bhutan and Nepal, the oldest daughter asked Downey if she could give her a henna tattoo as part of their last day together.

“She has grown up watching the other women in her family adorn one another with the beautiful, intricate patterns and has been honing her own skill in the art,” Downey said. “She has always loved to tell me about her home country Nepal, their beliefs as Hindus and their traditions as a family, so hearing her talk about Henna as a cultural practice and art during our last session was a fitting, and incredibly significant, close to our time together.

“I was honored to have been given such a deeply personal and significant gift from such a treasured client,” Downey said.

Downey said her experience with all her families, and this family of former refugees seeking a better life for their children, will remain a part of her inner being for a long time in the future.

“I’ve gained so much from them, more than I can articulate,” she said. “I’ve learned about their culture, religion, and experience as refugees, as well as about myself as a provider and a person.”