



July 2023 Angel of the Month | Eileen Duggan

Eileen Duggan first walked through the doors of the Visiting Angels Newton/Canton office in May of 2022 as a Home Health Aide with 28 years of experience. She had been looking to broaden her caregiving experience after working on and off for a VNA, as well as a handful of other home health agencies, since 1994. While it's only been a year and a half since she joined Visiting Angels, Eileen has maintained outstanding relationships with all her clients, which is why our agency now has the honor of awarding Eileen Angel of the Month for July 2023.

Julie McBain, Director of Client Services, recalled meeting Eileen for the first time. "Her caring personality and commitment to working with elders shined through," Julie said. "I could tell she was a skilled, compassionate, and dedicated caregiver that I knew would be a great addition to the Visiting Angels family."

Since then, like Julie, every Visiting Angels' client she's worked with has sung her praises and spoke very highly of her work ethic and attitude. Eileen has clearly endeared herself to her clients, going above and beyond to ensure that their experience while she's with them is a positive one.

"If I can make someone feel better, cheer them up a bit, or set them up for the day, then I know I've done a good job," Eileen said. She got into caregiving because she loves bringing happiness and joy to others and making someone's day just that





much better. Visiting Angels and our clients are all fortunate that Eileen chose this path.

Relentlessly positive and upbeat, Eileen's energy and enthusiasm inevitably rubs off on her clients. Case Manager Patrick Murray noted that she's only been with one of his clients for a couple of months and already he's noticed how comfortable she is with Eileen.

"I was told by the family before starting services that the client would be a little hesitant to accept help," Patrick said. "But that did not appear to be an issue at all due to Eileen's warm and caring nature."

Julie also noticed how quickly Eileen established a strong rapport with another client and his wife in Newton. Eileen has been with this couple since August of last year, and she continues to provide the type of service and care clients have come to expect from Visiting Angels Newton/Canton.

"A 14-hour shift with two elders can be hard, but Eileen is always happy to be there," Case Manager Traci McCarthy said. "The meals she prepares for clients have received high praise as well!" One client's daughter even told us how happy she was to see that Eileen had helped put some meat on her dad's bones!

Anyone who's had the pleasure of working with her noted how she approaches clients with respect, compassion, and an open ear. Eileen noted how important it is to constantly remind herself that she's entering someone else's world. With that comes an opportunity to learn from an individual with far more life experience than she has.

"Seniors have a lot of wisdom and have been through so much in life, so they have a lot of knowledge and good perspective," Eileen said.

She enjoys working for Visiting Angels Newton/Canton because the office staff is friendly, honest, and straightforward, which is not always the case with other homecare agencies, she noted. And while she was shocked to be named Angel of the Month, no one else was.

"Eileen's a pleasure to work with and a real team player," Traci said. "Visiting Angels is lucky to have such a caring and skilled caregiver."





“She enjoys working with the elderly and feels it is a calling and wants to make a difference,” Julie added. “Congratulations, Eileen, on earning our esteemed Angel of the Month Award!”

Patrick echoed Julie and Traci’s sentiments. “Eileen is truly deserving of this award for all the great work she does with our clients and for being such a pleasure to work with.”

Congratulations, Eileen! Thank you for all you do for the seniors in our community. We look forward to working with you for years to come!

