



September 2023 Angel of the Month | Dawna Nogueira

Dawna Nogueira joined the Visiting Angels Newton/Canton team in April 2014 with a wealth of caregiving experience. In her initial interview, she recalled first becoming a caregiver when she was only seventeen. Ultimately, she felt it was a calling and found herself working with the senior population as a CNA, both in nursing facilities and in their homes. She loved having one-on-one time with her clients and feeling needed while she was with them.

At times, Dawna considered going back to school to be a nurse, but she loved working with seniors so much that it didn't make sense. In fact, on her Visiting Angels application almost ten years ago, she expressed how much she loves to hear stories about her clients' lives and their experiences. It taught her to always listen and be interested in what they have to say. In speaking with her now, she'll tell you that she still loves how much senior clients share their lives with her. It's just one of many reasons why Dawna is our Angel of the Month for September 2023!

Dawna has been consistently excellent to all 47 clients with whom she's worked as a Visiting Angel. It's no surprise this is her second time receiving this honor—the first was back in April 2017. Shortly after getting the news from the case management team that she was, again, being recognized for her outstanding work, her response was just a reminder of why she is so good at what she does.

“I get a lot out of helping and taking care of people,” Dawna said. “I have love and compassion, and it makes me happy to help my clients. I'm proud of doing the job that I do every day, knowing that I helped somebody out.”





Dawna is energized by the essential role she plays in the lives of seniors. When she starts any shift, her primary goal is to always make the client feel as comfortable as possible and help in any way she can. How does she do it? Dawna said it's about having a positive attitude and approaching the client with plenty of love and kindness.

“I have worked with Dawna closely on a number of cases since I've been at Visiting Angels, and I am always in awe of the dedication and compassion she has for her clients,” Case Manager Patrick Murray said. “She always comes to work with a smile, and it's a true pleasure working with her.”

Similar sentiments can be heard from every other case manager who has scheduled Dawna on one of their cases. Michael Albrecht, our newest case manager who's been with the team almost a year now, recalled that Dawna was the first caregiver he brought out to meet one of his clients.

“Despite the fact that there were challenges in the work environment, Dawna immediately focused on the client and how we could meet her needs,” Michael explained.

Since then, Michael has had the pleasure of working with Dawna on another case, one that requires the caregiver to have the ability to respond and adapt to the changing needs of the client. This is something Dawna has become particularly skillful at over the years.

“When things get a bit difficult, I just try and take a step back to make sure I understand what's going on and how I can help the situation,” she said. “In the end, I know the case managers are always there to support me.”

And that's something they're happy to do because Dawna has always been a caregiver they can rely on to provide an outstanding level of service to clients. Senior Case Manager Elizabeth Quagraine praised Dawna for her dependability and approachability.





“She’s always on time and connects so easily with clients and their family members,” Elizabeth said. “She approaches the work with such passion and treats the clients like her own family.”

Director of Client Services Julie McBain, like Elizabeth, was with Visiting Angels Newton/Canton when Dawna was hired almost 10 years ago and has witnessed much of the same.

“She’s such a kind, considerate, and compassionate caregiver who connects well with our clients,” Julie said. “They feel completely supported and comforted by her care.”

Dawna is a shining example of treating others exactly as you’d like to be treated. Everyone from the case management team noted her responsiveness and flexibility when it comes to changes in shift times or a client’s condition. In kind, Dawna herself shared that she loves working for Visiting Angels so much because it’s comforting to know she can always call or come by the office to speak with a case manager if she needs to. She’s proud of working here and isn’t afraid to show it, either!

“When my clients are watching TV, I frequently see our advertisements. When I do see them, I say, ‘Oh...there’s our company!’”

We here at Visiting Angels Newton/Canton are as proud to have Dawna on our team as she is to be part of it. Based on the feedback from the team and all her clients, she is truly deserving of this honor. We look forward to her continued success as a Visiting Angel for years to come!

