



October 2023 Angel of the Month | Andell Sylvester

Andell Sylvester has been a part of the Visiting Angels Newton/Canton caregiving team since May 2022. Since coming onboard, Andell's proven to be a highly skilled, compassionate caregiver, determined to do everything she can for her clients and their families to make them feel comfortable and safe. She's not afraid to make recommendations or communicate additional needs to her case managers, either. Ultimately though, it's the confidence she has in her skills and abilities that led her to being named our Angel of the Month for October 2023!

With over 20 years of experience in the field, Andell believes that patience, good listening skills and, of course, love, are what made her the caregiver she is today.

“You have to have a good heart for the job and be kind,” Andell said. “If you're in a tough situation at a client's home, it's different. You need to listen when they talk. You don't talk. Just listen because you'll never have the same conversation twice!”

Andell's been a CNA since 1995. She recalled seeing several ads for the position back then, and, with two kids in school at the time, felt compelled to take action and enroll in the necessary classes. After receiving her certification, she went on to work at Tower Hill Rehabilitation in Canton, right up until it closed in 2018. While it was a disappointing end to her 18 years there, she forged ahead, finding work with multiple homecare agencies and continuing to improve her skills as a caregiver—and Visiting Angels is glad she did!





Everyone on the case management team has now had the pleasure of working with Andell since she joined just a year and a half ago. Each one will tell you about their confidence in her skills and abilities every time they've sent her out to a client. Case Manager Michael Albrecht, for example, noted how quickly she developed a relationship with one of his clients.

“The client was very demanding, and Andell took it with such patience and professionalism. It wasn't long before the client settled back into her normal environment with Andell providing loving care,” Michael said. “I've heard from clients and family members that Andell has a really reassuring personality and has the unique ability to anticipate a client's needs, as opposed to waiting until things become concerning.”

“Whenever you leave a room, always turn around,” Andell advises. “Most times, there's something you forgot to do. It's something one of my mentors from years ago told me, and I will never forget it. I always try and share it with other new aides.”

This kind of attention to detail is what sets Andell apart and makes clients feel safe. Case Manager Traci McCarthy recalled a time when one of her clients was originally only interested in week-to-week services. However, once Andell started visiting, the client changed her tune, inquiring about ongoing services—though only if she could have Andell!

“She's a reliable and skilled caregiver,” Traci said. “I feel confident in sending her to different types of clients, knowing she'll do a great job.”

Doing a great job and being reliable—this is what Andell is most proud of when it comes to her work. “I'm big on getting things done when they're supposed to be done,” she explained. Many caregivers coming in at the end of Andell's visits notice this about her, too, and pay her compliments, which makes her even prouder.





Case Manager Patrick Murray noted that she's helped his clients out on many occasions. She has even filled in on a live-in case for us on short notice, even though she doesn't typically work live-in assignments.

"Because of Andell's skills and experience as a caregiver, I always feel comfortable knowing that our clients will be getting the best care possible," Patrick said.

Senior Case Manager, Elizabeth Quagraine, has had similar experiences whenever reaching out to Andell for help, noting her flexibility and willingness to help our clients.

"Andell makes us [the case managers] feel so lucky and special to have her on our team," Elizabeth said. "She is the epitome of an Angel because of the way she takes care of her clients and her boundless love and compassion."

Andell always takes the time to learn about each client and their specific needs, noted Director of Client Services Julie McBain. Andell doesn't stop there, though, Julie explained.

"I have received marvelous feedback from clients' families that were so grateful for Andell bringing her skills, knowledge, and compassion into their loved one's home," Julie said. "I, just like Elizabeth, consider us very lucky to have her on our Visiting Angels Newton/Canton caregiving team."

In kind, Andell appreciates the connection she feels with the office team. She can tell how hard everyone works to make sure the caregivers know how essential they are to the success of the agency.

"There's just a great deal of effort put into pairing the right clients with the right caregivers that you don't find anywhere else," she explained.

Andell has done so much to endear herself to the team here at Visiting Angels Newton/Canton and all 14 clients she has cared for since joining us. Congratulations, Andell, for all your accomplishments. We have every reason to





believe you will continue to touch many more hearts, spreading your wings and providing the excellent level of care that our clients deserve.

