



## Angel of the Month: *Nicky Vilcine St. Jilus*

We are happy to honor Miranique (Nicky) Vilcine St. Jilus as Angel of the Month for April 2018. Nicky was given her first case with Visiting Angels in 2015.

Nicky came to the United States in 2001 from Haiti. Her sister already lived in Massachusetts, so this was the place for Nicky and her family to settle. She has three daughters, a son and two grandchildren. Her second oldest daughter is attending school for nursing. Nicky's parents are here as well, and she helps to care for her father. Nicky was a hairdresser back in Haiti and got her license when she came to MA to continue as a stylist until her sister offered to send her to school to become a CNA. Her sister knew that Nicky would thrive in this role because she has always had affection for the elderly and is a caring person by nature.

Nicky has worked with 28 different clients in the past three years. She consistently answers her phone or will call back to follow-up on a voicemail left for her. Nicky is willing to help in any situation and hardly questions shifts offered to her whatever the distance or weather condition. She has accepted every kind of shift ranging from short/long hours, fill-ins and live-ins.

Nicky's clients always provide positive feedback, including compliments on her work ethic, professionalism, and dedication.

In December 2017, during a severe ice storm Nicky not only made it to her shift, she also made it on time. This client was visiting her family from Texas and trying our services during her few days stay. The family was impressed with Nicky and couldn't have been happier with her and the agency.

In March 2018, there was a blizzard and as expected from CM Elizabeth, Nicky put on her snow gear and made it to her client at 6 am. Again, the family was amazed and totally floored as well as very grateful.

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Her current client sent a glowing email commending her on the very first night Nicky was there. This client has the highest of expectations. The gist of the email was to praise Nicky's calmness and professionalism when her new client had a medical episode during her very first shift.

The newest and truest affirmation of Nicky's dedication to her job just occurred during the 2018 Boston Marathon when she was called on short notice to relieve another caregiver who wasn't feeling well. Poor Nicky got caught up in the nightmare of closed off streets near the client's house. After driving around in circles for almost 2 hours without any success, she parked her car four blocks away and walked in the pouring, frigid rain arriving at the client completely drenched. To make matters worse, after her shift ended at 8 pm, she realized her car was towed. Despite all these unfortunate incidents, Nicky remained calm and professional.

Nicky, we can go on and on about all of your amazing attributes. We want you to know how much Visiting Angels appreciates and values you. That is why you were chosen as our Angel of the Month for April 2018.

Thank you so much, Nicky and we are very lucky to have you on board. We hope you continue to work with us for years to come.

