



October 2024 Angel of the Month | Fatmata Kemokai

Congratulations, Fatmata Kemokai, on being named our Angel of the Month for October 2024. It may be the month for trick or treating, but when Fatmata's clients see her at the door, they welcome her into their homes with open arms. Her smile and jovial nature make her visits all treats! Since joining the team in June of 2023, Fatmata has warmed the hearts of five different clients and their families with her caring, compassionate nature. While it can be tough at times, it all starts with being a reliable companion, Fatmata says.

"Everyone needs someone to talk to. Most of my clients, when I first meet them, they're too lonely," Fatmata explained. "You have to give them attention like they're your own mother or father. They need that love and compassion."

Fatmata earned her CNA license in 2009 and quickly got to work honing her skills as a care professional, working at Vinfen while taking classes at Roxbury Community College. When she graduated in 2013, Fatmata had almost five years of hands-on experience. She went on to work at a local hospital and multiple homecare agencies, accumulating over 15 years of experience by the time she was recommended for hire by a respected care professional on our team.

Office and Staffing Coordinator, Ryan Allen, remembered when he first interviewed Fatmata. "I was pretty new in my role at the time, so I wasn't entirely comfortable telling jokes and trying to find ways to lighten the mood just yet," he explained. "I remember Fatmata's laugh was so joyful, though. I could tell she really loved what she did." And given her accomplishments with Visiting Angels clients over the past year and a half, it's clear that she wouldn't want to be doing anything else!

"It's just me," Fatmata said very matter of factly. "I like to be with people, and I don't like seeing people suffer, especially older people."

Senior Case Manager, Elizabeth Quagraine, has had the pleasure of sending Fatmata to several of her clients over the past year and half and has always been happy to hear from them after she leaves. "They're always disappointed that she has to go!" Elizabeth said. "If they could, they'd



keep her there around the clock because not only is she a great care professional, she's great company as well. She loves having conversations with her clients, and they appreciate that very much."

Fatmata prides herself on understanding clients and taking time to get to know them. She stressed how important it is for care professionals to take an interest in human behavior, so they can understand the needs of their clients. As an example, Fatmata shared a story about one client who did not like it when she would use her phone to clock-in for her shift.

"The client would say, 'I don't want you to use your phone in here,' even after I explained to her that was how I had to clock in," Fatmata recalled. "But from that moment on, I understood her and kept my phone hidden while I was with her. I would make sure to clock in for the shift while I was outside her door, right before I even entered the house."

Case Manager Michael Albrecht recalled one client who had a hard time remembering Fatmata's name so she'd call her Martha instead. "Those two formed such a wonderful connection because Fatmata never took it seriously and would always play along," he said. "She always has a positive mindset and is willing to go the extra mile for her clients just to make them happy."

Fatmata has graciously filled in for other care professionals during times of need for Case Manager Patrick Murray. He echoed Michael's sentiments and has been nothing less than impressed with her work. "Her understanding of clients is so impressive. I know that whenever she's with a client, they'll be receiving the best care possible," Patrick said.

Fatmata humbly chalks her success up to having met so many friendly clients in her short time here, but she knows that may not always be the case. "Some of them aren't in the best place when you meet them," she explained. "In my experience, before you can work with a client, you have to understand them and know what they like first. Even those with dementia, if you keep on talking to them and asking questions, you can learn a lot about what they do and don't like."

Director of Client Services Julie McBain has heard firsthand from many of our clients how happy they are when Fatmata comes by for a visit. Like most on her case management team, she noted what a pleasure Fatmata is to work with and how seamlessly she connects with clients and their families. "She's skilled, reliable, and always communicates with the case managers about any obstacles a client may encounter or any changes in the client's condition. This type of feedback really helps us when it comes to reevaluating the care plan or scheduling our next visit with the client."

As a care professional Fatmata, too, appreciates the openness and communication she has with the case managers. "You guys in the office are so good. You know how to communicate with us, and in an emergency you're always responsive and helpful. In the end, it helps me to do my job, too," Fatmata said.

We deeply appreciate everything you do for our clients, Fatmata. With kindness, empathy, and compassion, you embody everything it means to be a Visiting Angel. Your hard work and



dedication give us, as well as our clients and their families, peace of mind, which is why we're thrilled to name you our Angel of the Month. Thank you for being all treats and no tricks!