



## **July 2024 Angel of the Month | Grace Quaye**

Here at Visiting Angels Newton / Canton the confetti and fireworks continuously fly the entire month as we recognize Grace Quaye as our Angel of the Month for July 2024. This is Grace's second time earning this honor in the four years she has been a Visiting Angel. Over the past four years, we've seen Grace's passion for caregiving grow with every client she greets. However, her energy and enthusiasm for this work started to take flight long before she joined Visiting Angels in July of 2020.

Grace earned her CNA through the Red Cross in 1991 and began working in various nursing homes to sharpen her skills and gain a better understanding of the senior community. In 1995, she continued to grow in her career, working for the Commonwealth of Massachusetts at a group home as a caregiver to disabled adults. Because she's Grace, it wasn't long before she was promoted to Night Shift Supervisor, a role she maintains to this very day. Never one to rest on her laurels, Grace wanted to continue to learn and grow. Luckily for us and our clients, a respected Visiting Angels care professional, who was a parishioner at Grace's church, recommended that Grace apply to be a care professional at our home care agency.

In her first year with Visiting Angels, Grace cared for as many as 16 different clients! While that number is certainly impressive, our Visiting Angels case managers would all agree that it wasn't the quantity of clients that ultimately led her to being selected Angel of the Month after only one year with the agency. It was the quality of the care those clients received. She spoke at length about how her work with Visiting Angels and the state gave her the confidence she needed to help take care of just about anyone, including her own mom when she was in the later stages of aging.

"My sister was her primary caregiver at the time," Grace explained. "But my mother would still call everyday and tell me how my sister was treating her, and it was not beneficial. So, I would call my sister and give her recommendations and suggestions on how to care for mom. That really helped to make things much better over time."

Grace has continued to approach all her clients with the same mindset and with the understanding that everyone changes as they get older. There may be certain activities a client enjoyed last month but doesn't want to do anymore. Despite such challenges, she's confident that the experience and training she's received as a care professional over the years is what's made her so successful.

"It's about doing something extra and going out of your way. Maybe you have a little bit of time in your day to reorganize things for them. Clean something that hasn't been cleaned in a while, and they'll see the difference. They'll say, 'Wow! Who is this lady and when can she come back?'" Grace chuckled.

It's true. Everyone does want to know if Grace is available! Our case managers have grown accustomed to getting just that kind of reaction from clients who have had the pleasure of being in Grace's care, but they never get tired of it!

Director of Client Services Julie McBain believes that Grace enhances the lives of her clients because she has such a captivatingly positive outlook on providing care to seniors. "From a case management perspective, she's such a joy to work with because she's so skilled and cares deeply about everyone she meets," Julie said.

Count Case Manager Traci McCarthy is another one of Grace's biggest fans. "She just has such a warm and welcoming personality that puts clients at ease around her. She's skilled and consistently goes above and beyond for her clients. You can pair her with any client with confidence and know she'll do a great job," Traci said.

It's easy to see that Grace's dedication to finding ways to make things work with her clients, regardless of any challenges that may present themselves, is what really sets her apart as a care professional. Grace had one client, for example, that could be difficult to understand at times, so she'd keep a pen and some paper with her and have the client jot down any thoughts. "Before the client could write the third or fourth word, I would usually understand, whether it's time to eat or maybe what we should do next," Grace explained.

"When Grace is working with one of my clients, I know they will always be receiving the best care possible," Case Manager Patrick Murray said. In fact, Grace told a story about how she went to visit one of Patrick's clients and did such a great job that the client's husband asked if she could be his care professional, too! Grace gets this kind of praise from clients often and it makes her feel good, so she just keeps taking care of clients the only way she knows.

"Care for people the way you want to be cared for," Grace said. "Give them love and show them the care they need. Do the job with your heart, and don't make it about the money. Everyone's human and needs to be loved."

While she recognizes that being a care professional can present challenges from time to time, she's thankful for the support of the office staff at Visiting Angels Newton / Canton. "Anytime I

need to speak to anyone there, the communication is wonderful. When any of the case managers call with a shift, I'm always happy to meet new clients and cover whenever I can. You guys are all awesome!" Grace said.

Grace, congratulations on being our Angel of the Month once again. Based on all the clients that call here asking for you, it's clear that you're more than deserving of the honor! In the words of Katy Perry, "Baby, you're a firework!" Our office team and clients thank you for all your service over the past four years. We have no doubt your dedication to approaching every single client with a bottomless well of love and compassion will serve you well as you continue your career with us here at Visiting Angels Newton / Canton.