



## Angel of the Month: Gladys Monday

We are thrilled to honor Gladys Monday as our last Angel of the Month for the year. She joined **Visiting Angels** Newton/Canton in March 2020 and has been a star from day one. Gladys understands what it means to be an essential worker and dove right into her caregiving responsibilities in the midst of a global pandemic.

Our clients have significantly benefited from Gladys' assistance since joining our team. She has been working with two of our clients for almost a year. Gladys has been lovingly and patiently supporting these seniors through challenging and changing health issues.

Gladys has worked diligently and independently over the past year. "Excellent!" is how she described her time with us thus far. "I feel so supported," she said. "The office team is always ready to help, and the staff is very communicative and available whenever I have a question or need assistance with something. I really appreciate that the case managers work hard to match us with the right clients."

### A Genuine Angel

Gladys has worked with our Senior Case Manager, Susan Saris, and our Director of Client Services, Julie McBain. Susan described Gladys as caring, sensitive, reliable, consistent, and attentive. "It was evident to me that Gladys was a seasoned professional when I started working with her," Susan said. "She has an upbeat, positive, and cheery disposition and is incredibly thoughtful and compassionate. I am completely put at ease knowing that she is providing outstanding care for our clients."

Julie shared, "Gladys is friendly, patient, and good-natured. She is always a joy to talk to and is happy to help out whenever she can when called. Our clients consistently provide positive feedback on her performance, and she has earned our office's Home Care Pulse Caregiver Excellence Award because of those mentions. Susan and I are delighted to honor Gladys as our Angel of the Month for December 2021."

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## **Professional Background**

Gladys began her journey as a caregiver back in Uganda when the Red Cross went to her high school and asked if anyone would like to sign up for training to help others in need. She quickly developed a passion for providing care to seniors. “I felt great compassion for the elderly and realized that it made me happy to care for those who could no longer do for themselves,” she shared. “Soon after I received my training, our family found out that my grandmother was diagnosed with cancer. She was like a mother to me, so I determined that I would stay with her and do everything I could to ease her pain – she never suffered. I made it my obligation to care for her.”

In 2000 Gladys graduated from university in Uganda with a business accounting degree. She moved to the United States in 2015 and told a friend she was interested in working as a caregiver for seniors. Once again, she was guided to the Red Cross, where she received her Home Health Aide certification. She assisted a private client while taking her HHA classes. Gladys has worked with private clients and assisted living facility residents in her career. We are very lucky that a friend of hers recommended she apply to Visiting Angels Newton/Canton! Through her seven years of experience, Gladys has amassed a great deal of dementia care training and experience, which has helped our clients tremendously.

## **Words of Wisdom**

When asked what professional advice she would offer to others, Gladys said, “It is so important to assess each new client individually and figure out your plan with passion and compassion. To be successful as a professional caregiver, you must have a positive attitude and love what you do. Put yourself in your client’s shoes; think about how difficult it would be to not be able to brush your teeth, remember important things, or even people you love – if you can consider their issues in that capacity, you will be successful because you will be motivated to provide your client comfort. We have to remember that our elders matter. And, we should treat them as we want to be treated.”

## **On a Personal Note**

Gladys has taken her experiences and challenges and used them to build her character and an appreciation for life. Gladys is one of fifteen children. She has four brothers and ten sisters back home and cousins and friends here in Massachusetts that she spends time with whenever possible. She enjoys taking her ten-year-old daughter and two nieces to the park, movies, and basketball games. Gladys is their #1 cheerleader! She enjoys attending church, cooking, shopping, and dancing when she is not caring for our clients.

## **With Immense Appreciation**

We are honored to award you, Gladys, Angel of the Month for December 2021. It is clear that you are a genuine Angel. As we reflect on 2021 and look forward to 2022, we are all immensely grateful you are a member of the Visiting Angels Newton/Canton team. It is wonderful to celebrate you because you embody all of the traits that we value so much, and we look forward to working with you for years to come.