



Angel of the Month: Jacqueline Nwosu

We are thrilled to award Jacqueline (Jackie) Nwosu Angel of the Month for October 2021. Jackie became a member of the **Visiting Angels** Newton/Canton team in November 2008 and will celebrate her 13th anniversary with us on November 13th!

Over the years, Jackie has been a clutch team player and has accepted many emergency and fill-in cases, helping us out in a pinch. Jackie has cared for sixty-two of our clients - an astounding number. She has been adored and appreciated by every one of those clients. There was a time when Jackie was working two four-hour cases for two of our clients on the same days. She assisted one who had late-stage dementia in the mornings, preparing breakfast and getting him ready for the day, and the other, who has ALS, in the evenings, with dinner and help getting ready for bed. Her morning client would absolutely light up when he heard Jackie's voice and respond with immediate calm when she would sing to him. Jackie has been with our other client since the beginning of his Visiting Angels services in October 2016. Her success in caring for both clients is masterful and shows her diverse skill set.

When asked about her experience working with our office team, Jackie shared, "Visiting Angels is the only senior home care agency I have ever worked for. I love this company. They have always been so considerate and helpful. I have been able to modify my schedule and have had so much flexibility while taking classes and growing my family. I have loved working with Julie, Elizabeth, and Susan. And, Joanne has always been kind to me. I tell everyone that this is the best agency!"

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We also celebrated Jackie as our Angel of the Month in April 2013. She has received many Caught in the Act of Caring and Home Care Pulse Caregiver Excellence awards from us over the past thirteen years. She earned these accolades for good reasons. Jackie fully commits herself to providing the best care possible to every client she works with. Jackie's dedication to her job is limitless.

Office Team Calls Jackie “A Remarkable Person”

“Jackie is genuinely connected with each of us that have worked with her. She has a natural ability to build relationships with clients, other caregivers, and office staff. When Jackie is with a client, you can feel the heartfelt love and care she brings to helping them. She makes everyone feel like they're part of her family.” Julie McBain, Director of Client Services, shared.

Jackie has always had an excellent relationship with the Visiting Angels Newton/Canton office team. Case Managers Susan Saris and Elizabeth Quagraine expressed deep gratitude and appreciation for Jackie. Susan said, “She is reliable and professional, and when meeting her, clients immediately feel a level of confidence. We are most fortunate to have her on our team.” Elizabeth added, “Jackie was exceptionally flexible and a star caregiver for a challenging case I offered her. She accepted and adjusted her schedule to be available as much as possible. I will forever remember and cherish her calmness and professionalism as our client's health declined.”

Office Manager, Joanne Minichino, shared, “Jackie is a very wonderful person and caregiver. She is loving, kind, and reliable. Our clients have an extra treat when they get Jackie to help them; she sings like a songbird! She is also very attentive to our clients, and we all love her. Jackie was asked to sing along with some of our other caregivers at one of our cherished client's funeral – she was incredible.”

Professional Background

Growing up in Nigeria, Jackie helped care for her elderly father and her older sister, who is disabled and needs total assistance with daily tasks. She also regularly supported her senior neighbors with chores and various activities. Jackie knew from a very early age that it gave her great joy and satisfaction to bring happiness and comfort to others.

When Jackie moved to Massachusetts, she assisted disabled adults at a school in Boston while attending college, where she received her LPN degree. Jackie joined Visiting Angels Newton/Canton after obtaining her Home Health Aid certification. She was given an award for being at the top of her class with the highest scores and best-applied knowledge when she received her certificate. Jackie and her husband have grown their family over the years and have a son and two daughters. Her husband, who was an optometrist in Nigeria, also cares for adults with disabilities and fully supports Jackie in preparing and studying for the nursing boards. He is

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also planning on taking nursing classes soon. Jackie would like to work as a maternity nurse in the future and says, “I will most likely continue to work for Visiting Angels, even when I am a nurse. I don’t know if I’ll ever retire; I truly love what I do!”

Sound Advice from Jackie

“Your client was once a thriving, independent person, and it is so important to remember that,” Jackie explained when asked what advice she would offer to others in the field. “I have adored every client I have supported through the years and have fond memories of each one. Being a caregiver cannot just be a job for a paycheck; you have to be accommodating, caring, and purposeful in your efforts.”

“I have assisted many people in various stages of dementia, and what has proven to be successful is being soothing, kind, and gentle. I love to sing and will use my singing to calm someone who is agitated. I’ll take my client for a walk, even just through their home if the weather is bad. I’ll plan activities and board games, or we will do range of motion exercises and stretches.”

Jackie has many recollections of her time with our clients, including one who was one hundred years old and stopped sleeping due to night terrors. She would wake up screaming when she dozed off. Jackie developed a plan for our client. Whenever she fell asleep and woke up, Jackie would rub her temple and her hands and talk to her gently, which was so effective that our client could finally sleep. “Although it might be challenging, be creative and try different methods until you can help your client get comfortable.”

On a Personal Note

Jackie and her husband make sure to plan family outings with their children as much as possible such as taking them to the Franklin Park Zoo, amusement parks, and playgrounds. Jackie loves being outside, reading, cooking, and watching movies. She is focused on studying for the nursing boards when not working or spending quality time with her family.

Our Sincere Gratitude for You

Jackie, it is with great pleasure we award you Angel of the Month for October 2021. We are beyond grateful for the outstanding care, devotion, compassion, calming nature, and professionalism you bring to our clients each and every day. Jackie, thank you for everything you do and for your warm smile, beautiful voice, and kind heart.