



## Angel of the Month: Kettlie Juste

It is an honor to award Kettlie Juste Angel of the Month for May 2022. She has been a member of the **Visiting Angels** Newton/Canton team for almost thirteen years, joining us in July 2009. Her passion for assisting the elderly and her many years of experience have masterfully guided Kettlie in caring for our clients.

Over her thirteen years as a Visiting Angel, Kettlie has assisted fifty-six clients! Kettlie is currently working with Case Managers Patrick Murray and Traci McCarthy, caring for two of our clients. Both clients require ambulation assistance and a great deal of support in managing daily tasks. One shared her feelings about Kettlie, saying, “Kettlie is very caring and respectful. She is reliable and always on time for her shifts. I really enjoy having Kettlie with me.”

“I have always had a tremendous love and fondness for the elderly,” Kettlie said. “I began assisting seniors in my family and community when I was a teenager by carrying their groceries, helping them cross the street, and whatever else I could do to help,” Kettlie remembers her mother’s upstairs neighbor affectionately. “I would run errands, check on my mother’s neighbor, and do chores for her whenever possible.”

Kettlie was referred to **Visiting Angels** Newton/Canton by one of our former employees when she was working at an assisted living facility. “I was working at several other agencies when I joined **Visiting Angels**. I left the other agencies and have only worked for this one since I was hired. I will never work anywhere else! I am treated as if I am family. I have enjoyed working with Patrick. He is very kind and respectful. I am also getting to know Traci, who has been friendly and appreciative of my work. Everyone is professional and thoughtful and truly cares about the caregivers here.”

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## A True Angel

According to Case Manager Patrick Murray, Kettlie is an absolute pleasure to work with and is incredibly deserving of this honor. “I have lost track of how many times I’ve asked Kettlie to cover shifts for our client, in addition to her regular schedule,” Patrick said. “She is always willing to help me when available, and I know she truly cares about his well-being. When we’ve had to increase hours, our client’s son asks about Kettlie’s availability every time, so I know he appreciates all the hard work she does to take care of his father. Kettlie has a very calming presence, which genuinely helps her clients feel at ease when she is caring for them. I can tell how dedicated Kettlie is to her clients and this work with each conversation we have. We are extremely lucky to have Kettlie as part of the **Visiting Angels** team. I look forward to continuing to work with her!”

Case Manager Traci McCarthy also shared her appreciation. “Kettlie has been very flexible and willing to take on additional shifts whenever I call her,” Traci said. “She completed a shift with another client and went right to cover a shift for me without complaint when another caregiver could not go. Kettlie is very kind and warm and will call me back right away if I reach out to her. We are fortunate to have Kettlie on our team!”

## Professional Background

Kettlie has been a professional caregiver for over twenty-three years. She received her Home Health Aide certification in 1999 and began working for a nursing home in the Boston area. Kettlie also worked for other nursing homes and assisted living facilities, through the years before joining our team. She completed several specialized training programs on dementia, hospice, transfers, and incontinence care, including with **Visiting Angels** Newton/Canton.

## Words of Wisdom

Kettlie’s advice to new caregivers joining the **Visiting Angels** Newton/Canton team is as follows: “Find love in your heart for your client as you would love your child or close family member. Go the extra mile for them on each shift. You must continue your training and seek out ways to improve your skillset. As you gain knowledge and experience, you can feel confident in the assistance you provide the seniors in your care. Leave your hardships and personal lives at the door. Do not bring stress and aggravation into your client’s home with you. They will feel your energy and see your discontent on your face, which will lower their trust in your support. It can be difficult but remember to start fresh with each new day.”

## On a Personal Note

Kettlie married her loving husband in 1999 – the same year she became a professional caregiver. She and her husband have three adult sons and one adorable granddaughter.

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Kettlie enjoys living a quiet life and being in the comfort of her home when she is not working or attending services at the Rehoboth Baptist Church of Boston in Canton. She likes to spend time with her two sisters every week, listen to music, and loves to do a little online shopping whenever she gets the chance.

## **With Immense Gratitude**

Thank you, Kettlie, for your love and devotion to our clients. We are so grateful to you for your professionalism, knowledge, dedication, and willingness to help. We are thankful to have you as a member of the **Visiting Angels** Newton/Canton family and honored to award you as Angel of the Month for May 2022.

We look forward to working with you for years to come.