



## Leonie Benson – Angel of the Month February 2023

For February 2023, **Visiting Angels** Newton/Canton is happy to honor Leonie Benson as our Angel of the Month.

In the two years Leonie has been with **Visiting Angels**, she has proven herself to be the outgoing, warm, caring, friendly, and dedicated caregiver we thought her to be from our first meeting. The cases Leonie has been assigned all share a common thread. They require her gentle, patient, and kind competence. Her presence provides a palpable comfort and puts people at ease immediately. Her excellent communication skills are invaluable for reporting information about her client with office staff and other care team members. She is a consistently reliable and esteemed caregiver.

Leonie has over 20 years of caregiving experience. Not only does she work in home care for **Visiting Angels**, but she also continues to work as a CNA in a hospital setting. Leonie feels that a person must do this work from the heart. It is a requirement for great caregiving. She said that when you show the client that you truly care about them, the client begins to open up and trust in you.

Her affinity for seniors is what made Leonie turn to caregiving as a profession. Her mom and dad have been in nursing home back Jamaica. Leonie said that when she is taking care of clients here, she is thinking of her mom and providing the best, caring assistance that she can. She said that the most important skills that a professional caregiver needs are an abundance of caring, a lot of patience, and listening first to the client. We know that Leonie also has an easy disposition. Our clients tell us that she is a good cook and housekeeper as well.

Senior Case Manager Elizabeth Quagraine said, “Leonie is calm and likeable, with a very nice manner about her and a good sense of humor. It is great to work with her and know that our clients are well taken care of. She is very experienced.”

Leonie explained that when she works with a client, she believes in making it about teamwork, with the client involved as much as they want to be in the activity. This client involvement also serves to calm them as it shows you are not there to take away their independence, but only to support them. Leonie described one of our clients who she



treated like a friend, with patience and kindness. This allowed her to build a special bond with him so they could work as a team to get his caregiving needs met. She is very proud of the connection she made with him, as he sent everyone away except her!

“Congratulations, Leonie, on being named Angel of the Month,” Case Manager Patrick Murray said. “It is a very well-deserved honor for an amazing caregiver Case Manager Patrick Murray said. “I have had the pleasure of working with Leonie on several cases, and I am always impressed by her commitment and devotion to her clients.

“Leonie is without question one of the most reliable caregivers I have ever worked with. When Leonie is working with one of my clients, I am comfortable knowing that the client is receiving exceptional care. She establishes excellent rapport with both clients and family members alike. When I told my client’s spouse about Leonie being named Angel of the Month, she told me she wasn’t surprised and sent along her congratulations. She said, ‘Leonie is very kind. She anticipates and understands my husband’s needs, while also being respectful of his limitations. She works great with him because he does not always like to ask for help. She is so respectful and works at his pace.’”

**Visiting Angels** is the only home care agency that Leonie works for. She said, “**Visiting Angels** is the best. You all understand people, and I enjoy working with Patrick, Elizabeth, and the whole staff.”

Leonie, we thank you so much for the commitment you have made to our clients and to our agency. You are a gift, and we are very grateful to have you as part of our **Visiting Angels** family.

