



## March 2024 Angel of the Month | Marie Ketsia Daille

Marie Ketsia Daille, come on down! You've been selected as our Angel of the Month for March 2024. With a knack for fostering long-standing relationships, Ketsia's become an indispensable member of our caregiving team. Ever since she first joined us, Ketsia has developed a fondness for all of her clients, caring for them just like family members or friends she would have over to her house for dinner.

"When I go to a client's house, I try to put myself in their place," Ketsia said. "I want to understand them through good communication and caring—and treat them well, of course!"

Ketsia had a short stint with Visiting Angels in 2008 but returned to us in March of 2020. We were thrilled she found her way back to us. To no one's surprise, Ketsia picked up right where she left off, forging strong relationships with her clients and the office team. Ketsia has always been a caregiver. She continuously learns from seniors and appreciates them for the lives they've lived.

Case Manager Traci McCarthy praised Ketsia saying, "She's an excellent caregiver who works on one of my most challenging cases, which requires a great deal of skill." True to form, Ketsia has dedicated herself to her client, having been with her for almost two and a half years now. Traci trusts Ketsia to take care of our client because she always approaches challenging situations with the right mindset.

"If you've been working with the client a while, then you can take the time to understand what's making them upset," Ketsia explained. "Sometimes you can just watch them and evaluate the situation. It could just be that the client is changing, and you have to just honor their wishes and give them their space. If the client gets upset or angry, I try to let them know some of the other things we can do that day."





For the past two years, Ketsia has also been caring for a husband and wife team. Her relationship with them is yet another testament to her ability to establish lasting relationships with her clients. Senior Case Manager Elizabeth Quagraine noted how uncommon it is for a caregiver to be with clients for as long as Ketsia has.

“Her clients couldn’t imagine anyone else coming to visit them. I can’t tell you how many times I’ve heard from clients and their family members that Ketsia never seems rattled and only ever wants to know what she can do to help. It’s no wonder that she’s been with her clients for as long as she has,” Elizabeth said.

Ketsia’s passion for helping others goes as far back as her childhood in Haiti, when her father was an administrator at a local hospital. At times, she would visit him at work, and what she saw at the hospital could be scary. She noticed that people could be healthy one second and in desperate need of help the next. Ultimately, though, it piqued her curiosity and inspired her to pursue a career in healthcare for herself as well. She graduated from the Bryman Institute in 1992 as a medical assistant and later received her Home Health Aide certificate from Jamaica Plain Community Health Centers in 1995 but didn’t stop there.

Ketsia never stops learning. She recalled one of her first jobs as a medical assistant in the lab drawing a patient’s blood. “I would never come in saying, ‘Give me your left arm,’” Ketsia said. “Because they may not want me to put the needle in their left arm if that’s the one they use the most. So, I’d say, ‘Why don’t we take your right arm today?’ It helped teach me that each person is their own case and different from the next person you meet. With my clients I learn so much about their lives, what they’ve done and where they’ve been. It is important to listen as they teach you a lot about themselves and about life.”

Ketsia’s dedication to her clients and their well-being shines through to this day. In the eyes of Julie McBain, Director of Client Services, Ketsia’s an experienced home health aide with a heart of gold. “She’s been consistently kind, caring, professional, and an absolute joy to have on our caregiving team,” Julie said.

Traci echoed Julie’s sentiments, saying, “Ketsia is such a reliable and responsive caregiver. She’s a valuable member of our team, and we’re truly lucky to have her working with us and our clients.”

Ketsia, in turn, appreciates the openness and responsiveness that comes with working for Visiting Angels Newton/Canton. She loves that if she calls any day or any time, there’s someone answering the phone. She also had high praise for the communication between the case managers and caregivers. “The case managers always prepare you before you go to the clients. The other agencies I’ve worked for don’t always do that,” Ketsia explained.





At Visiting Angels Newton/Canton, we consider ourselves fortunate to have Ketsia working with our clients. Her kindness and compassion toward our clients are reflective of everything we expect of our caregivers and more, which is why she's so deserving of this award. We have no doubt Ketsia will continue to touch the hearts of our clients for years to come. And she will, of course, continue to learn from each and every one of them. Congratulations, Ketsia! We appreciate your devotion to our clients and are honored to award you Angel of the Month for March 2024

