



Angel of the Month: Mirla Joseph

We are truly pleased to award Mirla Joseph Angel of the Month for January 2022. Mirla joined **Visiting Angels** Newton/Canton in June 2019. She embodies all the characteristics we value and look for when hiring professional caregivers. Mirla is dedicated, knowledgeable, loving, and consistently engages in furthering her education and skills.

Since joining us, Mirla has cared for twenty-one of our clients. This is quite an impressive number, considering she took a ten-month hiatus beginning in March 2020. Mirla rejoined our agency last January and explained why she finds **Visiting Angels** such a valuable place to work. “This agency is different from other home care companies,” Mirla shared. “We do our jobs with great compassion and patience. I briefly worked with another agency and realized they were disconnected from their caregivers and did not support them the way this one does. I love my work!”

Mirla has primarily worked with Case Manager Elizabeth Quagraine and has found the relationship very rewarding. “I love working with Elizabeth!” Mirla said. “She is amazing and cares equally about our clients and caregivers. She has the biggest heart and is always on top of every situation. I also enjoy talking to Aisha, who is friendly and helpful.”

The Definition of an Angel

Elizabeth shared her deep appreciation for Mirla. “She possesses all of the qualities of a true angel. Mirla has a wonderful disposition, is very experienced, and is extremely patient. She works quite well with other caregivers and puts the client’s best interests first and foremost. If Mirla is available, she will accept a fill-in or emergency shift without a blink of an eye. She has seamlessly navigated many challenging cases. It is a great pleasure to work with Mirla and to award her Angel of the Month!”

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Professional Background

Mirla moved to Massachusetts from Haiti in 2010 with her mother and sister. Prior to moving here, Mirla earned several degrees and certificates to further her education and explore different careers. She obtained a degree in Business Administration, a teaching certification, a culinary arts degree, and a secretary certificate. Mirla worked as a jewelry retail buyer and importer for a department store and traveled to many South American and Caribbean countries before settling in the states. She tested the waters in various industries before consulting with her sister, who is in the military and taking classes to become a therapeutic nurse. She recommended that Mirla obtain her CNA certification and work as a professional caregiver while pursuing her goal to become a nurse. Her sister's advice has certainly paid off. Mirla has been an outstanding caregiver and takes nursing school prerequisite classes at Mass Bay Community College.

Not only is Mirla a member of the **Visiting Angels** Newton/Canton team, but she has also been working at Brookdale Assisted Living for the past eight years. She said, "I have been a professional caregiver for eleven years, and I realized early on how much I enjoy my job. It is fulfilling to be there for my elderly clients who appreciate and rely on my care. I treat my clients like family – as if they were my own flesh and blood. You absolutely have to have a passion for what you do to be a successful caregiver."

Words of Wisdom

Visiting Angels Newton/Canton was quite fortunate that a former employee referred Mirla to us. When asked what advice she would offer to others in the field or those who are just beginning their career, Mirla said, "You have to want to help others to be a successful caregiver. You need to be the kind of person who has patience and knows your responsibilities when accepting cases and working with clients. It is essential to earn your client's trust and demonstrate that their comfort is your number one priority. Call your case manager for support if you have been assigned to a difficult case and feel overwhelmed. Be honest if you are having a hard time, especially with a client who has dementia or other complicated health factors – ask for guidance and assistance with training opportunities."

On a Personal Note

Mirla has a wonderful family support system that allows her to accomplish all she has. She remarried last year. Her husband, a lawyer, travels back and forth between Haiti and Massachusetts. Mirla goes to Haiti whenever possible, and she and her husband make it a priority to enjoy date nights when they are together and phone calls and FaceTime when they are apart. She has a daughter attending university for her nursing degree with a long-term goal to become a pediatrician. Her two sons are in grade school. "My mother helps me out tremendously

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with my children – which allows me to work and further my education,” Mirla shared. She is a member of The Seventh-day Adventist Church in Framingham. When Mirla has any free time (which is rare), she enjoys watching documentaries, the news, and an occasional movie, and she loves to take her children on outings and shopping.

With Tremendous Gratitude

Mirla, we are incredibly honored to award you Angel of the Month, for January 2022. We could not think of a better person to celebrate and ring in the new year. Your positive energy, passion for helping others, incredible work ethic, and professionalism has been invaluable. Thank you for being an essential member of the **Visiting Angels** Newton/Canton team.