



## November 2022 Angel of the Month: **Nadya Harriet**

**Visiting Angels** Newton/Canton is honored to announce **Nadya Harriet** as our Angel of the Month for November 2022. Nadya originally joined our team in 2004 and has been providing skilled, loving care to our clients for close to 19 years. She is a very kind, thoughtful and caring person who is committed to taking care of elders. Nadya has good solid experience in home care, and she is warm, friendly, and competent. She has over twenty-five years of professional caregiving experience and holds licenses as a CNA, HHA, and Medical Assistant.

We recognize Nadya as our Angel of the Month because she is always doing this work from her heart. She does not get discouraged with challenging clients and always tries to do the best job she can. In particular, Nadya understands how to deal effectively with people with dementia. She is skilled at redirecting, being creative, or giving clients space.

Nadya knows that to be a great caregiver you must have a good caring heart and love your job and seniors. She explained that the combination of doing something that you love, having the training and skillset to do the work, and the desire to help people is the recipe for being a successful professional caregiver.

When asked what made Nadya choose to become a professional caregiver, she stated that she always knew that she wanted to be in the medical profession. She became a CNA to be in the medical field and to be able to give back to a special population. Nadya said she enjoys working with seniors because she compares it to working with family members and pours her heart into providing care and developing friendly working relationships with clients and their families.

Nadya stated that as a CNA there can be many challenges when you are first getting to know your client. She said that she takes it day by day and would not expect every day to be the same. Nadya tries different techniques to connect with her clients in the beginning until they establish rapport and a good working relationship. Nadya emphasized that the three most



important skills to have as professional caregiver are patience, love, and the ability to put yourself in their shoes to understand them.

Julie McBain, Director of Client Services, praised Nadya for her reliability and willingness to step up when there are open shifts. “Nadya comes to our rescue with call-outs whenever she can,” Julie said. “She is a pleasure to work with, she’s reliable, and she communicates any issues that may arise in a client’s home.”

Nadya explained that she enjoys working for **Visiting Angels** as we are her “second family.” She said that she feels connected to the office staff who really understand her as a professional and as a person. Our office staff has the highest respect for Nadya, and we are all grateful she is a Visiting Angel.

Senior Case Manager Elizabeth Quagraine described Nadya as the kind of person who always goes above and beyond for her clients. Elizabeth said, “Nadya is reliable, consistent, loyal, dedicated, and is a true professional.”

Case Manager Patrick Murray wishes congratulations to Nadya on being honored as this month’s Angel of the Month! “It is such a well-deserved award for a wonderful person and caregiver,” Patrick said. “I had the privilege of working with Nadya recently on one of my more complicated cases and the many family members involved. Nadya approached every shift with grace and respect and was always willing to help when I was in a challenging situation. Nadya is such a pleasure to deal with and I always appreciate her kindness, humility, and humor when I speak with her over the phone. It’s also an absolute joy to be with her in the office.” It gives us all great pride to award Nadya Harriet Angel of the Month for November 2022. We are excited to celebrate Nadya for the fantastic care she provides to our clients. We are thankful to have her as longstanding and outstanding member of the **Visiting Angels** Newton/Canton team.