



June 2024 Angel of the Month | Nerlande Registre

Congratulations to Nerlande Registre, our Angel of the Month for June 2024. Unlike the intense heat we've experienced over the past few weeks, the warmth she brings to each of her clients' homes is deeply appreciated and reflective of her dedication to being a top-notch caregiver. Since November 2021, Nerlande has cared for ten different clients, each one with their own unique personalities and needs, which is something she's come to appreciate since becoming a home health aide in 2016.

"Seniors make my day because they'll talk to you about anything, and they have good jokes," Nerlande said with a chuckle. "Wherever I've worked or whoever I'm with, I believe I've made a positive change in the client's life." And we here at Visiting Angels Newton / Canton can say with confidence that we believe it, too!

Nerlande's journey as a caregiver began even before she got her certification, when she was only 15 years old and lived with her aunt back home in Haiti. "My aunt got very sick, and I had to take care of her," Nerlande shared. "I even took her to the hospital and was holding her hand when she passed away at only 63 years old."

The time Nerlande was able to spend with her aunt was a life-changing experience for her, so much so, that by the time she moved to the US and received her high school diploma, she could think of no other career path than caregiving. She started out by working with multiple homecare agencies and a facility, learning exactly what makes a successful caregiver. Then, in 2021, Nerlande obtained her CNA license, found her way to us here at Visiting Angels Newton / Canton, and quickly began endearing herself to clients.

"You have to do this with your heart because it's not an easy job. You need to be patient and caring because you don't know what tomorrow's going to bring," Nerlande said. "I like to say that you have to be good to someone today to expect someone to be good to you tomorrow."



Making sure that both the client and their family feel comforted by her presence is important to Nerlande—in fact, she believes it’s key to her success as a caregiver. “Sometimes the family might be under pressure and have a hard time caring for the client, or even just communicating with the client, themselves. I just have to be creative in those moments—I talk to them, get them to tell me something about themselves and share things about myself with them. Eventually they come around and start to trust me.”

Case Manager Patrick Murray agrees. “Nerlande’s worked with several of my clients, and she’s truly a joy to work with. Her work ethic as well as her positive, upbeat demeanor allows her to establish rapport with clients and family members from the moment she meets them.”

Since the first day she came in for her interview with us, she’s continued to build relationships with our office team, just as she’s done with each of her clients. Director of Client Services, Julie McBain, recalled introducing Nerlande to her first client two days after completing orientation and witnessing the relationship between client and caregiver develop.

“Nerlande very quickly acclimated and learned the client’s needs,” Julie said. “She has continued to provide a high level of service with every client she assists. It just comes naturally to her because she’s so personable, upbeat, and caring about her work with seniors.”

Senior Case Manager Elizabeth Quagraine has had Nerlande on some of her cases over the past few years as well and has never been let down. “She’s reliable and consistent. She gets there on time and makes the most of her time with her clients, even when all her tasks are completed. It’s all we can ask of our caregivers and more,” Elizabeth said.

When Nerlande was asked what she’s most proud of in her caregiving career, it’s easy to see why our case management team is so effusive with praise for the work she does. Her understanding of seniors and their needs is on point! “You’re not just walking in and telling them what to do and what not to do in their own home. If you do that, they’ll kick you out!” Nerlande joked. “You just have to remind them that you’re there to help and give them guidance on what they need to do throughout the day.” As an example, she talked about how she’ll make sure to leave one of her client’s pillboxes in the exact same place on the bedside in the morning and at night so the client never forgets to take her medication and only takes exactly what’s been prescribed.

Visiting Angels Newton/Canton isn’t the only agency Nerlande has worked for, but she made it clear that it is the best. “It’s a great team. You guys have helped me to improve a lot, and you’re all very good at what you’re doing. Most importantly, though, you guys don’t judge me or deny me of anything when life happens. I love working with Visiting Angels very much so,” she said.

Nerlande, we’re thrilled to name you our Angel of the Month because of your commitment to providing exceptional care and always being a joy to have on our team. As a model angel, you know the importance of being reliable and exercising a great deal of empathy with every visit



you make. Ultimately, your love and passion for caregiving means our clients don't have to wait until May or June to feel a bit of sunshine!