



## June 2023 Angel of the Month | Patricia Durrant-Campbell

Patricia Durrant-Campbell joined the Visiting Angels Newton/Canton caregiving team back in May of 2005 and rejoined in December 2016. Throughout her time with us, we've seen her spread her wings in providing support and companionship to each and every client with whom she's worked. So, when it came time to select our Angel of the Month for June 2023, it's no wonder Pat's name came to mind. It's been exactly three years since she last received this award (that's right...it's not her first!) and, given her work ethic and motivation, there is no reason to believe it will be her last!

Pat's 13-year career with Visiting Angels Newton/Canton is a unique one, in that it does not boast a long list of clients. As a live-in caregiver, she's worked with seven different clients, one of which she cared for as long as 4 years. Oftentimes clients are wary of having a caregiver living in their home, but Pat is always able to foster a level of trust and comfort that puts them at ease with having her around for days at a time. For Pat, every client she's cared for throughout her 28 years as a caregiver has been different, and that's what she believes has made her so successful.

"It's about compassion and patience," Pat said. "You just need to be you and understand that everyone's different. How you care for one client will not be the same as how you care for another."

As any good caregiver knows, each client presents their own challenges. They might have specific requirements when they eat, bathe, or take their medication. As Pat said, "You can have a rough week, but you need to remember in the back of your mind that the next week won't be the same." In these moments, Pat's confidence in herself and abilities is what helps clients and





their families to soften. According to her, she is just herself, and clients tend to be at ease with her.

“When I started, I wasn’t so sure,” Pat admitted. “I think it’s just my personality. I’m a funny person, so I just try my best to humor them and make them laugh!”

Her clients genuinely enjoy her company because she loves her job and the variety that comes with it. Pat loves taking her clients out to explore what’s around them, whether it’s going shopping or taking them out to a local park to get some fresh air. Ultimately, she shows her clients that it is important to get out of the house and enjoy all their surroundings.

Julie McBain, Director of Client Services, praised Pat for providing excellent care to our clients over the years. “She has a caring and calm nature and is truly a pleasure to work with,” Julie said. “She’s reliable and communicates with her clients and the team here in the office so well. Pat is so deserving of being awarded our Angel of the Month.”

Case Manager Patrick Murray echoed Julie’s sentiments saying, “Pat is always such a joy to speak with, and I always enjoy her upbeat demeanor. This is a very well-deserved honor for such an amazing person and caregiver.”

Patrick recalled how Pat was his guiding light when he took over as Case Manager on Mrs. M’s case during a particularly tough time for the client. “Her insight and steadying presence allowed us to carry on without missing a beat,” he explained. To this day, the client’s family is very thankful that Pat has been around all these years, which is exactly how we feel here at Visiting Angels!

Senior Case Manager Elizabeth Quagraine agrees. “Pat is an incredible caregiver and a wonderful friend. She is gentle, loving, flexible, and dedicated to her clients. She truly loves her work and does this job genuinely from the heart.”

And she’ll keep doing it, too, for as long as she can. “They tell me I’m getting older, but I don’t feel it,” Pat said. “I just have the strength and energy for this work and will be there to help as much as I can, for as long as I can.”

Pat explained that the support she receives from the team here in the Newton/Canton office certainly helps provide her with such confidence and spirit. Since she started almost 18 years ago, she’s found that the team at Visiting Angels Newton/Canton is just as patient and understanding with the caregivers as they are with the clients.

“I’m not really a complainer,” Pat said. “I just love my job and do the best I can because I love working for Visiting Angels. I’m so happy to be Angel of the Month because it just shows that they continue to appreciate the work that I do for my clients every day.”

