



## Angel of the Month: Paul Geneus

We are delighted to award Paul Geneus Angel of the Month for July 2022. He became a member of our team in December 2020 and immediately assisted four clients within that first month. It is a privilege to share his outstanding efforts with our community.

In the 18 months Paul has been with **Visiting Angels**, he has cared for 12 clients. With his three current clients, Paul works with case managers Susan Saris, Patrick Murray, and Traci McCarthy. They appreciate his willingness to accept fill-in shifts with his current clients and others whenever he is available. Paul has not shied away from taking on the most complex cases, and his confident and calming presence has been successful in helping each client, and their families find peace of mind, knowing they are in capable hands.

The wife of one of Paul's clients shared her and her husband's appreciation for his assistance. "Paul G. is an extraordinary caregiver. He possesses a calm and patient demeanor which is a perfect match for my husband. He instinctively knows when to work with him on his exercises and when to pull back and allow him to rest. His encouragement has motivated my husband to often strive harder to improve his endurance. Paul has taught me that a gentle hand on the back is very effective in helping my husband maintain balance and enhance his confidence.

When Paul has accompanied my husband to his physical therapy session, he always returns home with written notes and diagrams about the exercises he's done with the therapist so we can reinforce the exercises at home.

Paul is always willing and enthusiastic about learning new board games and card games that I implement to strengthen my husband's cognitive abilities. We all agree that Paul is the best card shuffler. He has a unique style!

Continued on next page

Paul always arrives on time and immediately looks for ways he can help us. He approaches each task with patience and attention to detail. We look forward to Paul coming to our home and sincerely appreciate his involvement in our lives. Congratulations on receiving this richly deserved award!”

Paul fondly remembers his time with one of our former clients he cared for long-term. “Mr. B. and I had a great bond,” Paul said. “I took him out daily and made sure we did activities he would enjoy. He and his wife were wonderful people.”

## **A Natural Angel**

“Working with Paul is a genuine pleasure!” Senior Case Manager Susan Saris said. “He is kind, patient, considerate, accommodating, and authentically cares about helping our clients to the best of his ability. Paul is gracious and open to learning about each new client he meets. He listens with interest and acknowledgment to what the client and family are saying and quickly builds a rapport with them. Paul allows the client to lead and provides exceptional support. His presence is calming and reassuring. Thank you, Paul, for all you give to our clients. You make a difference in the lives of those you care for, and we appreciate what you do and who you are. I am incredibly happy to be celebrating you today!”

Case Manager Patrick Murray said, “I have enjoyed working with Paul since I joined **Visiting Angels**. He has such a friendly and easy-going demeanor and is always a pleasure to speak with. Paul has consistently stepped up and has been able to cover ongoing shifts with one of our clients while another one of our caregivers recovers from surgery. When I check in with our client’s spouse, she has only great things to say about him. She appreciates that her husband feels so comfortable around him and that he and Paul are compatible. Another one of our client’s wives also told me she loved having Paul at their home, and she hopes he can return again soon.

Patrick continued, “Paul, we love having you as part of the team. Congratulations on being awarded Angel of the Month!”

Case Manager Traci McCarthy shared her gratitude as well. “I’ve been working with Paul for the past two months since one of our client’s regular caregiver is on leave. Our client can be resistant, and he doesn’t like change. When his regular caregiver was away in the past, we tried substituting with other caregivers, but he was not comfortable with them, so the family waited until his ongoing caregiver returned. This time, however, we asked Paul to cover the shift, and it has worked out great. Paul is the only substitute that our client has liked and accepted. The family is grateful for his care, and so am I! Congratulations on a well-earned honor, Paul.”

## **Professional Background**

Believe it or not, Paul is new to the caregiver and home care field. He worked in the hospitality and professional driver industries before joining **Visiting Angels**. Our caregiver Alberta Akyea, who has been with us since 2015, referred Paul to our agency. Paul’s wife is a professional private caregiver and a nurse at a hospital in Boston. She took care of her mother in their home for a couple

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of years before she passed. “My wife taught me various techniques and methods while she tended to my mother-in-law,” Paul said. “She continues to guide me to this day and has been incredibly supportive of my journey as a professional caregiver.”

“**Visiting Angels** Newton/Canton is the first home care agency I’ve ever worked for; my experience has been great!” Paul shared. “I call this company my ‘Angel Family!’ You can tell that each person that works in the office does this job from their heart. Everyone is concerned about how I am doing and will guide or support me if I need something or have a question.” He added, “I remember when my wife and I went into the office some time back - everyone was so friendly and happy to meet me. Each staff member came over, introduced themselves, and thanked me for my work - even owner Larry Michel! I was embarrassed at first because I had never experienced that before. I told my wife that this is truly my second family.”

Paul also credits his success as a professional caregiver to his openness to learn and sensitivity to the needs of others. He is eager and receptive to learning about our clients and what they are experiencing. “Now, I am a caregiver, but one day down the line, I will need someone to care for me. Each client is a loved one in my eyes - I treat them the way I would my own family members and how I would want to be treated when that day comes.”

## Words of Wisdom

Paul advises caregivers joining the **Visiting Angels** team: “Treat your client with love and respect. Observe your client’s behavior and surroundings and share your experiences with them with your case manager. Be patient and figure out what you can learn from them to help you give them the best care possible. Keep your mind open; there is always an opportunity to learn something new. Ask your clients questions and remind them that you are there to help, so the more they can teach you about themselves, the better you can understand their needs. There are no limits to what can be accomplished - there is always something to do when you are on a shift. Do your job well, and you will go home with peace of mind.”

## On a Personal Note

Paul and his wife have four children. He also has a daughter in her third year of medical school in Haiti. He and his family take day trips out shopping and other fun activities, and they attend services at the Waltham Church of God on Sundays. He and his wife enjoy dinner dates on their nights off. When he is not assisting our clients, Paul likes to work on repairs to his home.

## Sincerely Grateful

Paul, it is a sincere honor to award you Angel of the Month for July 2022. We are grateful to have you as such a valuable member of the **Visiting Angels** Newton/Canton team. Your openness, curiosity, calm presence, work ethic, and love for your job are truly valued by us all. We thank you for the outstanding care you provide to our clients and look forward to working with you for years to come.