



## Angel of the Month: Russell Hyland

It is our pleasure to nominate Russell Hyland as Angel of the Month for February 2019. Russell joined Visiting Angels in July 2005, one year after Visiting Angels Newton/Canton was founded. Co-owner, Eileen interviewed him, along with Case Manager Marilyn: whom both described him as experienced, friendly and approachable.

Russell was born and raised in Middletown Connecticut. He loves to share that the N.E. Patriots' head coach Bill Belichick attended Wesleyan University in Middletown, where Belichick played for the Wesleyan Cardinals. Russell moved to Massachusetts in the early '80s and worked as a baker at a bagel shop. He realized that he wanted to find a career where he could help others and took a position at an agency that sent him to a variety of different cases, working with all age groups. Russell became certified as a phlebotomist but quickly learned that this was not the field for him. He completed a Certified Nurse Assistant program and worked with the VNA for a while before coming to Visiting Angels Newton/Canton full-time.

Russell enjoys spending time with his sister and niece, who also live in MA, whenever he can. He has always had a passion for playing the guitar and learning new sheet music. He and his room-mates have a pool table at their house, and he spends free time perfecting his game. Russell enjoys taking out movies at the library and is especially fond of documentaries with a focus on historical events. Russell truly enjoys working for Visiting Angels Newton/Canton and can't imagine going to another agency.

Russell has worked with 31 clients in his time as a Caregiver with us. He has been with his current Client for a year-and-a-half. His Client's wife truly appreciates the relationship Russell has developed with her husband.

Russell is willing to cover when other Caregivers are unable to make their shifts on the same case. He is dedicated and passionate about his commitment to his Client and communicates any concerns he may have with Case Manager, Elizabeth. He has a unique way of addressing issues with Clients that is reassuring, and his Clients and their families consistently express positive feedback about his work.

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Director and owner, Eileen Freiberg-Dale, was unable to attend Russell's celebration and shared a message:

"I want you to know how much I appreciate your loyalty and dedication to us and your Clients. You are such a hard worker and have accepted some challenging cases over the years. Regardless of how difficult the situation may be, you have never wavered in your commitment to your Clients and Visiting Angels. I am so happy that you have been given this recognition and send my regards."

Russell, we want you to know how much Visiting Angels Newton/Canton appreciates and values you. Congratulations, and thank you for your commitment and dedication with each one of your cases. We look forward to many years to come with you as a valuable member of the Visiting Angels Newton/Canton team.