



April 2021 Angel of the Month Team Dawn Burrell, Stella Spencer, Rebecca Namatovu, Adiaba Bofia, Silvana Caruso, & Carline Bijou

For April 2021, Visiting Angels Newton/Canton is celebrating a team of six exceptional caregivers. These caregivers have worked together providing expert care for a dear client whom we have had the privilege of supporting in his own home for two years. Each of these caregivers brings their own unique qualities and personalities to their time with the client as part of “Team Herbert.” For this month’s Angel of the Month spotlight, we are honored to recognize Dawn Burrell, Stella Spencer, Rebecca Namatovu, Adiaba Bofia, Silvana Caruso, and Carline Bijou,

While all of our caregivers are skilled, dedicated, and compassionate, sometimes at the onset of care, finding the perfect combination of caregivers can take some time. Today, these caregivers have become like family members to Herbert, his wife Libby, and their children.

“We had some bumps in the road early on, filling shifts, and finding the right people to fit Herbert’s needs, while also providing a positive comfort level for him and his family,” Case Manager Naté Paige explained. “This team we have put in place has gone above and beyond during every shift they have with him. They all represent Visiting Angels Newton/Canton with their professionalism, dedication, and desire to provide the best care possible to our client and reassurance to his family.”

As part of this loving family, daughters Jill and Gayle are consistently engaged and involved in their father’s care and regularly communicate with Naté and the caregiving team. Jill lives close by and pops in to spend time with her parents as often as possible. Although Gayle lives out of state, she stays fully connected through phone calls, FaceTime, and email. Fortunately for everyone, she also comes for visits whenever possible.

“We have an outstanding team!” Jill and Gayle acknowledged. “Everyone brings their own kind of authenticity and dedication to assisting our father. Our family is so truly appreciative of all of the caregivers, our case manager Naté, and everyone at Visiting Angels.”

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Here is a closer look at the caregivers who make up Team Herbert:

Dawn Burell joined Visiting Angels Newton/Canton in July of 2013 and has been with Herbert and his family the longest. Every Visiting Angel knows that the care is not only for the client. Our role is also to offer peace of mind to family members. According to Naté, “Dawn was able to build a strong relationship with Libby, gaining her trust from the very beginning, which allowed Libby to adjust to the idea of having caregivers in the home and support from people outside the family. Dawn has been incredibly reliable, and with her years of experience in the home care field, she has been able to navigate every change and requirement skillfully.”

Even the visiting nurse commented on Dawn’s abilities. “She is such a winner!” the nurse told the family. “Dawn is open to the learning process and Herbert’s changing needs. These are critical attributes in this situation.”

Gayle and Jill both agreed that Dawn is like family. They shared that Dawn has a beautiful personality, is always in a cheerful mood, and has great energy. “She has the biggest heart, and we know she truly cares for our father.” Jill added, “I love to tease my buddy, Dawn. She is always dressed so stylishly. When I see her, I’ll ask her, what are you wearing?? That would look fabulous on me!”

Stella Spencer has been with Visiting Angels Newton/Canton since August of 2010 and has been with Herbert for over a year. She works overnight shifts and will cover fill-in shifts whenever her schedule allows. For Herbert’s wife Libby, Stella provides great comfort. When Stella is there, Libby can rest peacefully because she knows that Stella will provide calm, precise, and patient care to her husband, who has trouble sleeping.

“Stella is so consistent,” Gayle explained. “She assesses the situation each evening when she arrives and will adjust her plan of care based on any modifications she may deem necessary. With our father’s changing health, she never knows what the shift will require. She is so calm and measured and always has a positive attitude.”

Jill and Gayle shared how Stella begins each shift with joy, a sense of humor, and reassuring steadiness. “Every evening when Stella arrives at our parents’ home, she immediately heads to the bathroom to wash her hands. Then she runs out of the bathroom with her hands held up in the air like a surgeon preparing for an intricate procedure and a huge smile on her face. Our mom will yell, ‘Lookout! Here she comes!’”

Rebecca Namatovu began working as a caregiver for Visiting Angels Newton/Canton in March of 2020. She has been with Herbert since joining our agency. Case Manager Naté describes Rebecca as consistent and flexible. “Rebecca is incredibly dependable and advocates for Herbert’s needs,” Naté said. “She is also great about making suggestions about his care that are extremely helpful for the whole team.”

Gayle said, “Rebecca handles critical situations calmly and professionally. She is very skilled and knowledgeable. She has managed a few crisis situations that have arisen quite calmly. She is thoughtful about the whole family and is sensitive and caring.”

Jill described the details of Rebecca’s care. “Rebecca makes up and sings a ‘good morning’ song to my father at the start of every shift. She has a beautiful singing voice! When she brings my father to meet my mother at the table for dinner, she says to him, ‘My king, you must kiss your queen before you begin your meal.’ She is extremely creative about ways to assist our father through transitions from one task to another.”

Adiaba (Adi) Bofia joined Visiting Angels Newton/Canton in July 2020 and began assisting Herbert consistently soon after. As the only male caregiver on Herbert’s team, no one can deny there is a real “bromance” between the two of them! Naté explained, “Adi brings a unique view to the case because he can relate to Herbert from a male perspective. He is able to help Herbert when he is feeling vulnerable and has a great way of taking a negative situation or decline in health and putting a positive spin on it for our client.”

Gayle said, “Adi is so wonderful and has stepped up exceptionally with pain management and the rapid change in care. One Sunday when I was home visiting my parents, my father insisted I make Adi the same breakfast he was having - half a bagel with one part chives cream cheese and one part lox spread. He was so excited to have Adi share breakfast with him!”

For Jill, Adi has taken over her shaving duties for her father, and she can tell that Herbert looks forward to that time with Adi every Sunday. She said, “He goes above and beyond to help out with whatever is needed. When our father is feeling down, Adi knows exactly how to lift his spirits.”

Silvana Caruso joined Visiting Angels Newton/Canton in November 2020 and began assisting Herbert in December. “Silvana has a motherly personality,” Naté said. “She is kind, nurturing, and protective. She has so much compassion and joy in her heart. Silvana will jump to cover a shift whenever it is needed. She follows the care plan and will check with me to see if there are any changes or adjustments required for her shifts. She is filled with enthusiasm and is eager to make Herbert comfortable. “

Jill and Gayle described Silvana as loving and caring. “She pays attention to every detail and is quite diligent,” they said. “She has the biggest heart! Silvana has a positive attitude and is always prepared for her overnight shift from beginning to end. She focuses on handing off care to the next caregiver properly, providing feedback, and making sure her tasks are completed. She will ask questions if she is unsure about something and is completely open to suggestions and guidance.”

Carline Bijou joined Visiting Angels most recently and immediately became an integral part of Team Herbert. “Herbert really appreciates Carline,” Naté said. “He values her calm nature and kindness. She arrives at each overnight shift prepared and ready to tackle any challenge that may arise.”

The family noted that Carline is very professional and experienced. “She assesses our father’s health when she arrives, learns about his day to prepare for her shift, and will apply the information from his case manager or

family members to his care,” Jill and Gayle said. “Our father has complimented Carline, saying, ‘She is so thorough and detail-oriented!’ She has a bright and welcoming personality and exudes good and kind energy. She is also a super problem-solver.”

Thank you, Team Herbert

Our incredible and experienced Angels on Team Herbert share many qualities like compassion, preparedness, willingness to learn, creativity, and commitment. Each Angel has met the needs of the moment on every shift. They have all risen to the occasion and have adapted to our client’s changing needs, making them a truly spectacular team. Our Angels’ abilities, strength, fortitude, and professionalism have created the “dream team” for this family.

Dawn, Stella, Rebecca, Adiaba, Silvana, and Carline, we are incredibly proud of the care you provide as a team to our client and his family. We are honored to award all of you as the Angel of the Month Team for April 2021. You are true Angels and represent our core values and mission to help our clients live happily in the comfort of their own homes. Team Herbert, thank you for your tireless efforts, hard work, compassion, and invaluable qualities that shine through for our client.