



Angel of the Month: **Amanda Adolphus**

Visiting Angels Newton/Canton is proud to name Amanda Adolphus Angel of the Month for December 2020. It is entirely appropriate to end this difficult year by honoring a caregiver who is an expert at facing challenges with directed energy, thoughtfulness, and care. Amanda became a Visiting Angels team member in October of 2019. During her time with us, she has shown incredible empathy for and dedication to our clients.

Amanda embraces her caring philosophy of L.L.P.A. – Listen, Learn, Pay Attention. She has had great success as a caregiver because she listens to her clients and their family members and learns as much as she can about them. She knows that paying attention to behaviors, mannerisms, comfort levels, and needs can lead to a positive caregiver-client relationship.

“I have developed creative ways to support my clients,” said Amanda, who earned her CNA certification through the Red Cross. “I do this through determination and a commitment to making sure they are comfortable and safe. I make it my goal to ensure that my clients have a smile and are peaceful by the end of my shifts.”

Amanda has special memories she easily recalls about each client she has assisted. The embroidered “You are My Angel” pillow presented to her by one client is a fond reminder of Amanda’s time with him. Amanda reflected on a client who passed away just about a year ago. Although there were many challenges with this client who had ALS, Amanda learned to navigate her way and dedicated herself to providing exceptional support, which kept him safe, sound, and happy. “We developed such a wonderful bond,” Amanda said. “It was a treasure to know and care for him. He loved my cooking and company, and I felt honored to assist him.”

Compelled by her desire to help others, Amanda switched career paths to become a professional caregiver after working in hotel customer service. “I realized that I would not feel fulfilled professionally on my current path and was guided by my love for my grandmother to care for the elderly,” she said.

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Amanda's grandmother raised her until she was eleven years old when her grandmother passed away. Amanda endured many challenges and struggles during her childhood. As a young wife and mother, she rediscovered the unconditional love that she felt with her grandmother, with her own two children. Fortunately for Amanda's clients, she has channeled those cherished, loving memories into her work as a professional caregiver.

Case Manager Susan Saris shared what she thinks makes Amanda so successful, especially with one client in particular. "This client has dementia and mental health issues and, at times, exhibits abusive behavior. He has refused caregivers and continues to be in denial of his genuine need for assistance with personal care, including making sure he is taking his medications and eating meals regularly. When I spoke with Amanda about this assignment, she asked very pertinent questions. It was clear to me she was the kind of person who puts a lot of energy into making things work and becomes invested in the client's best outcome. Amanda has been working with this client for the past eight months, which is by far the longest any caregiver has been with him. Over time and with patience, she has developed a trusting relationship with him. I have been impressed with her ability to provide care and her capacity to turn negatives into positives, figuring out strategies to get things done despite frequent resistance. She uses humor and has a personal style that lets him know she truly cares."

Amanda said, "Through the years, I have learned to use methods such as giving a client space if they become agitated; I will go make them some tea or another measure that I know will reassure them. Sometimes you just have to step back and adjust your methods if your client is frustrated or feeling uneasy."

Amanda expressed gratitude for the Visiting Angels Newton/Canton office staff, particularly Office Manager Joanne Minichino. She also expressed her appreciation for Susan Saris, Naté Paige, and Katherine Jennings, who are the case managers she has worked closely with over the past year. "Everyone is so nice and supportive. They check in on me and consider my strengths and needs when calling me about a case," she explained.

A caregiver in her personal life as well, Amanda invests in her home country of Guyana by sending supplies for the children in her family and several orphanages there. She also helps those in need within her community here in Boston. When taking time for herself, Amanda is an avid reader and enjoys dancing, cooking, and being with her granddaughter and children. She is a savvy shopper, cutting coupons, and looking for deals.

We gratefully close this year by awarding Angel of the Month for December 2020 to a thoughtful and compassionate caregiver. Amanda, we thank you for caring so deeply for our clients. We are thrilled to have you as a member of the Visiting Angels Newton/Canton team.