



Co-Angels of the Month: Garlyne Renois & Ernestina Arthur

Visiting Angels Newton/Canton is honored to name Garlyne Renois & Ernestina (Tina) Arthur Co-Angels of the Month for May 2021. Garlyne and Tina share many qualities of greatness. When we describe outstanding and experienced caregivers, there are certain commonalities such as: keen observation skills, endless patience, treating clients as they would want their loved ones treated, the capacity to step back and re-center themselves for positive engagement, and most importantly, infinite compassion. Garlyne and Tina embody all of these traits.

Garlyne and Tina have several similarities in their values and work ethic, and they both have positive, sunny dispositions. They see their work as a calling and care-give with love. Garlyne and Tina each have an infectious laugh, the kindest heart, valuable experience, and they take pride in their work. They love helping others and do it with smiles on their faces. Their advice to caregivers new to the job is almost exactly the same: “Be patient, kind, and listen to your client. Love what you do, and the financial reward will come to you. Be compassionate to your client and their family, and ask for support when you need it.”

This duo cares for one of our valued clients who has been with **Visiting Angels** Newton/Canton for over three and a half years. She has been fortunate to have both these caregivers providing live-in assistance. Garlyne has been caring for her since early 2019, and Ernestina joined the case in July 2020.

Our client’s daughter sings their praises:

Congratulations to Tina and Garlyne for earning this special award! Both women are angels sent from above to our family to assist our mother with loving and protective care each day and night. This work is challenging at times, and they handle these situations with kindness, care, and prayer, which is most important to our mom.

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It is a blessing that our 92-year-old mother can remain in the comfort of her home through these years, and it is because of the wonderful care she receives from our special angels. Thank you, Garlyne and Tina.

- Anne & Family, Brighton, MA

Meet Garlyne Renois

Garlyne Renois became a member of our **Visiting Angels** care team in July of 2011. She is coming up on her 10th anniversary with us! Case Manager Susan Saris described her as outgoing, expressive, and caring. Garlyne has over seventeen years of professional caregiving experience, but her empathy has always come naturally. Her favorite and closest person to her growing up was her grandmother. Her grandmother cared for Garlyne, and Garlyne rarely left her side. When her grandmother became ill, Garlyne declared that she wanted to be the one to care for her. She tended to all of her grandmother's needs until she passed. During that time, her parents migrated to the United States and encouraged Garlyne to come to Massachusetts with her young son and daughter.

Garlyne dreamt of becoming a doctor or nurse when she was a child. In 2004, she chose to become a Certified Nurse Assistant because it allowed her to have a flexible work schedule, giving her quality time with her children. She has been grateful to have her mother assisting her through the years while working live-in and long-hour shifts. Garlyne plans to pursue a nursing degree in the future. She is proud of her children's accomplishments. Her son has graduated from college with a degree in Business Administration & Sports Management. Her daughter is in her last year of medical school, studying to become a pediatrician. It is clear that Garlyne has been an admirable role model for both.

Before joining **Visiting Angels**, Garlyne mostly worked in private care and facilities. Another one of our wonderful caregivers, Mirlande Lovinsky, suggested Garlyne apply to **Visiting Angels** Newton/Canton. Garlyne remembers fondly all of the support Barney and the office staff gave her through some challenging times a few years back. She also reflected on her first case with our agency. "I loved working with Julie McBain (now Director of Client Services)," Garlyne said. "She was so patient and calm and thought about my needs as well as the needs of our client. Every staff member has shown me such love and care. I have enjoyed working with Case Manager Elizabeth Quagraine so much as well."

While we are grateful for Garlyne's commitment to our clients, she has also valued the depth of dedication from Case Manager Susan Saris through the years. As a Nor'easter approached our area one winter, Garlyne was ready to come off her long-hour shift with a client at Wingate in Needham and head home. However, the caregiver on the next shift could not make it, and the family requested that our client not be left alone. Susan promised Garlyne that she would do whatever it took to make sure she was comfortable if she stayed. She told her that she would bring her clothes, food, and anything else she needed to get through the night. Susan also assured her that she would make

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arrangements with the facility to have accommodations for her to sleep and shower. Much to the facility staff's surprise, since they did not believe an agency would go above and beyond for their caregiver, Susan showed up a couple of hours later with brand new clothing (including socks and undergarments) and a supply of food and toiletries. This is one of the many examples of when Garlyne has worked together with a case manager to help in a crisis and why our office staff so very appreciates her.

Garlyne enjoys attending services at church and getting ice cream with her kids, and she is looking forward to going to the movies again. She is excited for the opportunity to spend in-person time with her friends without having to stay six feet apart because she genuinely enjoys one-on-one, face-to-face interactions with people.

Getting to know Ernestina (Tina) Arthur

Ernestina joined **Visiting Angels** Newton/Canton for a short time in December of 2008. She rejoined our agency 12 years later and soon began as a live-in caregiver with our client in Brighton, along with Garlyne. Tina has over twenty years of experience as a professional caregiver. She moved to Massachusetts in 2000 and was quickly hired as a private aide for a client on Nantucket, where she lived for four years. Tina moved to Boston soon after her client passed and eventually became the head overnight aide at Newbridge on the Charles before a friend recommended she apply to work for **Visiting Angels**.

“From meeting Barney and Eileen twelve years ago with the lovely team and case managers to the new owners and office staff now – everyone has been so incredible and kind. I was very thrilled to come back!” she shared. She is very appreciative of Case Managers Susan Saris, Elizabeth Quagraine, and Office Manager Joanne Minichino. She knows that if there is an issue or an adjustment needed on the case, Susan will take care of it, and whenever she calls the office, the team is helpful and friendly.

“Being a caregiver to others is a calling from God,” Tina explained. She knows the importance of her role and that what she does positively impacts her clients and their families. Tina has a calming presence and a joyful radiance.

When she is not working as a Visiting Angel, Tina is a congregation leader at the Church of Pentecost in Brighton. She works with her pastor to support people in need by doing check-ins, phone calls, and delivering necessities. She also mentors young girls who attend the church. Tina is fondly known as “Mama Tina” by all. She has three daughters and four grandchildren back in Ghana, and she keeps in touch by phone and video calls regularly. Ernestina would like to eventually live in Ghana during the winter and in Massachusetts through the warmer seasons. However, she does admit she may only partially retire during the winter months when she confides, “I don’t know if I will ever completely retire – why stop doing what I love?”

Case Manager Susan Saris shared why Garlyne and Tina were chosen as our Angels for May 2021:

Garlyne and Tina have been a fantastic team, truly “Wonder Women” in my opinion! They have been providing exceptional care to our client who is hearing and seeing impaired and has mid-stage dementia.

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Garlyne and Tina have demonstrated patience, kindness, tolerance, humor, compassion, grace, and professionalism.

I must emphasize, this is not a case that just any skilled caregiver can manage. It takes something more than skills; it takes maturity, dedication, and heart. Garlyne and Tina exhibit these qualities consistently with our client. I am profoundly grateful to them both for all they do. They are exceptional caregivers, and we are very fortunate to have them as members of the Visiting Angels team.

Thank you

We are genuinely thankful to Garlyne and Ernestina for their outstanding care for our client. We are grateful for their professionalism, dedication, and loving dispositions, and we are honored to award them co-Angels of the Month for May 2021.