



Angel of the Month: Grace Quaye

Visiting Angels Newton/Canton is thrilled to award Grace Quaye “Angel of the Month” for July 2021. Grace just celebrated her one-year anniversary on July 13th. She has assisted sixteen of **Visiting Angels’** clients to date. It is quite an accomplishment to be honored with this award after only one year on our team.

According to Webster’s dictionary, “grace” means “a disposition to kindness and courtesy” and “the quality of being considerate or thoughtful.” These definitions prove that Grace Quaye was properly named as they genuinely describe our team member, who has dedicated her entire professional career to caring for others.

Grace shared her enthusiasm and appreciation for the **Visiting Angels** Newton/Canton office staff, particularly the case managers. Grace said, “I adore all of the case managers. This is such a nice company of people – everyone wants to help you. It isn’t just something they say; they mean it. If I realize I need to take some time to rest and won’t be able to do an upcoming shift, I can call my client’s case manager, Katherine (Jennings) or Susan (Saris), and they will modify my schedule. I know that everyone genuinely cares about my well-being.”

A True Angel

Grace refers to RN Case Manager Katherine Jennings as “Katherine, my love,” and the feeling is entirely mutual. Katherine said, “When I first met Grace, she was like a breath of fresh air. She carries herself with joy and a zest for life. I have enjoyed watching her work with a few of our clients, and her happiness is infectious. They have all expressed their appreciation for Grace.

One of our clients nicknamed her ‘Amazing Grace,’ and the name suits her well. She is forthright in her response to her availability for shifts, very competent, and her sense of confidence soothes even the most anxious of clients, which allows them to trust her.

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“I have enjoyed every interaction I have had with Grace. My wish is for Grace to remain an active and integral member of Visiting Angels for many years to come.”

Grateful for Grace

Case Manager Susan Saris praised Grace and her caregiving skills. “It is such a pleasure to be honoring Grace today for all the wonderful care she provides to our clients. She is someone who does this work from her heart and deeply cares about her client’s needs and comfort. She is always well-received wherever she goes because as soon as a client meets Grace, they can tell she is sincere, someone who shines and is delighted to help them!

“I have been very fortunate to have Grace on one of my current cases, and I know my client’s son appreciates all that Grace does for his mom. When I told him we were celebrating Grace as our Angel of the Month, he said, ‘Grace is skillful and serene; she emanates calmness, and she really cares!’

Professional Background

Grace began her career as a professional caregiver in 1991 when she moved to Massachusetts from Ghana. She quickly decided to earn a Certified Nursing Assistant certification through The Red Cross to support her growing family. Grace started out working in various nursing homes in the Boston area before accepting a caregiving position for the Commonwealth of Massachusetts for a group home facility that housed and supported disabled adults. The facility has since been shut down, and smaller sites have been put in place. She was promoted to a shift supervisor position and has been working for the Commonwealth of Massachusetts for over 25 years.

When Grace started looking for a second job to support her extended family, Alberta Akyea, a fellow parishioner at Triumphant End-Time Ministries in Brockton, recommended that she apply to our agency. Alberta has been a caregiver with Visiting Angels Newton/Canton for six years and knew she would be a great fit. Paying it forward, Grace referred Williams Ejimonyeabala, who joined our team this past February 2021.

Keys to Success

Grace credits her successful career to her core values, “I treat others as I want to be treated.” She explained, “I am the same person as a mother, daughter, wife, and professional caregiver.”

Grace also shared a personal story that describes one of her motivations and dedication to caregiving, “I couldn’t be there with my mother when she was in her last stage of life. My sister cared for her. I would guide my sister over the phone through what she needed to do to keep our mother comfortable in her last days. I hold those memories very close to my heart and treat all of my clients as if they were my family, giving them the hands-on care I couldn’t give to her.”

Words of Wisdom

“Love yourself and find the love for others in your heart,” Grace recommends to other caregivers. “Be genuine, have integrity, show kindness and patience.”

Even your clients that may have memory challenges still feel how they are being treated. Remember that many of the people we care for are much older and are frail. Their skin is fragile – just the simple steps of washing them and putting on lotion can be painful. Take care and be gentle with your client. Your input is helpful, be transparent, and don't hesitate to share recommendations with your client's case manager. Minor adjustments to what a client is eating or wearing can make a big difference and improve their comfort and safety.”

On a Personal Note

Although her husband also works night shifts at his job, Grace makes sure to spend as much time with him as she can, referring to him as the love of her life. She also spends time with her three adult children whenever possible. Grace now enjoys watching movies from the comfort of her home so she can express her opinions freely, commenting, cheering, and questioning the plots without disturbing other moviegoers. Grace loves music and dancing. She is eagerly looking forward to the next Caregiver Appreciation Celebration, which she will not miss so she can dance with Case Manager Elizabeth Quagraine!

With Appreciation

Grace, we are thrilled to celebrate you as our Angel for July 2021. Your positivity, love, and dedication to caring for our clients with professionalism and sincerity are greatly appreciated.

We all agree with our client - you truly are amazing, Grace.