



Angel of the Month: Nadya Harriet

Visiting Angels Newton/Canton is thrilled to name Nadya Harriet as our Angel of the Month for November 2020. Nadya originally joined our team in 2004 and worked with us for one year. She returned to Visiting Angels in 2015, and we were so happy to welcome her back. We recognize Nadya as our Angel of the Month for the consistent and outstanding care she provides to our clients and for caring with the highest level of professionalism and compassion.

Nadya has over twenty-five years of professional caregiver experience. She obtained her CNA, HHA, and Medical Assistant certifications in 1995. Nadya worked as a medical assistant at Mass General Hospital in the Pediatric Unit before transitioning to assisting the elderly as a professional caregiver. She has been with her present Visiting Angels client for the past three years. Nadya is devoted to her clients and develops strong relationships with them.

Caring for others is a consistent trait in Nadya's family. Her grandfather was a registered nurse, and several other family members are in the medical and caregiving fields. Nadya feels a strong sense of dedication to helping people who cannot help themselves. She also appreciates the flexibility a career in home care has provided her.

Nadya truly enjoys spending time with her clients. "I love to listen to the stories my clients share with me," she said. "They have so much knowledge and have had vast and interesting experiences throughout their lives. You can learn a great deal about life when you are curious about the people you care for."

Case Manager Elizabeth Quagraine described Nadya as the kind of person who always goes above and beyond for her clients. Elizabeth said, "Nadya is reliable, consistent, loyal, dedicated, and is a true professional."

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One example of Nadya's dedication and professionalism is how she encourages her current client to follow through with his physical therapy exercises, even when he feels unmotivated. "My present client has physical therapy weekly," she said. "I know that he needs support with continuing his exercises on the days when he is not working with his physical therapist. I make it a particular focus to guide him through his exercises and offer continuous encouragement to help him on his journey."

We asked Nadya to share some advice for other Visiting Angels caregivers. She said, "My advice to others is to love what you do and leave your troubles at home. Care for your clients with patience and find ways to support them emotionally, intellectually, and physically. Steer away from controversial topics and learn about their personalities. Begin your shift with a smile and make it your priority to give the best care you can to your client. Stop and think through your next actions if you are presented with a difficult situation. If you cannot find a solution that works for you, seek out support and guidance from your case manager and the office staff."

Nadya has thoroughly enjoyed working with her client's case manager Elizabeth Quagraine. She said, "Elizabeth is wonderful and lovely! She works hard to understand me as a person. I trust her. She makes me feel safe about sharing my needs and challenges, and if I feel uncomfortable, she will help me – she is always there for me."

Julie McBain, Director of Client Services, praised Nadya for her reliability and willingness to step up when there are open shifts. "Nadya comes to our rescue with call-outs whenever she can," Julie said. "She is a pleasure to work with, she's reliable, and she communicates any issues a client may have or if a change in status needs to be noted."

Nadya has little free time, but she loves to be with her three daughters when she does. It is a priority of hers to make sure she is available to them for supportive conversations. They enjoy watching movies, shopping, music, and dancing together. Nadya appreciates the fact that her daughters will encourage her to exercise with them.

It is a great honor to award Nadya Harriet Angel of the Month for November 2020. We are excited to celebrate you for the fantastic care you provide to our clients. We are thankful to have you as an exceptional member of the Visiting Angels Newton/Canton team.