



August 2025 Angel of the Month | Lillian Kiraso

For the past 18 years as a Visiting Angels care professional, Lillian Kiraso has made herself at home. As a live-in caregiver, Lillian spends three to four days in a row living with clients in their homes to ensure they are well-cared for as they age in place. Thanks to the care and dedication she brings every single day, we are proud to name Lillian Angel of the Month for August 2025.

When Lillian arrived in the United States in 2004, she worked at a private caregiving job, getting first-hand experience while going to school to earn her home health aide certificate. Lillian took on more studies outside the classroom, reading books about dementia and caring for the elderly. Her earliest caregiving experience came from just living life in Uganda. When she visited an older friend or relative, it was Lillian's custom to grab a mop, make a meal, wash dishes, or do whatever she could to contribute. She says she was raised with that kind of "heart of helping." That helping heart has stayed with her and serves her well with Visiting Angels.

When asked to share some highlights of her career as a Visiting Angels care professional, Lillian exclaimed, "I've had so many cases!" And that she has - 76 to be exact! Most have been long-term clients who have made her part of their family. Lillian attributes that connection to being her authentic self and treating her clients with respect.

"You need to be a real person with your clients," Lillian said. "Show your true colors, and don't pretend. When I'm taking care of someone, I treat them like I would treat my own family. If it's a lady, I think of them like my mother. If it's a man, I think of them like my dad. One of my clients took me on as her daughter or as her granddaughter. When a client has taken you in such a way, you feel at home."

Staffing Coordinator Ryan Allen sees these qualities in Lillian. "Whenever I've had the pleasure of meeting with Lillian in person, I've always walked away thinking, 'That is someone I'd want taking care of my own parents if they needed someone.' Her tone of voice conveys the love and care that resonates so deeply with our clients."

While Lillian has also worked shorter shifts, she really likes live-in care and enjoys being part of a live-in care team. She shares her current client with another of our Angel of the Month care professionals and says their mutual respect and support for each other make the work lighter. Lillian enjoys the nicer pace of live-in, where she doesn't feel like she's in such a hurry to complete her tasks. There is time to enjoy the client.





"My current client has a good sense of humor," Lillian said. "In order to stay happy, you need to keep laughing. That's the most important thing."

"Clients learn you, and you learn them," Lillian continued. "I tell my clients, if they don't like something, tell me. If they are upset by something I did or said, I am quick to say, 'Sorry, I did not intend it that way.' So we can move on."

For Lillian, being a caregiver is sharing a life. She feels like she can talk with her clients about anything. When they ask questions about home, what it's like, Lillian shows them photos and tells them stories. She wants them to know, "We are all people."

With love and fond memories, Lillian told stories about one of her favorite clients. Our client adored Lillian and insisted there was no substitute. Lillian admits with a wink to being a good caregiver and a bad caregiver. Her care is top-notch, but she knows it's not in the best interest of the client or the agency when a client refuses to take a substitute when Lillian is unavailable.

Lillian brought out client to many Visiting Angels caregiver appreciation gatherings over the years. This client always reminded Lillian, "Don't forget my perfume!" Lillian often shopped for our client and bought her special tops as birthday gifts. Our client favored the tops from Lillian and wore them proudly to two of her granddaughters' weddings, with her favorite caregiver Lillian by her side. Case Manager Michael Albrecht enjoys working with Lillian. "She is an attentive caregiver who consistently tunes into her clients' needs, ensuring no detail is overlooked. Her candid and open communication style fosters trust, while her earnest commitment to her work is evident in everything she does."

"Lillian's empathetic nature allows her to connect deeply with others, offering comfort and understanding in even the most challenging moments. As a collaborative team member, Lillian works seamlessly with families and healthcare professionals, always striving for the best outcomes. She handles every situation with diplomacy, addressing concerns with grace and tact. Her knowledgeable approach ensures that care is not only compassionate but also informed and effective. Her dependability is unmatched — she is someone you can truly count on."

All the office staff enjoy having Lillian on the care team, and Lillian appreciates the support she gets from them. "When I don't have an answer," Lillian said, "I call Julie (McBain, Director of Client Services), and we talk about it. I had a client in Hyde Park once which was a difficult job, but Julie always had an answer. When your agency stands with you, even something hard is not hard." Julie said, "Lillian is a skilled and compassionate home health aide who consistently goes above and beyond for her clients. I've had the pleasure of working with her for 14 years, and throughout that time, I've been continually impressed by the meaningful relationships she builds with both clients and their families."

She takes the time to truly get to know each client, creating strong, lasting bonds. One memorable example is a client who loved playing Scrabble. Lillian not only learned the game but became a worthy opponent, ensuring their time together was both enjoyable and engaging—while continuing to provide outstanding care. Her dedication, warmth, and personal touch make her truly deserving of this recognition."

Lillian, thank you for all you do and have done for Visiting Angels and your 76 clients. We've put on fresh linens and fluffed the pillows just for you, so you know that Visiting Angels will always be home.

