



## **March 2025 Angel of the Month | Megan Santosus**

Spring is upon us, and like our March Angel of the Month Megan Santosus, never seems to disappoint. Every spring, flowers start to bloom, the weather gets a little warmer, the days get a little longer, and every shift, Megan shows up to make our clients' lives better. Since joining our outstanding caregiving team here at Visiting Angels Newton/Canton a little over a year ago, Megan quickly made the career transition from publishing to award-winning care professional.

Prior to becoming a Visiting Angel, Megan spent over 30 years as a managing editor for various tech publications. Her transition to home care has been about as successful as any of us could have hoped.

For Senior Case Manager Elizabeth Quagrain, Megan's reliability and punctuality provides the foundation for forging a strong relationship with the client. "From a case management perspective, client satisfaction starts and ends with someone being there when you say they're going to be there, and Megan is always there ready to work. What more could we ask for? A lot, but Megan does all those things really well, too!" Elizabeth quipped.

Office and Staffing Coordinator Ryan Allen sometimes meets applicants who are considering a drastic career change after years of working in a corporate environment. Burnt out from the grind or just feeling unappreciated, he finds many turn to home care in the hopes of finding a sense of purpose by giving back and making others happy. When Megan came into Visiting Angels to interview in the fall of 2023, Ryan recalled hearing the passion in her voice when she talked about her relationship with the elderly.

"I thought I might become a teacher and impart some sort of knowledge, maybe become a tutor," Megan said. "But even before I became a CNA, I would spend a good deal of time at the senior center, volunteering and just building some great friendships with the elderly, so this career path made a lot of sense to me."

Ryan could tell that while this was a big career change for Megan, she had no doubt in her mind that becoming a care professional was the right decision. Ryan said, "After working for so long in one field, a lot of people might consider retiring or just continuing to do whatever it is they've



spent their careers doing, but I could tell she still had a lot more to give. Then she went on to tell me how she likes to play basketball and go skiing in her free time!"

Megan also recalled the deep bond her own mom forged with her live-in care professional throughout the last year of her life. The impact the caregiver had on her mom and her well-being was instrumental in inspiring Megan to become a CNA herself. So, at the start of 2024, she enrolled in a 3-month training program at MassBay Community College where she learned many of the skills that have served her well throughout her first year with Visiting Angels. Megan believes, however, that the most valuable skills for a care professional to have aren't necessarily things you can learn in a classroom or in an online course.

"You have to be compassionate and empathetic," Megan said. "You need to learn to really walk in their shoes. Outside of that, I pride myself on meeting the client where they are, even if they want to do things that are a little untypical. In the end, I just want to do what I can to make them happy."

What makes clients happiest, though, is also sometimes the simplest thing in the world, like being prompt and on time. "She's always on-time and does what I need her to do—a real Johnny-on-the spot," said one of Megan's Natick clients.

After interviewing, Megan had to wait a little while before her job ended and she could fully invest herself in being a Visiting Angel. At the start of last year, she hit the ground running. She started her CNA classes, attended Visiting Angels in-person orientation, and shortly thereafter, met her first client. Since then, Megan's been a model Angel, instilling trust in clients and giving peace of mind to their families.

"I feel like I'm a confidant when they share their lives with me," she explained. "I'm most proud when I'm learning from them, and that happens most naturally once they're comfortable with me."

Case Manager Patrick Murray has received glowing feedback from multiple clients and their families on Megan's work, so much so that he couldn't help but praise her for her consistent professionalism and reliability since joining the team. "She's a one-of-a kind caregiver, and we're truly grateful for the exceptional care she provides with every visit she makes," he said.

Another case manager, Michael Albrecht, heaped praise on Megan as well, noting her positive attitude and ability to adapt to any situation. "Her commitment to the clients and their well-being makes a profound difference in their lives," Michael said with a smile. "It's no wonder she's able to build a strong rapport with all her clients. Just talking to Megan for a few minutes would brighten anyone's day!"

Now that she's cared for six different clients, Megan can safely say that working with Visiting Angels Newton/Canton has been a great experience. She enjoys the flexibility in her schedule and the variety that comes with caring for different clients, each with their own stories to tell. "Oh, and the weekly pay is nice, too!" Megan added.



Megan, from all of us here at Visiting Angels Newton/Canton, thank you for your dedication to our clients and their families. Many people set goals to make significant career changes, but your transition to becoming a care professional, along with your follow-through and commitment to excellence, is truly rare. Just like spring, you always give your clients a reason to smile and see brighter days ahead. That is why it's so fitting that you're our Angel of the Month for March 2025!