



April 2025 Angel of the Month | Gina Nelvy

What client would ever say April showers bring May flowers when our Angel of the Month Gina Nelvy is on the job? In fact, we'd go so far as to say that she makes it feel like May is in bloom all year round! Gina first worked for Visiting Angels in 2012 and returned to our agency in 2023 after a hiatus. During her time, she's warmed the hearts of 13 different clients with undeniable charisma and charm that's all her own. While any care professional would admit that their job is never easy, Gina believes success starts and ends with making sure the client is comfortable.

"I have a great level of compassion for my elders. I just want to have positive interactions with them, make them happy, and encourage them to be their best," Gina said with conviction.

A giver by nature, Gina couldn't deny that she loved helping others and always saw herself doing something in healthcare. When one of her high school teachers strongly encouraged her to enroll in the school's health academy, she did. After graduating, Gina went on to complete her clinicals at Boston Medical Center and eventually earned her CNA license in 1999.

By the time Gina first joined us in January 2012, she had already gained five years of valuable experience as a nursing assistant at Stone Ledge Nursing Home. As a highly skilled and experienced caregiver, Gina developed a sterling reputation throughout Visiting Angels in just one year. We were so thrilled to see her return in December 2023 at the urging of Adeline St. Louis, another stalwart Visiting Angels care professional. Office and Staffing Coordinator Ryan Allen recalls when Gina first contacted us about returning to the agency.

"Gina told me, 'Everyone knows me and knows that they can rely on me to be somewhere when I'm supposed to be there.' So, naturally, I asked the team if they remembered Gina, and I got nothing but glowing feedback from those that knew her." Ryan said.



Director of Client Services Julie McBain was happy to hear that Gina wanted to return to Visiting Angels as a care professional. “I knew Gina back when she started with us in 2012,” recalled Julie. “She was always a dependable, empathetic, and highly skilled professional. Of course, I highly recommended we bring her back!”

Since it had been a while since Gina last worked for us, we brought her in for an interview to learn about all she had been doing since she left the agency. Gina, of course, was nothing short of impressive. Having accrued almost 20 years of experience by that point, she was confident in her skills and certainly wasn’t afraid of a challenge.

As Gina told Ryan, “I’ve been doing this forever and have done a lot of things, but you never know what you’re capable of if you don’t challenge yourself.” There’s no doubt that Gina’s been presented with some challenges since rejoining the team. Case Manager Patrick Murray recalled one such example.

“Gina was the first of many care professionals to look after one of my clients that could be a bit particular,” Patrick said. “She was the one who stuck it out the longest, because there were many who said they would prefer not to go back. But Gina’s always proven she has the ability to separate the client from their condition or situation, and that’s what really helped her persevere.”

Looking back on the situation, Gina couldn’t help but be proud of herself and the patience she exercised. “I definitely felt like an angel every time I was able to help the client,” she said with a chuckle. “Not much bothers me in those moments, though. I never want people to see that I’m upset or nervous because then they’ll feel the same way, and that’s not fair to them.”

Senior Case Manager Elizabeth Quagraine, like her colleagues, has gotten to know Gina over the past year and a half and never been disappointed when scheduling her with a client. “She has come through for me countless times, often on short notice,” Elizabeth said. “She communicates so well with the clients and with our office to make sure we’re up to speed on any changes that might be happening. Her positive attitude and unwavering dedication make a real difference in her clients’ lives every day.”

Case Manager Michael Albrecht remembered how professional Gina was when he introduced her to one of his clients a little more than a year ago. Despite the client displaying signs of advanced dementia and needing increased hands-on care, Gina managed to establish a strong rapport with the client and her spouse in short order. In addition to hearing quite a bit of positive feedback on Gina from the family, Michael was effusive in his own praise for her. “In that particular case, I believe it was her poise and professionalism that ultimately laid the foundation for a good partnership between Visiting Angels and the family,” he said.

“I take pride in my work because I know if I do a good job, they will eventually come to see me as family,” Gina said. “It’s all about how you smile at the client and say, ‘Anything you need, that’s what I’m here for.’ Nobody’s perfect, but I try!”



Gina appreciates the support she gets from her case managers and the rest of the team at Visiting Angels Newton/Canton. For her, it is an integral part of what keeps her going in those moments. She knows if she needs to talk with someone from the team or if there's something she's uncomfortable with, she can always call the office and talk through it with someone. And you can bet, anytime Gina does call the office, everyone is more than happy to talk to her.

Gina, from the bottom of our hearts, we thank you for rejoining our care team, for your dedication to your clients and to Visiting Angels. In a field where it's extremely difficult to predict what tomorrow brings (much like this spring weather!), you somehow manage to navigate all the ups and downs of caregiving with grace and compassion. That is why you're our Angel of the Month for April 2025! Our clients will always see brighter days ahead with caring professionals like you by their side.