



April 2024 Angel of the Month | Sallay Mboyawa

Visiting Angels Newton/Canton is proud to name Sallay Mboyawa our Angel of the Month for April 2024. Over the past nine years, thirteen different Visiting Angels clients have had the pleasure of inviting her into their homes and experiencing firsthand exactly what our agency is all about. Sallay's approach to every interaction with her clients comes with an enduring warmth and a lot of passion. She makes sure they know they're in good hands.

"I love what I do because I'm helping people and making them happy," Sallay said. "I tell people that you have to be very caring and have patience because it's not an easy job."

Yet it's a job she felt was her calling from a very early age when she had the opportunity to travel the world with her family. Eldercare was very different in places like Greece and the UK, and for her, that's how her love of caring for seniors started. Sallay explained, "I noticed everyone's family was involved, and it was inspiring to watch. That's when I realized I had the heart and passion for it, too." Before long, she found herself taking care of her great grandmother and then other members of her own family.

Sallay had already been working as a professional caregiver for over 14 years when a Visiting Angels caregiver, who happened to be a family friend, encouraged Sallay to apply. Her kindheartedness and top-notch caregiving abilities earned her our Angel of the Month award in June 2016, a little more than one year after she started here. Her very first case with us, by all accounts, was a challenging one, but Sallay received high praise from the client's family. They were immensely grateful for Sallay's compassion and dedication throughout the client's difficult transition to a nursing home. Sallay then found herself matched with a client who she'd be taking care of for the next five years—now, that's dedication!

"I just love helping people, especially when they appreciate what I do. It makes me feel proud that I'm a part of their lives," Sallay said. "And when the family appreciates what you do, it makes me even happier. It makes me want to go back every day."





This is the positive energy and attitude Visiting Angels case managers have come to know whenever they schedule Sallay to be with a client. She's trustworthy, reliable, and dedicated to her work. It's emblematic of the Visiting Angels way and why she's being recognized as our Angel of the Month once again.

"The connections she makes with her clients and their families has always impressed me," Julie McBain, Director of Client Services, said. "She really takes the time whenever she starts with a new client to learn everything about them. This investment helps her provide positive motivations and ultimately tend to their needs."

Because every client is different, making connections right away can be difficult for a lot of caregivers. Sallay, however, has learned how to adapt and be ready for anything. For example, Sally is currently scheduled for over 30 hours a week with one client. Case Manager Michael Albrecht couldn't be happier with the job she has done taking care of him, even though the overnights can be demanding. Michael said, "Her shifts with our client are often unpredictable because his care needs can change very quickly, but she successfully manages anything that comes up in the most compassionate and professional way imaginable."

The client's wife praised Sallay for her wonderfully warm personality and ability to make others laugh and smile. "Sallay knows exactly what she needs to do when she's here," she said.

Sallay believes that when someone is sick, can't help themselves, or has lost their independence entirely, it can be very frustrating for them, so she does everything she can to not get frustrated herself. "I just try to put myself in their shoes," she said. "A good support system makes all the difference in the world, too. At the end of the day, I know I can always contact the office for assistance if I need it." That's something our case managers are happy to do because they know they can rely on her to provide an outstanding level of care and attention to clients, even if she has every reason to be exhausted.

"Sometimes I'll call her to potentially fill-in for another caregiver," Michael said. "She'll pick up the phone after an overnight shift and still manage to sound like she just came back from a great vacation!"

Senior Case Manager, Elizabeth Quagraine, has known Sallay for years now and said she still sounds just as energetic as the first day she met her. "She's always been extremely passionate about taking care of her clients and making sure their needs are met," Elizabeth said. "They don't make them all like Sallay. She's a special one that we'd love to clone if we could."

Support from team members like Elizabeth and Michael are what Sallay appreciates the most about working for Visiting Angels. She knows she can always pick up the phone and speak with them, or any of the other case managers, if she needs some encouragement or has a schedule conflict that might affect her ability to see a client. "They're just wonderful, and I can't say enough nice things about them," Sallay said.





Sallay, for almost a decade now, your commitment to our clients and their well-being has been nothing less than inspiring—it's evident in every visit you make. You are a genuine reflection of what it means to be a Visiting Angel, and we are extremely proud to recognize you as our Angel of the Month for April 2024. Our clients and every member of our office team thank you from the bottom of our hearts for all that you do and look forward to your continued success with Visiting Angels Newton/Canton!

