



March 2023 Angel of the Month | Glorieuse Antoine

It is with great joy that we award Glorieuse Antoine Angel of the Month for March 2023. She joined the *Visiting Angels* Newton/Canton team in June 2021 and has been consistently providing outstanding care to our clients since then. In her two years with us, Glorieuse has accomplished quite a lot.

Working with sixteen of our clients during her time with us, Glorieuse has been a true angel. She has over ten years of Home Health Aide experience working with seniors and those with disabilities. Visiting Angels Senior Case Manager Elizabeth Quagraine said that Glorieuse is a pleasant, delightful, sweet, warm, and energetic person. She is easy to talk to and has a calm yet confident demeanor about her.

Glorieuse says she does this job from her heart. She understands that what the client needs is reliability, patience, and empathy. She spends time learning all about the client when she begins with them to make sure that she is helping the client the way they want to be helped. She said that a great caregiver will learn about the client to do the best they can do to make the client both comfortable and happy. Glorieuse mentioned that her philosophy is treating her clients like she would treat her mother or her father when providing care. Glorieuse is willing to go above and beyond to make her client happy. While she has a fair knowledge about basic American cuisine, she will readily go on YouTube to learn how to make something new if a client requests a specific meal that she does not know how to make.





In July 2021, shortly after starting with *Visiting Angels*, Glorieuse began working with one of our clients. Their relationship was so strong that one year later, when the client needed more care, Glorieuse went full time and is still there, making sure that the client is supported and happy at home. Glorieuse accepted fill-in shifts for other clients before she began working for our client full-time. Any client she has gone to has given positive feedback and praised her caregiving abilities.

According to Case Manager Traci McCarthy, Glorieuse consistently exceeds expectations. Traci explained that Glorieuse can work well in challenging situations and handles each issue in stride, without complications or complaints. Glorieuse has a calm approach and works well with all our clients, no matter what their health requirements or dispositions.

“She has been reliable and a good communicator,” Traci said. “I have enjoyed working with her. I would feel confident and comfortable sending her to any of our clients.”

Glorieuse said she enjoys working with the *Visiting Angels* office staff because everyone is professional, but also considerate and kind. Glorieuse recognizes that *Visiting Angels* genuinely cares about the clients’ well-being and the caregivers that assist them. She said, “I love the communication with *Visiting Angels* and that they are always thinking about the caregivers. I always feel taken care of by the office staff.”

Case Manager Patrick Murray considers Glorieuse an exceptional Caregiver. She does outstanding work and is communicative about the wellbeing of our clients. He knows our agency can rely on her knowledge and skills to provide the best care. He described Glorieuse as “incredibly professional with a pleasant demeanor.”

“Glorieuse is skilled, compassionate, reliable, and responsible – all the crucial traits needed to be a successful caregiver,” Patrick said. “She carries herself with great certainty and instills that confidence in her clients. Congratulations, Glorieuse, on this richly deserved recognition.”





Director of Client Services Julie McBain added, “I have been consistently impressed with Glorieuse’s work ethic and care for our clients. She is extremely patient, very skilled, professional, reliable, and has the perfect temperament to deal with any situation. Nothing rattles her, and she does not complain about any difficulties on a case. Glorieuse has been a true Angel with all sixteen clients, and I am delighted that Glorieuse is our Angel of the Month for March 2023.”

Glorieuse offers this sage advice for caregivers joining the *Visiting Angels* team: “I recommend to all caregivers to be patient and always do this job from your heart. You must have respect for the clients and in getting to know them well, you can make any stressful situation for them better. You just must figure out first how to connect with them. Ask your clients lots of questions, and don’t get frustrated or dismissive when they are sharing their stories. You can learn a lot about them and how to help by listening.”

For Glorieuse, this is an exciting time in her life, full of celebrations! Not only is *Visiting Angels* recognizing her for all her professional caregiving accomplishments, but she is looking forward to a special party with her family and friends to celebrate both her 50th birthday and her 25th wedding anniversary!

Glorieuse, you are an important member of the *Visiting Angels* Newton/Canton team and have touched the lives of many of our clients. We are grateful to you for your calm demeanor, impressive skillset, and compassion. We thank you from the bottom of our hearts for your hard work and dedication and look forward to working with you for years to come.

