



Winter 2023

Maria's Corner

I am so pleased to report that for the third year in a row, our organization has won the highly coveted Top Workplaces Award! In 2022, we won in 8 different categories. Those categories were:

Health Care Industry, Innovation, Employee Appreciation, Work-Life Flexibility, Employee Well-Being, Purpose & Values, Leadership and Woman-Led.

The awards were issued by Energage, the research company with more than 16 years of experience surveying over 27 million employees at 70,000 organizations. Top Workplaces awards are based solely on employee feedback.

I could not be more pleased to have won this very special award for the third year in a row. This speaks to the dedication and strong commitment of our management team, and people like Elaine Conroy, Client Care Manager, Christal Trumbo, RN, Karen Manning, RN and staff including Emma O'Donoghue, Kacy Atkinson, Lynne Barnes, and Kate O'Sullivan. The never-ending, highest quality home care our CNAs' HHAs, RNs and staff continue to give to our clients day in and day out, year over year is astounding.

Very truly yours,

Maria Burke, RN, Owner



Maria Burke, RN, Owner

Movers & Shakers - Meet Andreia DeSilva, HHA and Entrepreneur

I was born in Brazil and raised by my mom, Joana Darc and dad Jose Nestor and Joana Darc and Sonia and Quinzinho Dornelas. I have three brothers and a sister. I live with my husband Derek Keefe and my daughter Karla Bember. It's important to me to support my family down in Brazil so working two jobs allows me to do that.

I started cleaning houses more than 17 years ago. Maria Burke, RN and owner of Celtic Angels Home Health Care was one of my first clients and she encouraged me to get into the home health care field. She soon hired me to be one of her home health aides for her company. The extra income really makes a huge difference in meeting the needs of my family.

My housecleaning business is called Andreia's Cleaners. I have customers throughout the south shore including Weymouth, Quincy, Rockland, Duxbury, Braintree, Randolph and as far as Kingston and Plymouth.

I spend 2 days a week serving as a caregiver for Celtic Angels and the other 3 workdays on my housecleaning business and I love it!



Andreia DeSilva, Home Health Aide and Entrepreneur

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Mary Irving, LPN



Christal Trumbo, RN



Karen Manning, RN



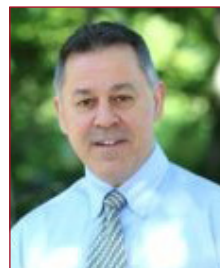
Erin Donahoe, RN



Elaine Conroy, Client Care Manager



Emma O'Donoghue, Human Resources



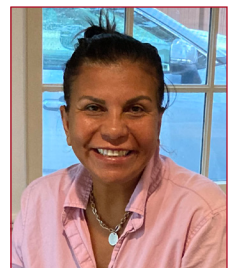
Gary Valanzola, Account Manager



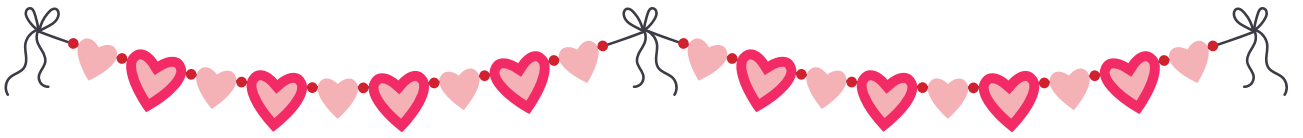
Kate O'Sullivan, Administrative Assistant



Elizabeth O'Sullivan, Receptionist/Customer Interface



Altina Costa, Weekend Supervisor



Culture Excellence Award Descriptions

Top Workplaces Culture Excellence awards celebrate organizations that excel in specific areas of workplace culture.

Health Care Industry

Celtic Angels Home Health Care was awarded one of the leading in-home health care companies in the nation.

Innovation

The Top Workplaces for Innovation award recognizes organizations that have created a culture where new ideas are encouraged, which helps employees to reach their full potential and benefits.

Employee Appreciation

The Employee Appreciation Top Workplaces award celebrates organizations who demonstrate gratefulness for the efforts of employees, and that employees reciprocate by being motivated to give their best at work.

Work-Life Flexibility

The Top Workplaces for Work-Life Flexibility award recognizes organizations that have built a culture that enables employees to meet the demands of their personal lives while maintaining high performance.

Employee Well-Being

The Employee Well-Being Top Workplaces award celebrates organizations who put the health and wellness of their employees at the center of their workplace culture.

Purpose & Values

The Top Workplaces for Purpose & Values award celebrates organizations that have successfully communicated the company mission and integrated those aspirations into the culture. Top Workplaces awards are based on a research-backed, 24-item employee engagement survey.

Leadership

The Top Workplaces for Leadership award celebrates organizational leaders who inspire confidence in employees and the company direction. They listen to what matters most to employees and use that insight in decision making.

Woman-Led

The Woman-Led Top Workplaces award celebrates outstanding organizations whose most senior leader is a woman. These women have fostered and built stand-out workplace cultures that perform.

"Top Workplaces is a beacon of light for organizations as well as a sign of resiliency and impressive performance," said Eric Rubino, Energage CEO. "When you give your employees a voice, you come together to navigate challenges and shape your path forward. Top Workplaces draw on real-time insights into what works best for their organization, so they can make informed decisions that have a positive impact on their people and their business."



Sponsorship Support



This holiday season, Celtic Angels Home Health Care sponsors the Hanson Firefighters Local 2713. "We can't express our deep gratitude towards the firefighters and all the emergency responders who risk so much every day to help those in need of their emergency services," said Maria Burke, RN, owner, Celtic Angels Home Health Care. "We salute them all."

Local area businesses and individuals turned out to show their support for Hanson's Local 2713 Firefighter's Annual Holiday Party.



A group of Hanson Firefighters from Local 2713 show their holiday spirit in full costume at their Holiday party.



Ms. Burke enjoys a dance with Rudolph at the Hanson Firefighter's Local 2713 Holiday party.



National Recognition as Leader in Healthcare Industry

Read about Maria Burke and her management approach to in home health care, staffing, human resources and employee recognition in a recent article she was featured in *Industry Era Magazine*.

MARIA BURKE, RN Healthcare Leader



President & Owner



TREAT YOUR CLIENT LIKE YOUR FAMILY

Celtic Angels Home Health Care puts tremendous emphasis on the intangible traits of its caregivers such as providing a nurturing, loving and supportive environment while inside our patient's home or residence. Our caregivers are fully vetted, highly qualified and experienced in home health care.

Maria was named one of the nation's "Top 10 Health Care Leaders of 2022"

Maria Burke, RN, owner of Celtic Angels Home Health Care, has always seen herself as a trusted servant to her team and as a leader. She knows that an organization must empower and support its employees to the fullest. She believes a true leader must strike the right balance between leading and letting individuals choose their own paths. According to her, 'you must trust your support teams to make the right decisions after giving them your best advice.'

Celtic Angels has been providing exceptional, high-quality personal in-home health care to its clients for more than 17 years. They take care of a wide range of patients, as told by Maria. Our youngest patient is 40 and quadriplegic, and our oldest is 103 and as sharp as a whip. Maria attributes Celtic Angels' three consecutive Boston Globe Top Places to Work awards to their caregivers' and staff's incredible dedication to their jobs. She has endeavored to set the best example of leading with their hearts when caring for a senior who needs medical, physical, clinical, emotional, and daily care. She teaches her co-workers and caregivers about clients' and family members' complex demands as a registered nurse.

Maria believes that letting go is important after building a firm from the ground up. She has learned that the best leaders let others shine and praise them for their true talents. After the devastating global pandemic, her employees and caregivers deserve recognition. The COVID 19 Virus is still affecting many people, and healthcare workers have had to deal with a worldwide pandemic in more than a century, Maria adds. First responders, medical, clinical, and mental health care workers who worked hard to help COVID-19 patients should be thanked more than words can say.

They have team leader meetings on a consistent basis, and each team leader is encouraged

to express their opinions and viewpoints on new and innovative methods of problem-solving case management and human resource issues and challenges. For three years, they've instituted a companywide survey to assess their culture and metrics. The Boston Globe magazine's Top Places to Work award is proof of that. Their company has won this award three times. The goal of Celtic Angels Home Health Care is to provide excellent care for patients and help for caregivers.

According to Maria, their benefits package is the best among home health care businesses. HHA and CNA roles include health benefits, dental insurance, 401(k)% matching for long-term and long-term disability, life insurance, on-going paid training, 12 CEUs each year, referral bonuses, flexible schedules, scholarship programs, three confidential telephone counselling sessions, legal guidance and consultation, and unrestricted phone access to a financial professional for personal financial advice. There are work/life resources like child care, elder care, adoption, relocation services, health planning, health risk management, company-funded holidays, cultural events, and award ceremonies. Among these, only health insurance and dental insurance are offered by the other companies, and only a handful offer the additional advantages, while others offer nothing.

Online bill payment and client scheduling are being explored. They're investigating and applying cutting-edge virtual video training for caregivers so they can "feel" Alzheimer's and dementia. We believe this technique of teaching and training our caregivers will allow them to experience what the patient feels, which will help them improve patient care for such disorders.

"We use the latest software for case management, caregiver and patient scheduling, and private caregiver and staff portals for communication tools," says Maria. We use social media to communicate to our audiences both inside and outside of our company.

Maria believes clients and families appreciate stability in their caregivers and treatment team. They can provide that consistency since they have long-term caregivers. She thinks Celtic Angels' culture helps them retain caregivers and staff longer than other home health care companies.

People here are really protective; staff and caregivers help each other beyond their duties. They've taken customers on vacations, sat bedside during their last hours, attended funerals to comfort grieving family members, watched clients' pets, done their laundry and picked up dry cleaning, and more. Once they have a client, they will go to any lengths to satisfy their home health care needs. "When we say you're part of the Celtic Angels family here, we mean it," says Maria.





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When I get down to Brazil to visit my mother, brother, and sister along with other family, occasionally I will also spend time caregiving for friends and family. I never went to school for nursing, but I love taking care of people.

I have never worked for someone more special than Maria Burke. Once, when I had to have emergency surgery and couldn't work, Maria took care of my rent. If it wasn't for her, I would not have been able to afford to buy food and feed myself and my family. She is truly an angel on earth!

We are pleased to announce that Andreia has completed our Home Health Aide course and is now a certified home health aide. Congratulations Andreia!

Thank You!

We'd like to thank Gabriel McColgan and his daughters Leann and Shauna McColgan who donated medical supplies in memory of his wife/their mother Catherine "Cait" McColgan. These medical supplies will be distributed to those patients in need and have no other means to pay for them. "It was so very gracious and kind of the McColgan family to provide these much-needed supplies. We all applaud their efforts," said Maria Burke, RN, owner.

Farewell!

Please wish Kasey Atkinson the very best in her pursuit for a career in nursing. Kasey provided Celtic Angels Home Health Care with wonderful support in our Needham office, and she will be missed.



Kasey Atkinson

