



Heart Line -- Inspirations

December 2019

Congratulations ...
to the following caregivers and staff
who have shown themselves
to be the best of the best!

the best of the best!
the best of the best!
the best of the best!



It happens all too frequently in our business: we have to deal with a client's passing. Yes, we are all professionals. Yes, this has happened before and in all likelihood will happen again. But, it makes all the difference for the family when we help them through this process with all the heart and skill that we can muster.

When a client's family makes a special call to the office to tell us just how invaluable a caregiver was during a very emotional time, we listen, we thank them and we are so very proud.

Olabisi Afolami CNA will you come in to the office and get your \$25 gift card? We thank you so much for making such a big difference with this family during a very trying time. Your client had the best care, his family had amazing peace and we noticed. Excellent Job!



At Encore Caregivers,
we love our heroes...

They step up to take last minute shifts that we desperately need to fill. We hate to disappoint our clients and our heroes make it possible for us to say yes to every request for last minute shifts.

We know that when you say that you will take a last minute shift, you are stepping up in a very professional way. We thank you and we put your name on a hero ticket



In the Spotlight ...

is a caregiver who knows exactly what she is supposed to do and does it expertly.

This caregiver had so much positive going on that when we wanted to start a mentor program and needed a great mentor, she was one of the first ones we thought of -- she shines. She takes her responsibilities seriously and tackles every request with professionalism. Now she is sharing all her wisdom with our newest caregivers. The appreciate it and we all benefit from it. Thank you, thank you!

Darlene Mallory, would you please come to the office to claim your \$50 gift card? You are awesome and we notice.

Thank you all for the great work you do.

**GO
TEAM!**

and put it in our hero box. Each

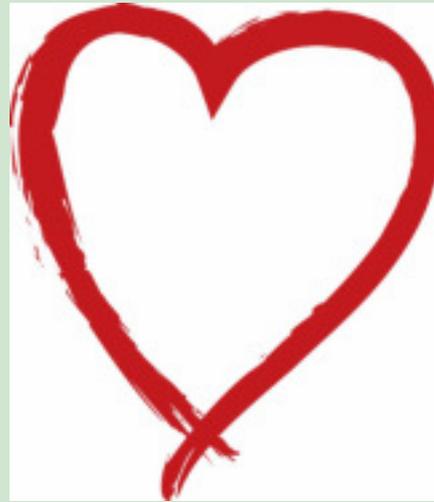
Friday at High Noon

we draw for a \$50 gift card.

Thank you very much for picking up those unexpected, last minute shifts. We want you to know that we appreciate you -- couldn't do it without you!

November winners: **Sola Brown CNA, Grace Hamzat, Aderonke Oyefeso and EVELYN MELENDEZ**

WE



CAREGIVERS!!!

A Message from Marilou and Milton Schopper:

To all our caregivers,

Thank you for your vote of confidence in selecting Encore Caregivers as your preferred agency for employment. We realize that you have many employment opportunities and we feel a real responsibility to earn and keep your trust.

As the year draws to a close, it is fitting and a tradition that we look back to the past 12 months while never losing sight of the new year to come. 2019 has been a year of milestones for Encore Caregivers.

- We are celebrating our 10th year of service to Houston families.
- We just crossed 1.5 million hours of service.
- We achieved the national award given by Home Care Pulse: *In-home Care Leader in Excellence* – the only agency so awarded in Houston this year.

No doubt, the new year will bring more challenges. We are diligently working to ensure that all challenges are met with heart, skill, and professionalism. We are just as confident that 2020 will bring more milestones, as well. Of course, we will shout those out as they are crossed!

Our hope and real desire is that we are all working to the full extent of our abilities. We know that you work hard to ensure that you are doing just that. Our in-services have benefitted from your suggestions as have our Skills Labs. We hear you when you request special training and work to offer what you need. Look for the 2020 In-Services

and Skills Labs to be better than ever.

We have to remind you all that a significant portion of our new caregiving staff comes from referrals from our existing caregiving staff. Isn't that the way it should be? We think so. If you would pause a moment and give thought to who among your contacts might fit in at Encore Caregivers as a top-notch caregiver, we would all benefit.

Our referral program is in full swing. After 100 hours of service, you will receive a \$50 gift card for your referral. You can refer with confidence and know that your referral will be honored and treated like a precious company resource.

We trust that you can feel the benefits of working with our in-home agency that maintains a laser focus on families, caregiver recruiting, caregiver training (have you checked out our free CPR training?) and caregiver appreciation.

You can be proud of your service to the Houston community. You can find real satisfaction in the important work that you do. It makes us smile to think of the peace of mind that your service gives to Houstonians every day.

Peace and joy to you and yours in this holiday season!

Marilou and Milton

