



Heart Line -- Inspirations

April 2020

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!



This nasty coronavirus has upset our regular routines -- to say the least. We are on the phone and on the Web daily to decipher the latest news. Facilities have vastly different procedures and protocols keeping us all very, very busy, trying to jump through the required hoops.



But, sometimes, it doesn't work out. Such was the case with a client in a Pearland

facility. Three weeks ago, or so, we were denied entrance and told that we could not serve our client. The family was told they could not enter. Much needed physical therapy for the client was being denied. The family was shocked, saddened and a bit angry. They pulled their loved one out of the facility that day and took her home.

The niece, who is the decision maker, called the office in tears. She said that they couldn't move forward with care immediately, but wanted us to make sure that the caregiver had work.

She said to tell the caregiver that she was an absolute jewel and was very professional and doing a great job. She said that our caregiver reads her aunt like no one else. She offered to pay the caregiver for the entire week, even though the caregiver had worked only through Monday.

For most of the call, through tears, she assured me that she wanted the situation to settle, so that she could have our caregiver back, helping her aunt.

Wow.

For your hard work and your amazing ability to connect with your client and their family, we salute you!

Sheridan Peterson will you come in to the office and get your \$25 gift card? We thank you for making such a big difference with this family in such an uncertain time. You make us proud. 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 and put it in our hero box. Every month, on the first and third --

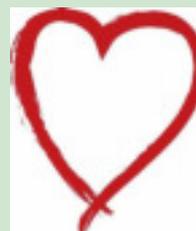
Friday at High Noon

we draw for a \$25 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!

March gift card winners: **Precious Imade (twice in February, once in March!) and Gloria Oluwole CNA**

WE



CAREGIVERS!!!



In the Spotlight ...

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

This caregiver will celebrate her 6th year with us this June -- and she is showing her stuff as a true veteran.

She is never late on care plans. She is never late with her credentials. She is never late, but is always punctual to her shifts. Do you see a theme here? She is a true professional and an example for all of us. She is NEVER LATE.

We also love the fact that she is always willing to stay over to help with a training if it is needed. So easy to work with -- so valuable to her clients.

She makes Encore Caregivers shine. We are very proud.

Olusola Brown CNA would you please come to the office to claim your \$25 gift card? You are super awesome and we notice.

Thank you all for the great work you do.

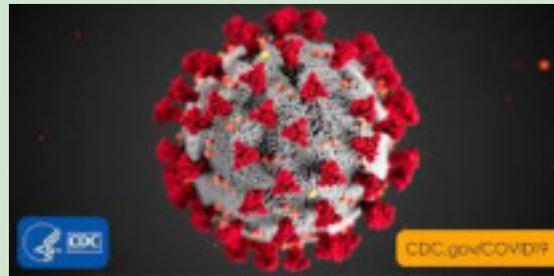
GO



4/10 -- Adetayo Saidi

4/14 -- Olabisi Afolami CNA

4/17 -- Oghenetega Washington



We are all very dedicated to following Centers for Disease Control (CDC) recommendations to keep our clients and us safe from COVID-19 coronavirus:

-- Clean Your Hands Often -- 20 second washing with soap and water. Hand sanitizer is the second choice, but must have 60% alcohol content.

-- Avoid Close Contact --- practice social distancing of 6 feet

-- Stay Home if You are Sick

-- Cover Your Mouth and Nose When You Cough or Sneeze (inside of your elbow)

TEAM!

In Caring Memory



Sometimes you
will never know
the value of a moment
until it becomes a memory.
Dr. Seuss

Honoring:

Eleanor Franklin

Constance Vickery

works, too). Then immediately wash your hands.

-- Clean and Disinfect Frequently Touched Surfaces Daily.

BE SAFE -- PRACTICE ALL THE ABOVE FAITHFULLY.

SHOW YOUR CLIENTS WHAT STEPS YOU ARE TAKING TO KEEP THEM SAFE.

TELL YOUR CLIENTS WHAT STEPS YOU ARE TAKING TO KEEP THEM SAFE.

Thank you.

