



Heart Line -- Inspirations

August 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!



Handling an end-of-life event with a client can be so very difficult. At that moment, all of a caregiver's skill is called upon -- as is all of the caregiver's heart, compassion and empathy.

It can so often be physically, mentally and emotionally draining.

This is definitely a time when a caregiver cannot come up short and disappoint. Clients and their families are counting on the help and guidance that a seasoned caregiver can provide.

This caregiver handled end-of-life like the superb caregiver he is. Call to the office, on the phone with the nurse, with 911, with the EMTs, supporting the client -- this caregiver gave his all.

A day or so later, the client's niece e-mailed to let us know that she was so grateful for the special, excellent care that her uncle



**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.

had received. The client's brother came by the office and let us know that he knew that his brother had had the very best of care with this caregiver. The brother offered to write a glowing review for Encore Caregivers and said that he would recommend us -- non-stop. The family was so very grateful.

It was as it should be -- **always**.

For your skilled, caring handling of a very, very, very sensitive and difficult situation, we celebrate you. You did your best, which, by the way, is the best that could have been done by anyone, ever.

Joseph McPherson will you come in to the office and get your \$25 gift card? We thank you for doing just what this tense, highly-charged situation called for -- you make us so very proud. Excellent Job!



In the Spotlight ...

is a caregiver who knows exactly what she is supposed to do and does it expertly. We are celebrating the fact that this caregiver is a pro on the business side of caregiving. It is second nature to her.

This caregiver has been with us since the 4th of April, 2019 and has consistently shown us here in the office that she understands her job.

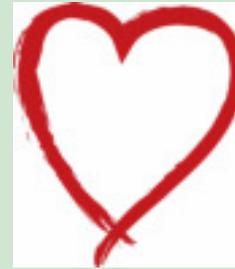
What does that mean? She completely understands that caregiving is made up of two main parts: the client care part and the "taking care of business" part. She completely understands that you can't be a high quality caregiver without being strong in both categories.

Liz, who monitors the business side of caregiving in the office -- says that this caregiver always has her credentials up-to-date. Her willingness to pick up shifts brings a tear of joy to the eyes of our care coordinators. The health care metrics that one client needs for her to record are done religiously -- and any change of her client's condition is reported to the nurse immediately.

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!

July gift card winner: Joyce Egebesi

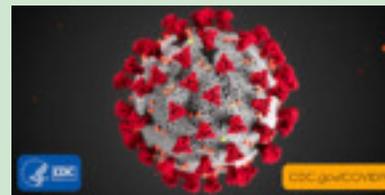
WE



CAREGIVERS!!!



8/7 -- **Opeyemi Soremekun**
8/17--**Mosunmola Babalola CNA**
8/17 -- **Rashidat Falore CNA**
8/17 -- **Aleyda Salas**
8/23 -- **Myesha Voice**



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

-- MASK-UP!

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

-- MASK-UP!

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

-- MASK-UP!

-- Stay Home if You are Sick

To be the best we can be, we cannot forget the business part of our work. Please be a shining example, like this caregiver. She has shown herself again and again to be a stand out.

All of this professionalism reflects very positively on her and on Encore Caregivers. She makes us proud.

Marie Holman 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.

Note: *Being on top of the business side of caregiving is so very important and appreciated.*

Do you know how many reminders that Liz has had to send out to caregivers so far in July? 110! That is one hundred and ten separate messages to caregivers to -- "Please complete your care plan" or "Please remember that your driver's license, CNA certificate, auto insurance, work permit, TB test, etc., etc., etc., is/are about to expire (or worse yet, have expired!)."

That uses up so much of her time which could be used productively somewhere else.

Please, please, please take care of business each and every day!



-- MASK-UP!

-- Cover Your Mouth and Nose When You Cough or Sneeze (inside of your elbow works, too). Then immediately wash your hands.

-- MASK-UP!

-- Clean and Disinfect Frequently Touched Surfaces Daily.

-- MASK-UP!

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.

We have surgical masks for your use, as well as gloves. Please let us know of any supplies that you might need.

We are there for you.

Stay safe

Now, later, then. When? on duty, off duty -- always ...

MASK UP, TEAM!!



In Caring Memory

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

Honoring:

Mr. Glenn Hildebrandt
Mr. Philip A. Lopresti
Mr. Gale Oliver



GO TEAM!

