



Heart Line -- Inspirations

November 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!***



You are taking care of a sweet lady client -- she is total care. You are a live-in. What could go wrong? The list is endless, but I bet this scenario never made your list.

Our caregiver went outside, early morning, to put out the garbage. She didn't realize that the door had locked behind her. She froze and tried to think what in the world she could do. Did I mention that her cell phone was locked inside? Oh, and, did I mention that she was in her night gown?

Your first thought was to beat on the door, right? That only works if there is someone in the home who can respond. Did I mention that the client was non-ambulatory and the client's husband was out of town?

This caregiver did what she decided was the only thing that she could do -- she gathered her strength, took a deep breath and broke down the door.



**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

Well, she got in, didn't she? The husband's reaction, when he heard, was gratitude that the caregiver made 100% sure that his wife was taken care of -- he laughed and gladly repaired the door.

The family so appreciates your tender care (even when you are playing linebacker and breaking down doors).

Elizabeth Ekong, will you come in to the office and get your \$25 gift card? We thank you for being the kind of caregiver that our clients need -- you are inspiring! You make us so very proud. (and you make us laugh) Excellent Job!



Elizabeth Ekong aka "The Linebacker"



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 April of 2014 and has consistently shown us, here in the office, that not only is she a high-quality caregiver, because of her solid caregiving skills, but she understands the importance of the business side of her job, as well.

She picks up shifts, clocks in an out on-time and completes care plans right when she should. Her credentials are up to date. She has a very professional dialog with our nurse when she reports on the client. She has sought out on-line training, tested and made the grade. She has a real focus on business.

All of this professionalism reflects very

you to know that we appreciate you -- couldn't do it without you!

October gift card winners:

Vivian Omughele and Chilete Okparaocha

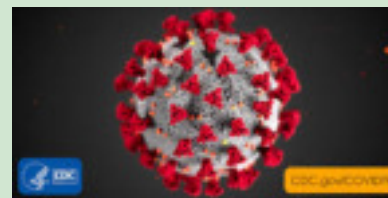
WE



CAREGIVERS!!!



- 11/1 -- **Olliette Holman**
- 11/3 -- **Madjara Pilgrim CNA**
- 11/4 -- **Paulette Isaacs**
- 11/4 -- **Shronda Williams**
- 11/7 -- **Pattie Nevels**
- 11/9 -- **Joslyn Love-Ojo CNA**
- 11/14 -- **Margaret Egwede CNA**
- 11/20 -- **Beauty Onyeije**
- 11/25 -- **Loretta Leroux RN**
- 11/27 -- **Sheridan Peterson**
- 11/29 -- **Angela Bates**



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

positively on her and on Encore Caregivers. She makes us proud.

Janice Alanis 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.



In Caring Memory

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

Dr. Seuss

Honoring: Jean Baker

Your copy should address 3 key questions: Who am I writing for? (Audience) Why should they care? (Benefit) What do I want them to do here? (Call-to-Action)

Create a great offer by adding words like "free" "personalized" "complimentary" or "customized." A sense of urgency often helps readers take an action, so think about inserting phrases like "for a limited time only" or "only 7 remaining!"

Client and Caregiver Referrals Earn You Extra Cash!



We are always looking for new clients to serve and new, great caregivers to provide the best kind of care to those clients.

If you know of someone who needs help, please let us know.

You can either:

1) Give that person an Encore Caregivers' business card made especially for new clients. Each card has a blank line on which to print your name and a \$100 coupon on the back for them to use at their 100th hour of service with us. What will we pay you for the new client? After 40 hours

distancing of 6 feet

-- **MASK-UP!**

-- Stay Home if You are Sick

-- **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.

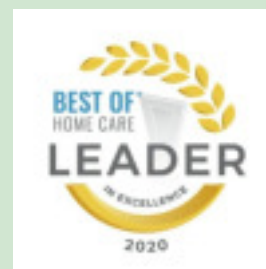
TELL YOUR CLIENTS WHAT STEPS YOU ARE TAKING TO KEEP THEM SAFE.

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



GO TEAM!

**NO CALL - NO SHOW
NO EXCUSE!!!**

Met the nicest lady the other day. Stayed at her beautiful, high-rise apartment from 4 p.m. to about 6:45 p.m., talking about her life, her family, her health and her need for

of new client service with us, you will get a \$100 gift card. How do you get the business cards? Ask us for as many as you would like.

2) You could also just let us know. We will call the prospect and tag your name to this person. What will we pay you for the new client? The same as in number 1 above. After 40 hours of new client service with us, you will get a \$100 gift card.

If you know of someone who looks, walks and talks like the great caregiver you are, please let us know.

1) Just ask the caregiver to apply and put your name on the digital application when it asks, "Did someone from Encore Caregivers recommend you to apply?" What will we pay you for the new caregiver? After 100 hours of new caregiver service with us, you will get a \$50 gift card.

It's simple to earn extra cash with Encore Caregivers -- we always need new clients and caregivers. There is no limit to how many you can recommend, so let us hear from you!

GO TEAM!

a caregiver.

She was lonely because of COVID, had been isolated for quite some time and really needed help. Her daughter was insisting and she really liked the idea of having a caregiver, mostly to help her with personal care.

As I left, I thought, "Caregivers in her life are really, really going to help this lady."

We scheduled care for the following Monday.

The caregiver was a no-call, no-show. It broke my heart.

There is never, never an excuse for a no-call, no-show. You can always call or have someone call for you. We are always worried, always frantically call to find out if the caregiver is okay. Our clients are often so disappointed. Sometimes they are very, very angry.

This past week, we have had four, no-call, no-shows. Mostly new caregivers. We called and called -- texted and texted. No response. We do not forgive that.

Please, please, please make sure that you can make a shift before you agree to take that shift. If you are unhappy for any reason on a shift, please just let us know in the office. That is the professional way and that is what Encore Caregivers has built its reputation on -- professionalism.

