



# Heart Line -- Inspirations

October 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!***

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Yikes! Family relationships can get messy. Infighting, bickering, finger pointing -- all of this which can escalate into something so much worse. And, likely as not, there we are, caught in the middle of it.

You know, really, it doesn't happen that often at all, but when it does, our caregivers need to be prepared. They need to:

- 1) Keep themselves safe
- 2) Keep their wits about them
- 3) Keep their professional manner
- 4) Keep calm
- 5) Work with office staff to shut it down!

Such was the case just a few days ago. Respecting our privacy laws, I won't go into details, but it was ugly.

And through it all, like a shining star was our caregiver. Reporting to the office first. Calmly talking to the son, the Constable's Patrol Officer, other family members, all the



**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.

while reassuring the client.

Congratulations for working to minimize this sad, unfortunate situation -- as much as you could. You were invaluable to us, to the client and the family.

You have all the hours that you would like with this family. They okayed overtime and love, love, love you. They sing your praises. So do we here in the office.

**Mosunmola Babalola CNA**, 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. 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 October 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 real focus on business.

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

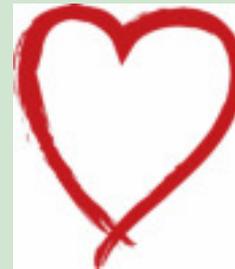
**Carine Touko**, would you please come to the office to claim your \$25 gift card? You are super awesome and we notice.

Thank you all for the great work you do.

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!

September gift card winners:  
**Anthonia Ogbechie-Higgins CNA**  
**and Chilete Okparaocha**

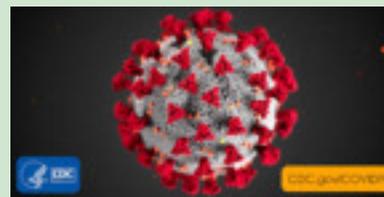
**WE**



**CAREGIVERS!!!**



10/2 -- **Lesia Kimble**  
10/2 -- **Samuel Uba CNA**  
10/3 -- **Chantal Murebwayire**  
10/7 -- **Oluwabukola Otubanjo**  
10/13 -- **Mosunmola Adewusi**  
**Olusunmade**  
10/15 -- **Katherine Kennebrew**  
10/16 -- **Genevive Otuka CNA**



**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



## In Caring Memory

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

Dr. Seuss

## Honoring:

Margaret Barrow

Mary Jo Clinger

Jim Glover

Dorothy Walker

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## 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 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,*

have 60% alcohol content.

-- **MASK-UP!**

-- Avoid Close Contact --- practice social 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.

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**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**

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

***MASK UP, TEAM!!***

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!

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**GO TEAM!**

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**GO TEAM!**

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