



Heart Line -- Inspirations

September 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!



Sometimes the fact that work-life means more than 12-hour shifts comes into full focus. Such was the case for this caregiver.

She has worked for us for six years and has proven herself over and over again to be dedicated to the job -- lots of client compliments, many, many happy families. She had recently settled into several 12-hour shifts with one client and her full-time schedule was comfortable for her -- all was well.

But then she met Mr. H. He is a fairly new client and needed a few hours (shorter shifts) each week. This caregiver started the shifts just to help us out. (Thank you!) What she found was that this client is a hoot. He has peace and a great sense of humor and such joy in living. He is a Spanish speaker and connects that much better with this caregiver because of his skill and interest in her primary language.



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

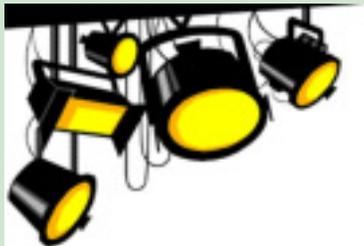
we draw for a \$25 gift card.

Quickly, the client's family began asking for only this caregiver. It was time for this caregiver to make a decision. She decided that even though the shifts were shorter with Mr. H., she was glad to take them.

Then, guess what? The family is happy. The client is happy. The caregiver is happy. Suddenly, the shifts were extended and this caregiver took them all.

Way to grow a case through very, very professional care and a big heart. Congratulations for making this client and family so full of peace and calm with you in charge.

Gloria Miranda 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 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 December 14, 2018 and has consistently shown us, here in the office, that not only is she a high-quality caregiver, because of her caregiving skills, but she understands the importance of the business side of her job, as well.

Does she arrive to work on time?

Does she keep her credentials up to date?

Does she turn in her care plans on time?

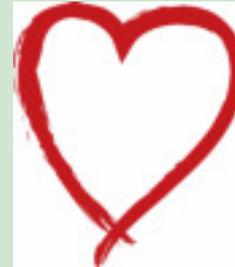
YES, YES and YES!

All of this professionalism reflects very

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!

August gift card winners:
Aderonke Oyefesa and Omolara Ayanfalu CNA

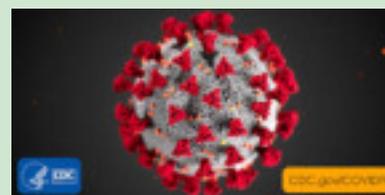
WE



CAREGIVERS!!!



- 9/1 -- **Edna Blackshear CNA**
- 9/2 -- **Debbie Kinney**
- 9/6 -- **Olubukola Abdulahi**
- 9/9 -- **Idowu Adegoju**
- 9/11 -- **Rachel Fuentes**
- 9/16 -- **Anthonia Ogbechie-Higgins CNA**
- 9/19 -- **Sagina Johns CNA**
- 9/19 -- **Joyce Egebesi**
- 9/20 -- **Oluwabukola Ogunseyin**
- 9/21 -- **Aderonke Oyefeso**
- 9/22 -- **Hasna Ally**
- 9/25 -- **Evelyn Melendez**
- 9/26 -- **Talla Francia Kabia**
- 9/29 -- **Rosemary Eregie**



We are all very dedicated to

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

Rashidat Falore 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.

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

Do you know how many reminders that Liz had to send out to caregivers in August? 226! That is two hundred and twenty six 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!



In Caring Memory

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

Dr. Seuss

Honoring:

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

-- 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!!

Mr. William (Bill) Kiely

The Problem with Face Shields



Face Shields are very effective when medical personal are working with COVID-19 positive patients.

BUT...

Face Shields scare our clients. Please do not wear face shields while on duty. Masks only!



GO TEAM!

