



Heart Line -- Inspirations

December 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!***



The case was very difficult. The client's house was not the cleanest that we've seen and not the nicest one that we've seen, either. The location was not in one of the best neighborhoods. Caregiver after caregiver told us that they did not want to go back to this assignment. Courtney and Mariely were doing their best to settle the case. The family was desperate for consistent care.

Along came our award-winner for this month. She sensed the desperation. She had compassion for the client. In the three and one half short weeks before this client passed, she built a close, trusting relationship with the client and the granddaughter. She didn't complain, she gave the best kind of care -- care that everyone deserves.

When she reported for work one Monday, she noticed that there had been a significant change in the client's condition. She called 911 and notified us and 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.

Thank you very much for picking up those unexpected, last minute shifts. We want

family. She was calm, she did her job to the best of her ability. She was so professional. The client was rushed to the hospital and ultimately passed.

Adeyinka Adeyemo, you make us proud. You can be proud of yourself, too. You show the world what a professional caregiver is all about. Please come into the office and get your \$25 gift card. Congratulations to you for all that you do.



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 November of 2018 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 and out on-time and completes care plans right when she should. Her credentials are up to date. She has sought out on-line training, tested and made the grade. She has a real focus on business. We can count on her.

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

Uwaoma Nwankpa-Offorjebe 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

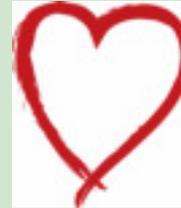
Sometimes you will never know

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

November gift card winners:

Mary Otse and Precious Imade

WE



CAREGIVERS!!!



12/2 -- **Brenda Newby**

12/4 -- **Thelma Arzu**

12/4 -- **Paulette Isaacs**

12/6 -- **Carmen James CNA**

12/8 -- **Grace Nosike**

12/14 -- **Oluwafeyikemi Bola**

12/14 -- **Brenda Gilbreath CNA**

12/15 -- **Toluwatope Ologbenla**

12/16 -- **Olajumoke Onipede**

12/21 -- **Carine Touko**

12/23 -- **Elizabeth Ekong**

12/23 -- **LaShenna Price CNA**

12/23 -- **Queen Ebere CNA**

12/25 -- **Abiodun Christiana**

Popoola CNA

12/26 -- **Emanuelle Keuboun CNA**



We are all very dedicated to following Centers for Disease Control (CDC) recommendations to

the value of a moment
until it becomes a memory.

Dr. Seuss

Honoring:

Kathleen Henri

Velma Carr

GO TEAM!

**NOW AVAILABLE ON
ENCORECAREGIVERS.COM**

FORMS! FORMS! FORMS!

We are starting slowly. Currently we have the REQUEST FOR TIME OFF form and the AVAILABILITY TO WORK form -- fill-out-able and sign-able and submit-able from our Web site. How easy is that?

Go to:

- encorecaregivers.com
- Hover over the Employment Tab
- Click the third topic, "Current Caregivers"
- You'll see all the training available
- Scroll down, past the training
- You'll see "Employee Forms"
- Select, complete and submit
- Goes directly to Liz Lopez
- You will be contacted by us

More documents to be added later. But, what a great start! Makes it so easy!

Caregivers: If you are assigned a shift and really don't want it or can't work it for one reason or another,

PLEASE TELL US UP FRONT!

Too many times, too many caregivers accept a shift and then wait to the very, very, very last minute to call off. We cannot work with that. It puts the client and us in a very bad position.

We can't figure out why caregivers accept a shift that they are displeased with and then choose to not go at all. OUCH! Very unprofessional. The truth in plain speak is always best and sooner is better than later. Thank you.

**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



We wish you the sweetest and
merriest of holiday seasons.

**Merry, Merry Christmas!
and... A Happy New Year!**

