



Heart Line -- Inspirations

January 2021

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 tricky. The client had very particular requests, as did the family. Every time we talked to the family, usually when they called to say that things weren't going too smoothly, they mentioned this caregiver and said, "she knows what we are asking for" or "she always does it correctly". It was really very hard for any other caregiver to compete. This caregiver was obviously their favorite.

Some caregivers balked at the family's or client's requests -- or didn't "hear" the family -- not this caregiver. That is why she is the award-winner for this month. She had compassion for the client and the family. She gave the best kind of care -- tuned in to the family.

Brittany Richardson, you make us proud. You can be proud of yourself, too. You have built a very special relationship with your client and her family. You show the world what a selfless, professional



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

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 August 2011(!) 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 clocks in and out on-time and completes care plans right when she should. Her credentials are up to date. 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.

Renee Bates, 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:

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

December gift card winners:

Abiodun Popoola CNA
Mediatrix Agbim

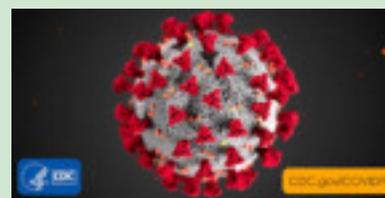
WE



CAREGIVERS!!!



1/1 -- **Feonia Minters**
1/11 -- **Olajumoke Oloyede CNA**
1/22 -- **Cynthia Williams**
1/23 -- **Aderonke Oke**
1/25 -- **Ana Hechavarria**
1/27 -- **Jammie Cage**



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

GO TEAM!

**NOW AVAILABLE ON
ENCORECAREGIVERS.COM**

FORMS! FORMS! FORMS!

We are starting slowly. Currently we have the REQUEST FOR TIME OFF form, the TB SYMPTOMS CHECKLIST 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.



-- 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.

Caregivers!!

Please do not come to the office if you are scheduled to get a COVID-19 test or are awaiting results.

Help us limit exposure, please.



We wish you the sweetest and merriest of holiday seasons.

Happy New Year!

