



# Heart Line -- Inspirations

February 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!*

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The time for your  
**COVID-19 vaccination**  
is now!

New supplies of the vaccine are expected at any time. Your name needs to be on the waiting list so that you will be one of the first people that the City of Houston calls to schedule a vaccination!. Go on-line to schedule:

<https://vacstrac.hctx.net>

[OR ReadyHarris.org](https://www.readyharris.org)



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

832-393-4220



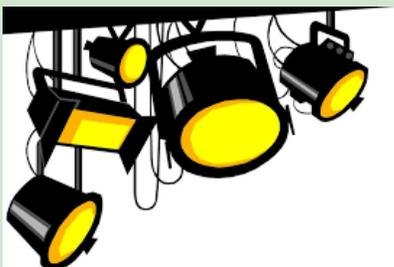
The call came unexpectedly. We had a client in immediate need. This particular case was a big ask for us -- this client has COVID-19, could you please help?

With no hesitation, this caregiver jumped to serve. She was determined to be best able to assist the client. She asked if she could get additional training so that she could provide as much care as she possibly could for the client.

We arranged for the other caregiver who also worked the case to train her. That caregiver stated that the trainee did a great job with the client and the training wasn't as long as anyone had anticipated.

When we say that the caregiver dropped everything to get to the client's home, we mean it. She raced out her door, forgetting her lunch. But she took it all in stride like the professional, skilled caregiver she is.

**Lynette Arukwe**, you make us proud. You can be proud of yourself, too. You have demonstrated clearly to us, to the client and client's family what you are made of. You show the world what a selfless, professional caregiver is all about. Please come into the office and get your \$25 gift card. Congratulations to you for all that you do.



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

January gift card winners:

**Mediatrix Agbim**  
**Olufinto Onajole**

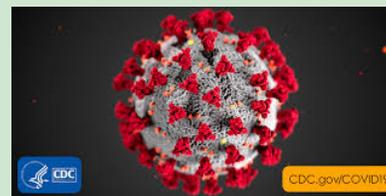
WE



CAREGIVERS!!!



- 2/1 -- **Oulsola Brown CNA**
- 2/4 -- **Vivian Omughele**
- 2/6 -- **Jeannie Smith**
- 2/7 -- **Rose Long**
- 2/14 -- **Renee Bates**
- 2/18 -- **Linda Elk 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 have 60% alcohol content.
- **MASK-UP!**
- Avoid Close Contact --- practice social distancing of 6 feet
- **MASK-UP!**
- Stay Home if You are Sick

## 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 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 clocks in and out on-time (punctual lady!) and her credentials are up to date. She rarely needs a reminder text. **She has taken the vaccination and the booster and promptly sent us a picture of her Vaccination Record.** What a leader! 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.

**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.



## In Caring Memory

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

Dr. Seuss

Honoring:

Albert Romano  
Norman Clinger

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## GO TEAM!

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-- 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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At Encore Caregivers, we count ourselves as blessed ... that Houston families have relied on us for more than 1.5 million hours over the past 11 years to take care of their loved ones, offering the best of care, security and peace of mind.

We are here for families and are so very grateful for the clients that you send our way. A large portion of our new clients come through the referrals of clients, past clients, and

**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](http://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!

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their friends and families. Our great caregivers are a great advertisement to families needing care. Referrals mean so much to all of us.

Our solid reputation has been built on the high level of care that we offer. Please remember us to a family in need of care. You can refer with confidence. It means more work for us all.

Thank you,

Milton and Marilou

