



Heart Line -- Inspirations

April 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!***

20%

That is the percentage of our staff that has been fully vaccinated. We need to press on to the 100% mark so that we will continue to be competitive in the COVID-19/post COVID-19 market. We want to work and in order to work, we need to be fully vaccinated against COVID-19.

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

If anyone needs help getting on the Harris County, City of Houston or any vaccination hub waiting list to get your vaccination, please give Marilou a call at 713-686-2233.

I will ask you a few questions, fill out a



**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

digital form and it will take only about 10 minutes. Please call -- caregivers are essential and in the 1A category and should not have to wait long for vaccine.

Just call me, glad to help. Marilou 713-686-2233 -- or register yourself with the County:

<https://vacstrac.hctx.net>
OR ReadyHarris.org
832-393-4220



Sometimes caregivers will give a great suggestion that is ignored by a client. We've all seen it. Caregivers giving their best advice to steer a client in the right direction are vetoed by a family member or the client himself. The professional caregiver moves forward, respecting the client's decision, even though the caregiver may know that the client has just made it much, much harder on himself.

Such was the case with this caregiver and his client's wife. The caregiver noticed that the trash was stacking up outside. He offered to put it out on the curb. The client's wife thanked the caregiver, but she preferred to do it herself, because the cats might get into it on the curb, she thought.

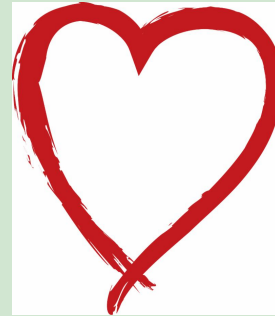
The caregiver returned. He noticed the trash pile was growing. Once again, he offered to put it out on the curb. Once again, the client's wife declined because of those darn cats. It didn't matter that the cats already appeared to have gotten into the trash and spread it a bit.

A couple of missed trash pick-up days later, the client's wife was no longer able to move this impressive mountain of trash out to the curb. The caregiver, always a professional, did it for her. But it wasn't pick-up day and the City of Houston didn't have another

unexpected, last minute shifts. We want you to know that we appreciate you -- couldn't do it without you!

March Heroes
Eneke Mbuagbaw
Ifeoma Saba

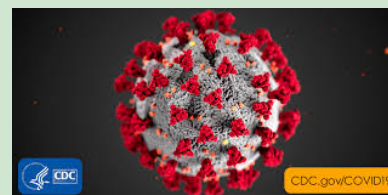
WE



CAREGIVERS!!!



4/6 -- **Patricia Zevallos**
4/11 -- **Luisa Flores De Navas**
4/16-- **Evelyn Mbor**
4/27 -- **Quateshia Houston**
4/27 -- **Abosedo Bello**



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

pick-up scheduled for quite a while.

That's when our caregiver swung into action. He called the City and made a solid case for this elderly couple who needed a special pick-up of a large amount of trash on their curb.

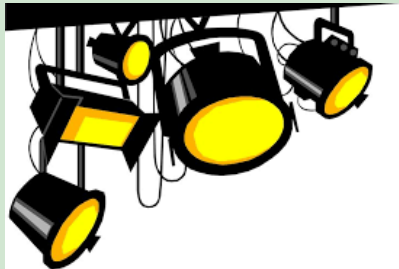
Took a few tries, but he was successful. All the trash was picked up by the City fairly quickly on an unscheduled day, because of his insistence. Trash gone. Problem solved.

If that isn't going the extra mile for a client, we don't know what is -- and believe me, we know exactly what "the extra mile" looks like, because so many of our caregivers show us.

Charles Asonye, you nailed it. You showed your heart and your professionalism -- job well done.

You make us proud. You can be proud of yourself, too. You have demonstrated clearly to us and to the client what you are made of. As a reward -- please come into the office and pick-up 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 only since September of last year, but has unfailingly 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 hardly misses a beat on clock-ins and clock-outs. On time? Yes. Care Plans done in a timely manner? Yes. She also has shown a real eagerness to pick up shifts. For example, she picked up three MD Anderson clients just last Monday -- three on one day. Whaaaat? We see her at skills

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.

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 12 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 their friends and families. Our great caregivers are a fantastic advertisement to families needing

labs and in-service trainings. Her credentials are spic and span and she works to keep them up to date. What a leader! She has a real focus on business.

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

Angela 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:

Dr. Robert Byers
Art Eidman
Linda Weinstein

GO TEAM!



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 and earn \$100 when the new client reaches 40 hours of service. A new client, thoughtfully referred to us, means more work for us all -- just what we are looking for.

Thank you,

Milton and Marilou



**NOW AVAILABLE ON
ENCORECAREGIVERS.COM**

FORMS! FORMS! FORMS!

**REQUEST FOR TIME OFF
TB SYMPTOMS CHECKLIST
AVAILABILITY TO WORK**

-- fill-out-able and sign-able and submit-able from our Web site. How easy is that?

Go to:

- [EncoreCaregivers.com](https://www.EncoreCaregivers.com)
- "Caregivers" tab
- "Employee Forms"
- Select, complete and submit
- Goes directly to Liz Lopez
- You will be contacted by us

