



# Heart Line -- Inspirations

May 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!*



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

## 36%

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!**

No waiting lists anymore!!! At NRG stadium, gate 16A, free vaccines are given without appointment -- from noon until 9 p.m. It is a drive through service -- 0 wait time! It doesn't get any easier than that.

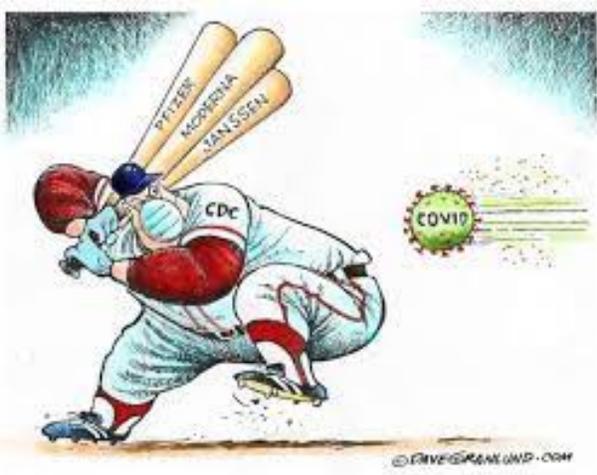
If you need any help or support from the office, please ask! Just give Marilou a call at 713-686-2233.

Please remember, if you are scheduled for a shift, we need you to work that shift. Please schedule a time to get your vaccine outside of your work hours.

Thank you for caring about your family, your clients and your community.

Need other locations for vaccines? Please call:

**ReadyHarris.org**  
**832-393-4220**



**Above  
& Beyond**

We like to think that when Encore Caregivers' sends caregivers to a shift for one of our clients that they going to be well-liked by our clients and their families. After all, that is part of their job -- to be liked, to fit in, to build relationships.

The bad news is that we hear regularly from families when a caregiver is not a fit. But, the good news is we hear so much more often from families who sing a caregiver's praises. That is a true indicator that a caregiver has her eye on the prize and is focused on all parts of her work.

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

April Heroes

**Chioma Obidi**  
**Adosedo Bello**

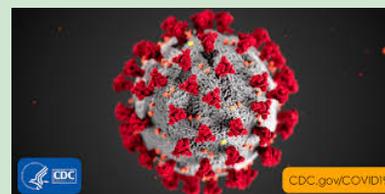
**WE**



**CAREGIVERS!!!**



5/2 -- Yuri Sanchez  
5/5 -- Rachel Cooper  
5/5 -- Myrtle Lambert  
5/6 -- Adeyinka Oluyole  
5/11 -- Gbemi Adams CNA  
5/13 - Jane Elohor Onokpikini Naibi  
5/14 -- Janice Alanis CNA  
5/20 -- Justin Hamilton  
5/21 -- Gloria Miranda CNA  
5/22 -- Ashley Carmon CNA  
5/24 -- Ifeoma Saba  
5/29 -- Olufunto Onajole



**We are all very dedicated to following Centers for Disease**

Rarely, do we have an explosion of compliments. But just recently, Mrs. U. said this caregiver was a true fit and asked if she could come back. Mrs. L. called a few days later and said that the same caregiver was terrific. She asked if this same caregiver could return. Mrs. L said that this caregiver was very helpful, her manners were excellent and she was everything they were looking for in a caregiver.

Because we are here to help our clients -- we need to be so sensitive to their needs, their preferences and what they value. This caregiver knows that lesson very, very well.

Yikes, how could we not give the Above and Beyond award this month to this caregiver? She really has got it going on! (But, we knew that already.)

**La Shenna Price CNA**, please come to the office and get your \$25 gift card. You are awesome and we notice. You are knocking it out of the park -- as usual. Way to go!



## **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 February of last year, and 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. Do you want to know the reason? She takes the extra money and sends it to charities in Africa. How's that for generous, selfless and caring?

We just saw her at Cindy's last Caregiver Skills Lab. That tells us so much about a caregiver when they are eager to learn.

## **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.**

**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**

She works to keep her credentials up to date. She has a real focus on business.

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

**Vivian Omughele**, 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:

Marthann Long  
Robert Smith

# GO TEAM!



We want to win the Home Care Pulse National Award: *Best of Home Care Leader in Excellence* for the 4th year in a row!!!! We need 9s or 10s when you answer the telephone survey from Home Care Pulse to get that award again.

Please, If you have a problem or challenge, let us know about it as soon as possible. Then you will feel comfortable giving us the 9 or 10 we need when you take the survey.

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 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](http://EncoreCaregivers.com)
- "Caregivers" tab
- "Employee Forms"

We just got a major ding because caregivers don't have gloves and we don't have enough training opportunities? What? What? Whaaaaaat? Not guilty! We have gloves for the asking and training galore that you can sign up for -- just ask the office.

- Select, complete and submit
- Goes directly to Liz Lopez
- You will be contacted by us

