



# Heart Line -- Inspirations

June 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!*



## 50%

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**



**GOOD NEWS! GOOD NEWS!  
GOOD NEWS! GOOD NEWS!**

Although COVID-19 has kicked us all in the knee during the last year, we want you to know that Encore Caregivers is coming back stronger than ever!

What does that mean? WELL, we are so very pleased to finally be able to take a step in bringing base salary up to \$12! Yes, that's right. We have planned for a while and we are now ready to announce that a \$12 base salary starts next week.

**is now!**

No waiting lists anymore!!! At NRG stadium, gate 16A, free vaccines are given without appointment -- from noon until 7 p.m. -- Tues - Sat. It is a drive through service -- 0 wait time! It doesn't get any easier than that.

Want walk-in service from Methodist Hospital System? That is available, too. Go to:

[houstonmethodist.org/vaccine](http://houstonmethodist.org/vaccine)

for the hours -- 7 metro locations.

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 are very appreciative of all that you do and amazed and proud that all of us have "weathered this storm" together. Time to celebrate!!

**GOOD NEWS! GOOD NEWS!  
GOOD NEWS! GOOD NEWS!**



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

May Heroes  
**Ifeoma Saba**  
**Tolulope Owolabi**

**TRAIN UP!**

**Six training credits required**

each year.

What a difficult shift. The client has advanced dementia and doesn't sit down for 12 hours or more. She walks and walks and walks and walks some more. She glides her hand over objects as she passes: chairs, tables, door jambs. The caregiver must keep up with her to make sure she is safe. She is a major fall risk.

When the client's husband called to tell us that this caregiver was the hardest working caregiver he had ever seen, we took notice. He said that she never stopped. He praised her efforts and thanked us for assigning her to care for his wife.

Not only is this caregiver offering the best kind of care, she is building solid relationships through gratitude for excellent service.

We know that cases can be trying. Some cases can be especially trying. But, when the caregiver steps up and does what it takes and then some, we see the caregiver's true heart. It is a beautiful thing.

This caregiver's actions had Above & Beyond written all over them. She demonstrated both skill and heart -- very professional, very valuable traits for caregivers -- and especially appreciated by clients.

**Olga De Haces**, please come to the office and get your \$25 gift card. You are awesome and we notice. You are making us very proud. Thank 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 October of 2019, 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,

Choose from:

**In The Know – Online Training --**  
*Pulled from a library of more than 300 courses, the nurse targets just what a caregiver in the field needs to know by adding one course per month to each caregiver's personal account. Caregivers work at their own pace. Subjects include UTIs, Working with a Non-Compliant Client, Perineal and Catheter Care, Communicating With Your Alzheimer's Clients, and many more.*

Call Cindy Devlin RN to be registered – 713-686-2233

**Caregiver Skills Labs:**  
*Two-hour, hands-on labs with the nurse, focused on keeping you assignment-ready*

Closely monitor text and e-mails from the office.

Available every month -- call the office at 713-686-2233 to get the latest schedule.

**In-Service Training**  
*a fun, two-hour, social take on high-quality training a caregiver can apply in the field*

Offered every April, July and October

Each in-service offered in four sessions with differing times

Door prizes, games, skits, training, catered with Lotto tickets

**Free Training On Our Website:**  
*Miss an in-service? No problem. Check online for a video-repeat.*

Go to [Encorecaregivers.com](http://Encorecaregivers.com)  
"Caregivers" / "Free Training"  
Watch selected video then test

Your test will be graded, you will be told the results, and if the score is 80% or higher, it will go into your personnel file as training for the state of Texas requirements. If not, watch again, test again, and submit.

Training paid at \$10 per hour.



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 picks up shifts regularly. A stand-out great trait of this caregiver is that she gives regular feedback after shifts and gives detailed care plans -- always on time.

She keeps her credentials up to date which makes her one of Liz's best friends. We can't stop with the compliments -- she is completely vaccinated and she has exceeded our training goal of 6 hours per calendar year -- she already has completed 8 hours of training and it's only June. We are calling her our train-aholic -- and we love it!

She has a real focus on business.

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

**Aderonke Oyefeso 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.

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### In Caring Memory

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

Dr. Seuss

Honoring:

Bernice Nelms  
Nancy Weinert

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**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 WHEN CARING FOR YOUR CLIENTS!**

-- 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.**

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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 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



6/3 -- Justina Ebere  
6/14 -- Constance Okafor  
6/15 -- Mediatrix Agbim  
6/15 -- Rachel Besson  
6/17 -- Lillie Massey  
6/19 -- Bridgett Arrington CNA  
6/19 -- Eneke Mbuagbaw  
6/20 -- Olga De Haces  
6/24 -- Grace Plattner CNA

WE



CAREGIVERS!!!



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

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 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](http://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

9 or 10 we need when you take the survey.

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.

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

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# GO TEAM!

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