



Heart Line -- Inspirations

December 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!

VAX UP!
VAX UP,
NOW!



New Lead Care Coordinator



Hats off to Mariely Vaello, who has stepped up and worked hard to fill the gap when our Lead Care Coordinator moved on recently.

Her hard work has been rewarded! Mariely has been named Lead Care Coordinator for Encore Caregivers.

87%

That is the percentage of our staff that has been fully vaccinated and our progress seems to be slowing to a crawl. Makes no sense to us.

We definitely need to press on to the 100% mark so that we will continue to be competitive in the COVID-19/post COVID-19 market and everyone will be able to work -- like we all expect.

We want to work and in order to work, we need to be fully vaccinated against COVID-19 Coronavirus.

The time for your COVID-19 vaccination is now!

THINK WALMART, WALGREENS -- so many places just to walk in and get a free, no-appointment-necessary vaccination. It doesn't get any easier than that.

Kroger is offering vaccinations and boosters.

[kroger.com/rx/guest/get-vaccinated](https://www.kroger.com/rx/guest/get-vaccinated)

Kroger was Milton's choice for his booster. Done and done.

CVS has got you covered. Go to the CVS Vaccine Scheduler:

www.cvs.com/covidvaccine

I called CVS and got my booster. Done and done. Our 24 year old son, Jake, just got his booster at CVS this past weekend. Done and done.

The City of Houston wants you to get vaccinated! Visit

<https://well.app/TEI4AE>

or call 832-393-4220 for more information on how to set up an appointment -- or, of course, walk-ins are welcome.

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

houstonmethodist.org/vaccine

Please congratulate her and let her know that you appreciate her and all her hard work the next time you talk to her.



12/2 -- Brenda Newby

12/4-- Thelma Arzu

12/8 -- Grace Nosike

12/14 -- Brenda Gilbreath CNA

12/21 -- Carine Touko

12/22 -- Chilete Okparaocha

12/23 -- LaShenna Price CNA

12/23 -- Queen Ebere CNA



In Caring Memory

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

Dr. Seuss

Honoring:

Bobbie Daughtry
Josephine McFall



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

for the hours -- 7 metro locations.

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

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

Thank you for caring about your family, your clients and your community. Thank you for being **LEADERS** in the healthcare community.

Need other locations for vaccines? Please call:

ReadyHarris.org
832-393-4220

Harris County Public Health
Vaccination Call Center
832-927-8787

Look what's happening:

-- There is movement regarding the draft of the proposed rule from the Labor Department which, when approved, will require all employers of more than 100 people to MANDATE COVID-19 VACCINATIONS OF ALL EMPLOYEES.

It has moved from the White House to the court system. We don't know when it will go into effect, but the rule is expected to be approved and put in place any time now.

-- The questions keep coming in from folks who call for service, "Your caregivers are fully vaccinated, aren't they? I say, "87% ma'am" and they say "only vaccinated caregivers for us, please!"

And so the industry is moving!
And so Houston is moving!
And so Texas is moving!

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 winner.

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!

Please check out your direct deposit slip or check stub. You will notice "Award-- \$25" and that means that you have won \$25 as one of our monthly *Hero Award* winners.

November Heroes:

Lola Sanni
Eneke Mbuagbaw

2021 TRAIN UP!

**Six training credits
required this year.**

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.

Two topics available multiple times every month -- call the office at 713-686-2233 to

**And so the U.S. is moving!
And so the world is moving!**

**Let's keep working!!
Get vaccinated!**

**I can't stress enough
how urgent this
matter is get
vaccinated!!!!**

**We want to keep you
all employed!**



**Above
& Beyond**

Everybody has a prissy cousin or a demanding sister or a needy friend who just might earn the title of Diva. Don't we? When something is just not quite right, when all of their preferences aren't met to a tee -- we hear about it. It can be such a drain and such wasted energy. Right?

Now, think of the opposite personality. Think of someone who always rises to the task -- who doesn't complain -- who is a blessing to clients in each and every situation. You are thinking of this caregiver.

A family, with a loved one under hospice care, called to let us know just how special this caregiver was and how they valued her service.

A case with an extremely difficult client was not a problem for this caregiver. She filled in. She was awesome. She asked to go back to the client on future shifts. She was such a blessing to the family.

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 on-line for a video-repeat.

Go to 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.

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.

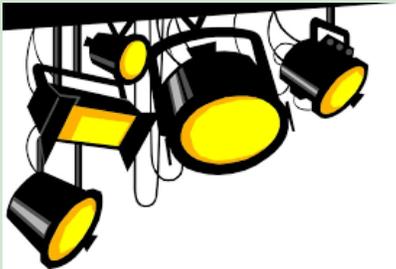
We are here for families and are so very grateful for the clients that you send our way. A large portion of our new clients come through the referrals of clients, past clients, and their friends and families. Our great caregivers are a fantastic advertisement to families needing care. Referrals mean 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

She has been with us since April of this year and we are thankful for the day she walked in the door. Amen.

This caregiver demonstrated discipline, professionalism, empathy and maturity. We can all benefit from that example.

Adonna Chalk, would you please check out your direct deposit slip or check stub. You will notice "Award-- \$25" and that means that you have won \$25 as our *Above and Beyond* winner. You are awesome and we notice. Thank you for all that you do.



In the Spotlight ...

is a caregiver who knows exactly what he 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 him.

This caregiver has been with us just since January of this year and has shown us, here in the office, that not only is he a high-quality caregiver because of his solid caregiving skills, but he understands the importance of the business side of his job, as well.

He knows what on-time is and honors that committment.

Clients love that.

He clocks-in and clocks-out like he should. His care plans are turned in when and as they should be.

HE IS DOUBLE VACCINATED AGAINST COVID-19!

Our kind of caregiver!

Another reason that CJ and Liz gave him the December nod for the Spotlight Award was because all of his credentials are current.

He understands that call-offs upset clients, clients' families, caregivers who are ready

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



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.

We are working hard to get 10s from every caregiver and client. Help us to tweak small challenges before they become major and cause you to give us any score less than the 10 that we need to win again.

to be relieved and staff who have to hustle on turbo to fill the vacant slot.

Because of his commitment, he chooses not to call off shifts.

When we have a need for a fill-in, he has helped us so many times by picking up shifts.

He has a real focus on business.

All of this professionalism reflects very positively on him and on Encore Caregivers. He makes us proud.

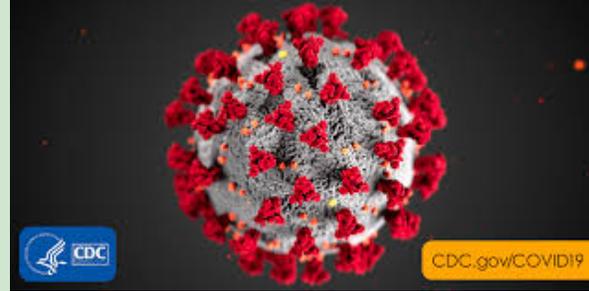
Justin Hamilton, would you please check out your direct deposit slip or check stub. You will notice "Award-- \$25" and that means that you have won \$25 as our *Spotlight Award* winner. You are awesome and we notice.

Thank you all for the great work you do.

WE



CAREGIVERS!!!



We are all very dedicated to following Centers for Disease Control (CDC) recommendations to keep our clients and ourselves safe from COVID-19 coronavirus:

GET VACCINATED!!!

-- 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.

-- Avoid Close Contact --- practice social distancing of 6 feet whenever possible

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.



