



# Heart Line -- Inspirations

February 2022

**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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**VAX UP!**  
**VAX UP,**  
**NOW!**

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**93%**

That is the percentage of our staff that has been fully vaccinated and our progress continues to slow 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.



- 2/1 -- Sola Brown CNA
- 2/2 -- Tiandra Jones
- 2/3 -- Theresa Kusi Mfum
- 2/4 -- Vivian Omughele
- 2/6 -- Jeannie Smith
- 2/6 -- Victoria Babarinde CNA
- 2/7 -- Rose Long
- 2/13-- Sandra Nwosu
- 2/17 -- Bola Alao
- 2/18 -- Lavera Hankins

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

## 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)

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

[www.cvs.com/covidvaccine](https://www.cvs.com/covidvaccine)

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. Go to:

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

for the hours -- 7 metro locations.

If you need any help or support from the office, please ask! Just call 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 vaccination locations? Please call:

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

**Harris County Public Health**

2/20 -- Stariel Simpson

## 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 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.

January Heroes:

**Brooke Gould**  
**Abosede Bello CNA**



## From Nurse Cindy

**2022:**  
**BETTER TRAINING,**  
**BETTER CARE!**

**Look what's happening:**

**-- The Omnicron variant is much more communicable than Delta, especially dangerous for the unvaccinated.**

**-- The Supreme Court has ruled that companies with more than 100 employees cannot mandate that their employees get vaccinated. That is still bad news for the unvaccinated caregiver because the chance of clients allowing caregivers to work for them and be unvaccinated has almost completely vanished.**

**-- The questions keep coming in from folks who call for service, "Your caregivers are fully vaccinated, aren't they? I say, 93% ma'am" and they say "only vaccinated caregivers for us, please!" AND, There is a steady stream asking if caregivers have had their booster shots.**

**-- We have not hired any caregivers who are not fully vaccinated for at least three months -- and we won't. It is one of the first questions we ask candidates. That is one way we will stay a successful company -- offering quality caregivers who our clients welcome in their homes.**

**12%**

That is the percentage of our staff that has reported an "up-to-date" COVID-19 status, according to the Centers for Disease Control. What does that mean? It means that a person has gotten both COVID-19

*Wow! Look how many training hours caregivers attended in January! 77!! That is more training hours completed in one month than in any other month in Encore Caregivers' history!*

*Look below for a list of all courses available. There are so many new, interesting subjects. Let's make 2022 the best year ever for training and growing.*

*Better Training, Better Care!*

*See you at skills labs and in-service,  
Cindy Devlin RN*

Choose from:

***In The Know – Online Training --***  
*Pulled from a library of more than 300 courses, two new courses are available each month. 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 the office to be registered –  
713-686-2233

**Caregiver Skills Labs:**

*Two-hour, hands-on labs with Cindy, 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 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

shots AND HAS GOTTEN A BOOSTER SHOT. Will that change in the future? Will there be another booster? No one knows at this point.

What do we know DEFINITELY? We know that maintaining an up-to-date status with your COVID-19 vaccinations is the best thing that you can do in your fight against COVID-19 and your continued employment in the healthcare industry.

Get your booster today and please report that to the office. We will need to present that to the Texas State Department of Health and Human Services during our next audit.

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

**And so the industry is moving!  
And so Houston is moving!  
And so Texas is moving!  
And so the U.S. is moving!  
And so the world is moving!**

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

**We can't stress  
enough how important  
this matter is .... don't  
think you can wait it  
out -- get up-to-date  
vaccination status  
now!!!!**

**The clock is ticking!  
We want to keep you  
all employed!**

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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.

All training paid at \$10 per hour.

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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:

Roman Chavez

Judy Higginbotham

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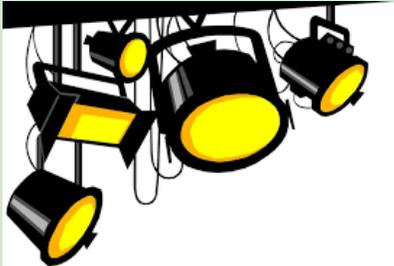
Our client just sat and passed time. Caregivers one after another came to help him at the facility. He would smile at some, engage with few and just pass time.

The staff at the facility began to bring to our attention the fact that this client was rarely out of his room, wouldn't talk and seemed turned inside himself.

That all stopped when we sent this caregiver to help. Lillie was so amazed at the radical change in this client, that she took a video of the client interacting with the caregiver. We were so amazed in the office. He was singing (the caregiver played his favorite tunes from You Tube). He was throwing a ball back and forth with the caregiver (the caregiver got a box and made a target for him). The caregiver got him to dance with her.

The caregiver got him out of bed, and cleaned and dressed. She took him out to events at the facility. He loves ice cream and this caregiver made sure he got double

Vaccines  
Save Lives.



## 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 just since March of 2019 but has 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 clocks-out like she should. Her care plans are turned in when and as they should be.

### **SHE IS DOUBLE VACCINATED AGAINST COVID-19!**

#### **Our kind of caregiver!**

Another reason that CJ and Liz gave her the February nod for the Spotlight Award was because all of her credentials are current and she has no call-offs.

She has a real focus on business.

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

**Omowunmi Obasa CNA**, 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

helpings.

You talk about ENGAGE! This caregiver knows how to engage her clients!

Wow! I have to say it again! Wow!

How this caregiver handled that client demonstrates to the world just how professional a caregiver she is.

She has only been with us since September of 2021 but has proven herself again and again.

**Josephine Asoh**, 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.

**We have surgical masks for your use, as well as gloves. Please let us know of any supplies that you might need, they can be delivered on Thursdays.**

**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 of service. A new client, thoughtfully referred to us, means more work for us all - just what we are looking for.

Thank you,

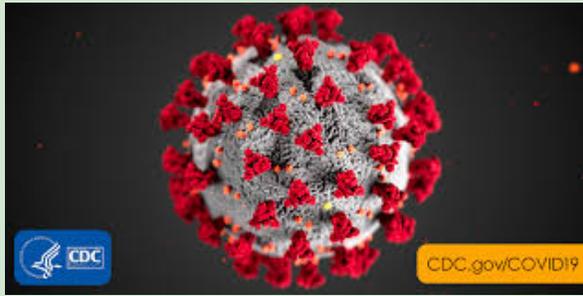
our *Spotlight Award* winner. You are awesome and we notice.

Milton and Marilou

Thank you all for the great work you do.

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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:

**GET VACCINATED!!!**

**GET YOUR BOOSTER SHOT!!!**

**-- 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

-- Monitor yourself for any signs or symptoms!! Call the office immediately if you detect anything that is off from normal!!

**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 want to win the Home Care Pulse National Award: *Best of Home Care Leader in Experience!* We need 9s or 10s when you answer the telephone survey from Home Care Pulse to get that award.

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.

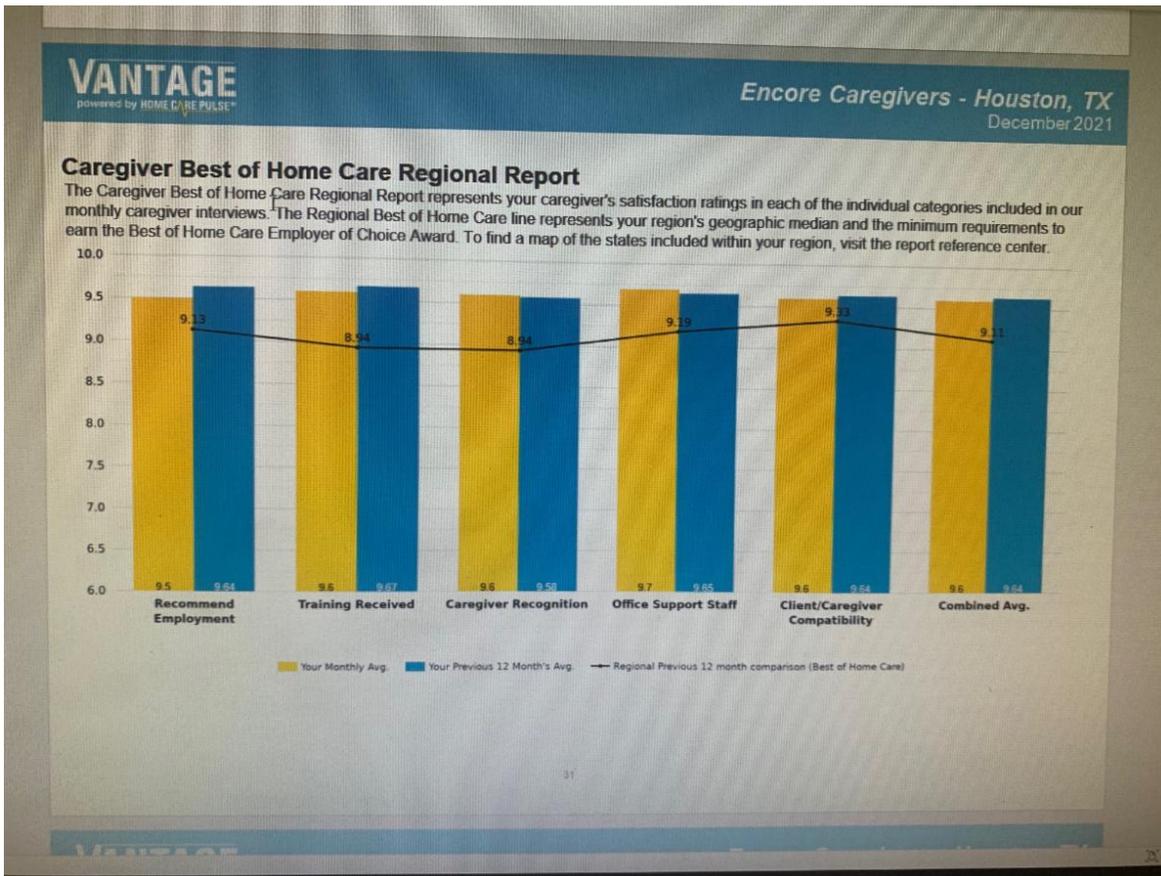
We are working hard to get 10s from every caregiver and client. Help us to tweak small challenges before they become major and cause you to give us any score less than the 10 that we need to win.

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WE



CAREGIVERS!!!



## CAREGIVERS LOVE US!

Look at the report above! This is the December 2021 Home Care Pulse Report from caregiver telephone surveys. Our December monthly average answer is in gold! The blue column is our average response for all of 2021 -- the thin black line is the industry average answer. We beat the industry average to smithereens! Look at the categories at the bottom of each column -- you tell us again and again, in so many ways that you enjoy working with us. We want to keep it that way. Let us know if we can make your experience with us better. We're on it!



