



Heart Line -- Inspirations

January 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!





VAX UP!
VAX UP,
NOW!

91%

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.

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.



1/1 -- Chibuzo Ukonu
1/11-- Olajumoke Oloyede
1/22 -- Cynthia Williams
1/23 -- Aderonke Oke
1/27 -- Jammie Cage
1/28 -- Uwaoma
Nwankpa-Offorjebe CNA
1/29 -- Gabriela Agis



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

[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, got his booster at CVS. 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. Go to:

houstonmethodist.org/vaccine

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 vaccination locations? Please call:

ReadyHarris.org
832-393-4220

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

Look what's happening:

-- The 6th Circuit Court just allowed President Biden's proposed rule that will require all employers of more than 100

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.

December Heroes:

Mo Adewusi Olusunmade
Theresa Kusi Mfum

2022
BETTER TRAINING,
BETTER CARE!

12 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 get the latest schedule.

**people to MANDATE COVID-19
VACCINATIONS OF ALL
EMPLOYEES. (THAT'S US!)**

It has been appealed and has moved on to the Supreme Court. That court has fast-tracked the issue. The highest court's decision can come at any time.

-- The questions keep coming in from folks who call for service, "Your caregivers are fully vaccinated, aren't they? I say, 91% ma'am" and they say "only vaccinated caregivers for us, please!" They have even begun asking if caregivers have had their booster shots.

**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!**

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

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

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
"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 of service. A new client, thoughtfully

Vaccines
Save Lives.



**Above
& Beyond**

Have you ever gone to an assignment with a new client and discovered that they were highly anxious? Maybe it was because:

- they felt like they were losing their independence because you were there
- they felt uncomfortable with a new person, a stranger, in their house
- they were uncertain about their health outcome
- they felt like they were a burden to their family
- etc., etc., etc., etc.

Of course! Every caregiver has at one time or the other encountered client anxiety -- crippling, depressing anxiety.

And, how a caregiver handles that client will demonstrate to the world just how professional a caregiver she is.

Well, this caregiver put on a Master Class. The compliment, given to her by the nurse and now permanently in her digital personnel file, said this: "This caregiver is an amazing caregiver. She is calm, proactive, eager to learn and patient. She handled PEG tube feedings very well, and today had a real calming effect on a client that was new to her but was going through a great deal of anxiety."

She has only been with us since October of this year but has proven herself again and again.

The fact that she is starting her nursing

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.

program this month calls for congratulations all around.

Ngoboka (Claudine) Mukafuraha, 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 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 February of 2014 and 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!

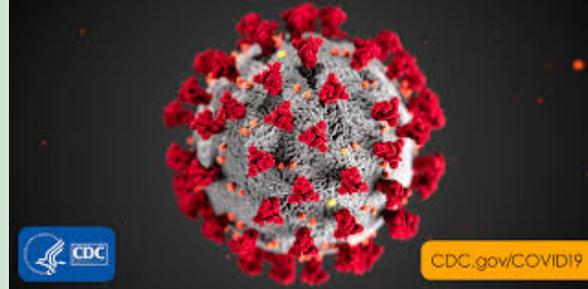
Another reason that CJ and Liz gave her the January nod for the Spotlight Award was because all of her credentials are current and she joins us to train regularly.

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

She has a real focus on business.

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

Gazale Harris CNA, would you please check out your direct deposit slip or check stub. You will notice "Award-- \$25" and that



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

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.



CAREGIVERS!!!

