



Heart Line -- Inspirations

November 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!



-
- 11/4-- Paulette Isaacs
 - 11/4 -- Roycelyn Williams
 - 11/4 -- Shronda Williams
 - 11/7 -- Pattie Nevels
 - 11/9 -- Joslyn Love-Ojo CNA
 - 11/12 -- Aaliyah Jalloh
 - 11/14 -- Margaret Egwede CNA
 - 11/22 -- Lizzy Agbo
 - 11/25 -- Loretta Leroux RN
 - 11/27 -- Sheridan Peterson
 - 11/29 -- Angela Bates
-

89%

That is the percentage of our staff that has been fully vaccinated and we seem to be climbing at a slow pace. 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.

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!

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, and he made an appointment. He just headed out of the office to go get his booster, just 2 miles from our house!

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

www.cvs.com/covidvaccine

I did and I am heading out to get my booster tonight -- just 3 miles from my house.

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



In Caring Memory

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

Dr. Seuss

Honoring:

Michelle Davoe



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.

October Heroes:

**Aderonke Oke
Ola Oloyede**

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

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.

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:

-- The Labor Department has given the White House a draft of the proposed rule which, when approved, will require all employers of more than 100 people to MANDATE COVID-19 VACCINATIONS OF ALL EMPLOYEES.

That's us!

We are waiting to hear from the President. The rule is expected to be approved and put in place any time now.

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 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.

In-person training paid at \$10 per hour.

-- The questions keep coming in from folks who call for service, "Your caregivers are fully vaccinated, aren't they? I say, "89% 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!
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**

Do call-offs hurt? You bet they do!!! Just ask this caregiver who was recently scheduled from 7 a.m. - 7 p.m. with a client on the northwest side of the city.

As 7 p.m. approached, YIKES, there was a last minute call-off from her relief caregiver. This on-duty caregiver was stuck. Boy, was she ready to go home. But, the client could not be left alone -- he lives by himself in a facility. That meant the caregiver on duty

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 referred to us, means more work for us all - just what we are looking for.

Thank you,

Milton and Marilou



had to wait, and wait and wait, until our care coordinator could find a replacement at 7 p.m. at night!!!

Put yourself in this caregiver's place. You are tired, you have plans. You have a life. What can you do??

1) You can, in no uncertain terms, tell our care coordinator how this situation is unacceptable and that you are reporting her to management.

2) You can hang up on the care coordinator in disgust.

3) OR.... like this caregiver did, you can be gracious and understanding and encouraging to our care coordinator who was trying her best to right the situation as soon as possible.

And, she did right the situation by texting and calling and texting and calling some more.

The caregiver stayed where she was, taking care of her client, and was finally relieved at 10:45 p.m.

No complaints, just understanding and a willingness to keep on keeping on while our care coordinator broke her neck trying to fix the problem.

Kayla, the care coordinator, was singing this caregiver's praises the next morning in the office. The client, too, knew that he had the best, most dedicated care.

There were nothing but compliments all around for her performance.

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

Lorna Stewart, 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.



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.

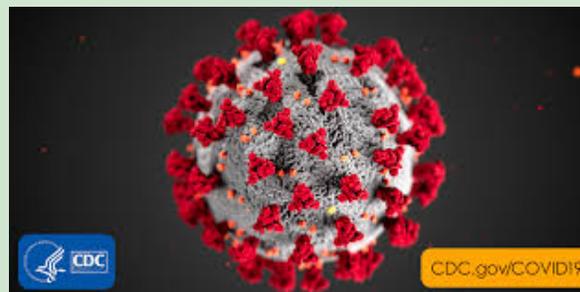
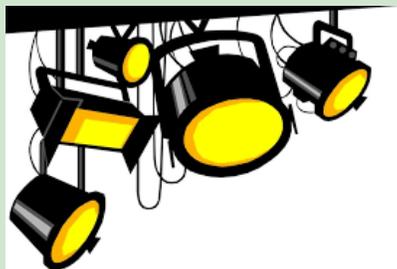
Please, If you have a problem or challenge, let us know about it as soon as possible. Then you will feel comfortable giving us the 9 or 10 we need when you take the survey.

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.

WE



CAREGIVERS!!!



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 August of this year 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 knows what on-time is and honors that commitment.

Clients love that.

She clocks-in and clocks-out like she should. Her care plans are turned in when and as they should be.

You can't match her training commitment: she has attended four training sessions already!! Yes, she is a regular.

SHE IS DOUBLE VACCINATED AGAINST COVID-19!

Our kind of caregiver!

CJ and Liz gave her the November nod for the Spotlight Award because all of her credentials are current.

She has a real focus on business.

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

Patricia Dickens, 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 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.

-- 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.

