



# Heart Line -- Inspirations

October 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!



2021



Alam

---

10/7-- Bukky Otubanjo  
10/13 -- Mo Adewusi Olusunmade  
10/16 -- Genevive Otuka CNA  
10/19 -- Odera Okolie  
10/20 -- Sandra Nwafor  
10/22 -- Sandra Oba  
10/22 -- Omolara Bell  
10/28 -- Theresa Ololade CNA

---



# 85%

That is the percentage of our staff that has been fully vaccinated and we seem to be stagnant at that number. 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 KROGER, WALMART, CVS, WALGREENS -- so many places just to walk in and get a free, no-appointment-necessary vaccination. It doesn't get any easier than that.

The Houston Health Department sent me this text on Monday: If you haven't already, *Take Your Best Shot* to protect you and your loved ones by getting vaccinated for COVID-19. You can earn \$150 for getting fully vaccinated at eligible Houston Health Department sites. Visit <https://well.app/TEI4AE> or call 832-393-4220 for more information. Appointments are available and walk ins welcome.

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

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

## In Caring Memory

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

### Honoring:

Rehana Amin  
Helen Carrier  
Margaret Anderson-Radez  
Andy Bland



## 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.

September Heroes:

**Roycelyn Williams**  
**Bukky Olubukola Abdulahi**

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 president made a televised speech in late August in which he stated that he was asking the Labor Department to create a rule that states that any company with 100+ employees must mandate that every employee get a COVID-19 vaccination.**

## **That's us!**

**We are waiting to hear from the Occupational Safety and Health Administration (the division of the Labor Department responsible for the rule). What is in store for us? We honestly don't know, but, we have already heard talk of a penalty of \$14,000 per violation when the rule goes into effect. YIKES!!**

**-- The questions keep coming in from folks who call for service, "Your caregivers are fully vaccinated, aren't they? I say, "85% ma'am" and they say "only vaccinated caregivers for us, please!"**

# **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 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.

**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!!!!**



This caregiver had a four-hour shift with one of our clients. It was her first assignment. She had just finished orientation with us and was in the mentoring program as a new hire. It was the second day of her first assignment ever with Encore Caregivers. The client was on hospice and it was an RN Delegation case. It was a bit tricky.

All of a sudden, the client said she was having chest pains and she was having trouble breathing. This caregiver jumped into action. She gave the client her pain killer (because of RN Delegation) and gave her a nebulizer treatment. The client did not respond to the medication or the treatment.

The client's husband was there. He got on the phone to get hospice to send the nurse. He called us to try to reach the hospice. Our on-call care coordinator could hear our caregiver quietly reassuring the client. It

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



was very touching and very professional.

The caregiver called us and told us that she had never worked a hospice case before. This was very professionally done out of the earshot of the client and family. She sounded nervous. She was encouraged by our care coordinator. A bit later, our care coordinator could again hear her reassuring the client and keeping the client updated on what was going on.

The hospice nurse was reached and told the client's husband that she was an hour+ away. The husband called 911.

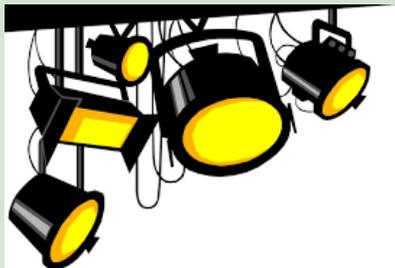
The caregiver wanted to accompany the client to the hospital. The EMTs said, because of COVID-19 protocols, that was not possible.

The caregiver has since called the office and asked to be updated on the condition of the client.

She demonstrated skill, compassion, control, professionalism, empathy and concern.

There were nothing but compliments from the family and client about this caregiver's performance.

**Stariel Simpson** 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.



## 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 December, 2020 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.



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.

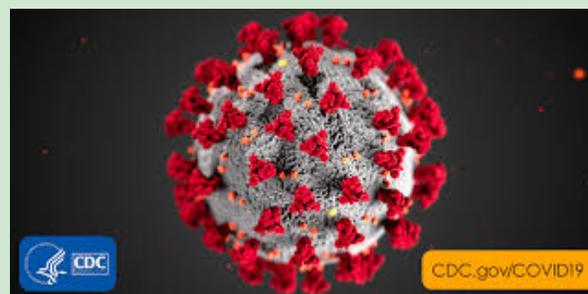
Please, If you have a problem or challenge, let us know about it as soon as possible. Then you will feel comfortable giving us the 9 or 10 we need when you take the survey.

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!!!



**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 attends caregiver skills labs -- yes, she is a regular.

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

**Our kind of caregiver!**

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

She has a real focus on business. She keeps in touch with nurse, Cindy, with updated information on client condition.

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

**Cynthia Williams** 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.**

---

---



