



Heart Line -- Inspirations

September 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!



85%

That is the percentage of our staff that has been fully vaccinated. We 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 have 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**



New team members are shining this month! Please take a look at care coordinator: **Kayla Williams**. I sit in the office next to her and enjoy hearing her on the phone. She is polite, she is professional, she is charming, and she gets the job done. I know that you appreciate being in smooth, capable hands when

is now!

THINK KROGER, WALMART, CVS, WALGREENS -- so many places just to walk in and get a free, no-appointment-necessary vaccination.

Don't forget: NRG Stadium, gate 16A, free vaccines are given without appointment -- from noon until 7 p.m. -- Tues - Sun. It is a drive through service -- 0 wait time! It doesn't get any easier than that.

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:

-- Two states: Maryland and Massachusetts have just mandated COVID-19 vaccines for all healthcare workers. Can Texas be far behind?

you call or are approached to take a shift -- and that is exactly what you have with Kayla. We grabbed her from a Raleigh, North Carolina doctor's office. She has worked with personal assistance services in the past and always loved the work. And, to top it all off, she has seven years' of experience with eRSP, our scheduling software. You are in very good hands, indeed. Please make Kayla feel very welcome here at Encore Caregivers.



Take a look-see everyone! We have a new, delightful lady working as our front office assistant. Her name is Cindy Joseph. We know that is a problem. We already have a Cindy in the office. Lucky for us, the new Cindy goes by CJ.

Just Call Her CJ!

She has great receptionist experience and even worked at The Terrace at Memorial City. We are expecting great things from her -- especially since Liz is spending so much time training her for her new duties.

And what about Liz, you ask? She is sliding over a desk or two to help Mariely with recruiting and Cindy with training and compliance. Please, when you call in, chat with CJ. She's got it going on!

GO TEAM!

-- More than 50 health care professional societies and organizations have urged all health care employers to require their employees to be vaccinated against COVID-19 to protect the safety of patients, residents, and communities.

-- Dozens of medical centers and hospital systems, including the U.S. Department of Veterans Affairs are requiring their workers to get vaccinated.

-- 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!"

And so the industry is moving!

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



**Above
& Beyond**

This caregiver was just a fill-in on a quiet Tuesday. She had never worked for this client before and it's likely that she may never work for her again.

The eight hours that she was going to spend with this client could have been quiet, uneventful and average. But, this caregiver reached out, got creative and made it a day that caused the client to sing her praises. (key word: sing)



9/2-- Debbie Kinney
9/6 -- Bukky Abdulahi CNA
9/6 -- Marilou Schopper
9/8 -- Milton Schopper
9/11 -- Rachel Fuentes
9/19 -- Sagina Johns CNA
9/21 -- Aderonke Oyefeso CNA
9/24 -- Omo Ologundudo



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 gift card.

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!

August Heroes:

**Prisca Ehizibue
Mediatrix Agbim**

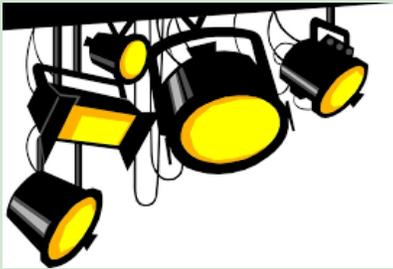
Conversation topics led to songs, the client's favorite songs, and music from the 40's in general. In trying to explain the music to the caregiver, I can imagine that there were a bunch of pauses and reaching for words as the client tried to get her point across.

The caregiver didn't settle for descriptions - she patiently showed the client how to use the computer to access her favorite songs from the 40s, day or night -- via YouTube.

When the client called to compliment the caregiver, she said that, "the day was perfect -- we danced and danced."

What a difference this experience was for the client. The sensitivity, creativity and compassion that this caregiver showed was inspiring.

Bola Alao, please come to the office and get your \$25 gift card. You are awesome and we notice. You are making us very proud. 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 since August, 2016 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 attends caregiver skills labs -- yes, she is a regular.

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
"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.

SHE IS DOUBLE VACCINATED AGAINST COVID-19!

Our kind of caregiver! Liz gave her the September 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.

Mola Ogunyinka CNA, would you please come to the office to claim your \$25 gift card? You are awesome and we notice.

Thank you all for the great work you do.



In Caring Memory

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

Dr. Seuss

Honoring:

Michelle Glauben
Jeffrey Lee Dorrell



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

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



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.

WE



CAREGIVERS!!!



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.

