

EssentialNews

YOUR CAREGIVER SOLUTION

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FOCUS OF THE MONTH : WORK TOGETHER

YOUR RELATIONSHIP WITH YOUR CLIENTS

It's already March?! This year is just flying by!

I wanted to take a second to remind everyone that we are to keep our relationships with our clients professional at all times. We CANNOT bring our kids with us, our dogs, etc. We should not be introducing anyone to our clients, even if they ask to meet them. Please find a way to reroute the conversation elsewhere.

However, it is okay to TALK about your kids, pets, etc. if needed but please always keep it positive. We should not be saying anything that makes our client concerned for things going on in our own life. Please keep this in mind when speaking with your clients to avoid any misunderstandings or issues. Thank you all!

Happy Birthday

Sukhpreet R. 3/1

Maria R. 3/3

Rachel W. 3/3

Rochelle B. 3/10

Maria S. 3/15

Damyaune T. 3/17



Caregivers of the Month

WE LOVE THE CORE VALUE WORK TOGETHER!!!

Working Together looks like the following:

Demonstrate unity: The team of caregivers have smooth, kind, informative pass offs with each other. No one feels like they are being bossed around by the other; there is mutual respect for each other and for the strengths each other brings to the team.

Be a team player: Each team member does their job every shift and the continuity of care continues to the next shift.

Client needs trump personal differences: The client comes first! If there are personal differences, this is kept away from the client and their family, and if needed, discussed at a later time.

Clear communication: When talking, texting or taking notes-this is all clear, and respectful. Also, asking questions if there is something that is not understood. And when a text is sent, it is replied to.

Take on work that is available or offered: Shifts are taken and we see and have confidence that employees want to work.

In the office, we notice when caregivers exemplify this core value, as they get back to us regarding work offered, and that caregiving teams get along with each other.

Rose Parks and Baljeet Raggi are two caregivers who understand and live this core value on every shift and with every interaction we have with them. They both have had clients tell us they are great caregivers! They are newer employees and are super assets to the team.

Baljeet has worked with 9 different clients, and Rose with 16 clients, in the short time they have been here. This shows that they are taking the work that is offered, whether it is fill in or more of a regular client. They both reply quickly to our communication and help out the scheduling team quite often. Rose and Baljeet are now on the same team as they care for the same client. They kindly pass off with each other at shift change and communicate and make a game plan to help their client have the best day! We are so grateful for these two amazing team members!! We are glad you are here Baljeet and Rose.



This employee newsletter is a monthly publication of Essential Care Nevada, LLC.

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