



encompassing culture

CHAPTER TWO
2014 - 2015



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Wade Berry

Employee Relations Specialist

I have been with Encompass since the company I worked for previously was acquired in 2006. I had no idea that Encompass would grow as fast as it has, but because of this growth, I have seen so many remarkable things occur. The one thing that stands out the most for me, is the growth of our culture. Every year my heart grows stronger for our mission and for the continued success of Encompass. I am so proud seeing firsthand employees helping and supporting employees, leaders acknowledging the hard work and the great things our employees are doing, and a sense that not only is Encompass a great place to work, but also a fun place to work as well. We must continue on this path and I hope you are able to see the greatness of Encompass through this book.

When I was brought to Dallas to work with the HR department Mike Verner asked me a single question: "What is one goal you would have being a part of this organization?" I replied, "to help and to celebrate the employees of Encompass." I knew in my heart Encompass was a good place to be. What I didn't know was how great it would become. Be proud of your company, be proud that we are recognized all over the country as one of the best places to work, and be proud of what we do every day to deliver the best care.



Lisa Michaud

Director of Human Resources

Our employees say better than I ever could what sets Encompass Home Health & Hospice apart from other employers. This book is filled with their inspiring stories and quotes. While those quotes are varied in substance, there are two consistent themes found in all of them:

- Our employees' absolute and total devotion to our mission of *A Better Way to Care*
- The commitment of our leadership, at all levels, to providing a rewarding, caring, and fun work environment

The devotion of our employees to our mission is evidence of the pervasive caring culture we have at Encompass. Our employees are invested – in the business, in our patients, in each other, and in our culture. The nature of our business is frequently serious – we are caring for patients with difficult health situations. However, we always remember to acknowledge, help and care for each other, and we have fun doing so.

In the past year, Encompass has grown significantly. I have been with the company for over 10 years, and it's amazing to see the changes and the growth. Even with those changes and growth, one thing has remained the same – the accessibility of our leadership and their commitment to the employees and to the culture of the company.

I am so excited about the continued success of Encompass, and I can't wait to see the great things we achieve in the next 10 years!



A bobble-head Sales trophy fashioned after our fearless leader, April Anthony, CEO.

Cindy Rodgers

I love working for Encompass because I feel at home here. I feel respected and appreciated, and that makes me want to do my best. Our employees really do take care of each other. That also inspires me to give my all at the office. I'm thankful to be part of a company that is so big yet feels so small... small enough to be family.

Anthony S. Foster

I am so grateful and thankful to work with such a great company that stands for something truly inspiring. I really love what I do. We are an amazing and passionate corporation.

It is because of this, I believe and know in my heart that the challenges along the way with Medicare will not get in our way with Encompass succeeding to continue to be a leader in the industry for Home Health Care.

I have the luxury to live vicariously through our employees every day through the tributes and accolades that the families and patients share with me about our amazing and dedicated care teams and wonderful and kind people within our organization. Everyday, I hear wonderful accolades and stories about our employees and the dedication to our patients as I conduct our follow up Patient Satisfaction Surveys. There is not a day that goes by that I don't have a smile on my face after hearing about how we have touched someone's life. It is good to see that we do impact each and every patient in some way by providing *A Better Way to Care*.

Julie Ingram

What makes Encompass great? It is more than great benefits or how much you make, it is when you get greeted by name and with a smile from our CEO or you receive a personal note from one of the executive team members thanking you for all of your hard work and dedication!

Shelley McCaulla

At Encompass, our CEO and COO make time to send personal congratulatory/thank you notes to employees for work well done. In a huge company, one could feel as if their work goes unnoticed; however, at Encompass, our leaders continue to show that every single employee has value and worth – what an example of our mission statement *A Better Way to Care*; what an AWESOME place to work!

Jamie Olivera

I am the Regional Billing Specialist that is housed here at the Fruitland, Idaho branch. It is so amazing how this branch works together. We are an office of 6 women, and it is truly amazing to me that there has never been a “cat fight” (if you know what I mean) ever in this office. There is respect for each other and working together to show a *A Better Way to Care* is outstanding!

This is the most amazing TEAM of an office I have ever been a part of!

Tasha Burnett

Last week, I was eating breakfast at the hotel while I was in Arkansas and I was wearing one of our “blingy” Encompass Home Health shirts, and a lady walks up to me with tears already in her eyes to say thank you! She began by telling me that the night before when she checked into the hotel she noticed one of our Encompass cars parked in the hotel parking lot and the sight alone of our company car brought a smile to her face. She told me that she was from the Dallas-Fort Worth area and that Encompass had taken care of her dad, her mom, and father-in-law and what a wonderful job the staff had done with her loved ones and also the patience and dedication that was shown not only to the patient but to the caregivers. She asked me if we had expanded to the Arkansas area, and I told her that we had. She was thrilled with that because she had family that lived in the area and would let everyone she knew know that Encompass Home Health should be the first choice when the time comes to need a home health company. This is why I love working for this company!

John Frieling

I have worked for EHH for 13 years and I can honestly say that each of those days have been a joy to come to work. Our mission, finding *A Better Way to Care* for those that we come in contact with is meaningful and precious. We take our work very seriously but not ourselves. I laugh a lot at work because I love the people I work with and enjoy engaging with my friends every day!

Teresa Spencer

Encompass is an amazing place to work because of the people who I am surrounded with daily. They are friendly, outgoing, and eager to help. The company core values make it a great place to work for as well because they show us daily how much they appreciate the work that we do. The culture here is dynamic, and inviting to everyone.

Carson Parrish

Why is Encompass such an awesome place to work? Well, it's all centered around our culture. Encompass is a culture – driven company where the leadership understands that success is gained by the individuals that work for them. As culture is demonstrated, it is rewarded to the employee(s) in a variety of ways. Encompass' leadership clearly defines goals and encourages valuable input to be given by individual employees. Working in an industry that is truly service-based, our leadership promotes a high level of communication as well as ethics. At the end of the day, each employee feels valued, knowing that they individually are adding a small portion to the overall greater success of Encompass.

Dawn Putman

As an Educator, staff PTA, Clinical Care Coordinator, Culture Committee chairperson and Branch Ambassador, I can honestly say this company truly cares about their employees happiness, morale and appreciates each of us better than any company I've worked for in my 23-year career. We actually enjoy spending time together away from work as well!

Stephanie Millett

What I like about Encompass is the team work that is shown. Everyone is willing to help in any way possible to get the job done. Since coming here to work I feel like this is my second family, always greeted with warm smiles and hugs. And most of all, I like the willing and want to help each and every patient we get.

Lindsey Backer

I love Encompass because they are not 'just' an AMAZING company to work for but also an AMAZING family!

In most companies you can get that 'family' feeling at the LOCAL level but with Encompass it BEGINS at the corporate level and works its way down to each branch.

EVERYTIME I have attended anything that involves corporate I come home with a new found energy and drive to improve not only myself but my branch because every person that works for Encompass knows this is not just a JOB, not just a career, but a passion... a passion to provide *A Better Way to Care!*

Margaret Robason

Having been with a previous agency for 15 years, I am a newcomer of 3 years with Encompass. As a Nurse of over 33 years experience I couldn't have asked for a better place to work! We are a streamlined company with all the tools to be the Best Place to Work. Everyone who works here plays an intriguing role from the top to the bottom – making it patient focused always with smiling service and care as only Encompass provides. We are *A Better Way to Care!*



San Marcos, Texas

Elaine Ramos, Branch Director

Our office in San Marcos, TX, recently had our Road Show and our theme was Super Heroes. We had fun with it and dressed up a little.

For our Ignite project, we purchased gift cards at Walmart and HEB and went into our community and found families shopping for back to school and blessed them with a little financial assistance in an act of good will. Many were suspicious of the strings that were attached, and we assured them we were just showing kindness and asked them to spread this good will to others.

I am in awe of the generosity of Encompass. Having the support to reach out to our communities in this way is amazing. My team was super excited to participate and were humbled by the reactions of the people we encountered.

Our area was hit with severe flooding in May 2015. You will see a picture of the back of one of our employee's vehicles with cleanup items some of our employees donated to help the flood victims in our area. One of our newest employees had the idea, and the team jumped on the opportunity to reach out. That new nurse delivered the supplies to Wimberley, one of the areas hardest hit by these recent floods.

I am so proud of my team and how well they represent Encompass in the communities we serve.



Marilyn Paschal

I have been with Encompass for 10 years and feel so lucky to be a part of such a great company. We not only do a terrific job taking care of the patients, but we also give back to the community or help out our own through Encompass Cares. What a blessing that truly is to be able to do.

Judee Barrett

Encompass is a great place to work because it has great leadership and strong morals and values all while giving back to the community. Encompass offers *A Better Way to Care* for its patients, employees and referral sources and it's an honor to work for an organization who cares so much about doing the right thing and providing excellent care for those in need. Encompass' culture of purpose focuses on achieving excellence and delivering a meaningful impact to the lives we are fortunate to touch. I'm grateful to be a part of such a wonderful, professional and committed company!

Amy Courson

Encompass Home Health is not only a very ethical environment to work in, but I enjoy coming to work daily knowing that we provide *A Better Way to Care* to our patients and staff. The Commerce Office received the T.E.A.M. service award this year, which means a lot to our office and staff. The Commerce Office is full of ongoing positive culture and we promote the TEAM approach with our staff, patients and referral sources. We have all become a family and reach out to one another in times of need. The leadership of the company is AMAZING!

Leisa George

I am proud to work for Encompass Home Health due to the culture of family that they promote. The company offers many benefits such as up to date training and top of the line systems/technology and benefits. My family was touched with the Encompass Young Scholars Scholarships. My oldest son, Gary George III, is studying Chemistry at Texas A&M-Commerce. My youngest daughter, Amanda George, is studying psychology and transferring to UNT – Denton. They both recently received an Encompass Young Scholars scholarship of \$500 each! They both exemplify strong work and study ethics and are maintaining good grades and attendance. I am thankful for them and for the recognition they have received from Encompass Home Health! I would not want to work anywhere else!

Mary Paige Woodfin

Our company is the best because they make sure the employees are happy and have plenty of time off. Each employee is known personally and our group feels like family. We are reminded every day to find *A Better Way to Care* for our clients, and we work very well as a team to meet that goal together! Thirty eight years as an OT and I finally found a home with Encompass.

Terri Rogers

Encompass Home Health provides quality care to our patients going above and beyond to keep our patients healthy and improve their quality of life. I am blessed to be a part of the Encompass Family.

Lisa Knipple

I am now almost at my third anniversary as an LPN with Encompass Home Health, and couldn't be happier. I spent my first 25 years in health care in administrative roles and beginning the journey to clinical field was somewhat scary. However, here I am almost 3 years later, confident and excited about all the opportunities I have had to learn and grow, and I am now getting ready to obtain the true title of preceptor. I can honestly say this is the job in which I have been the happiest in over 25 years.

What an amazing team I have the privilege to work with. The support and resources are what has helped me, especially in the last year, to be so successful. Everyday I go home knowing I made a difference in our patients' lives.

Thank you ENCOMPASS and Team Charlottesville for truly being *A Better Way to Care*!

Holly Randolph

To me, the best part of working for Encompass is our employees. I would not be as successful or productive if it were not for the awesome staff in Richmond, VA. Everyone is very supportive! This includes all branch office staff, and those in the field (RNs, LPNs, PTs, PTAs, OTs). I am thankful that I work with great professionals!



Longview, Texas

April Alexander, Branch Director

T.E.A.M. CRUISE: DESTINATION TO GREATNESS

This year in 2015 our office in Longview, Texas embarked on a new spin with the Culture committee. A vision was developed from the entire T.E.A.M. approach. "Destination to greatness" became a saying as we were on our mission to *A Better Way to Care*.

The picture on the left above captures a celebration with our office during the annual roadshow, with the cruise ship as the vessel that we are all aboard...on our way to the island "greatness." We laugh often about our trip to the land of greatness, how we are going to get there and what we are doing today for "greatness" in our daily life at home, work or in our community. We are an inspired office by our ever-giving leaders and their commitment to us as their employees. Our T.E.A.M. now is evolving into a family on a mission to deliver *A Better Way to Care*!

EXCELLENT LEADERSHIP

The remarkable lady in the picture above on the right is our Administrator, Janet Kelly. She shares so much of herself with Encompass. We are lucky to have her on our T.E.A.M. Just like this apron says "Empowered to Serve:" she walks the walk. Not only has she filled our stomachs with her southern touch of goodness, but she also takes the time to listen and care for our staff. She spreads our *A Better Way to Care* mission not only to our staff and our patients, but also to our community. What a blessed T.E.A.M. we are at Encompass!



Caleb Winburne

I would like to say that this company is really an incredible company. I have never felt more appreciated at a job than I have here at Encompass. This company truly cares about its patients and its employees. It does not just have its core values, it lives them. I am honored to be a part of this great company.

Dionna Bassham

There are so many things that can be said about this company but I'm going to try to keep it short and sweet.

Three years ago I began a career with Encompass Home Health, and it has been a godsend for me and my family. Before I worked for Encompass I worked in a nursing home because – let's face it – who wants a fresh/ young inexperienced nurse just starting out? Everyday I would leave the nursing home after completing my shift and I would sit in my car and cry because I knew I wasn't able to give the patients the care and love they all deserved because I was overwhelmed with paperwork, phone calls, and multiple other tasks that were put upon me. I prayed for God to give me a job where I could care for His people as He would. I passed out my resume everywhere praying for a change. After several months and giving birth to my first child I had just about decided to give up on nursing completely as I was still stuck at the nursing home that had just about broken me emotionally, but then the phone rang and I was asked if I would be interested in interviewing for a position with Encompass Home Health, and with excitement I accepted. After the interview and the tests I



was thinking to myself "this company isn't going to choose me, I'm young with only a year's experience, I would be of no worth to them." But by God's grace I was offered the job and I leapt at the opportunity. Thanks to Encompass I can be the nurse I always wanted to be. I feel of worth. I feel like here I do make a difference. This is not just a job. My coworkers are like family, and I can get up every day looking forward to my job and touching the lives of those God has put in my path. I love my job and could not imagine doing anything different. Who knows where I would be if not for Encompass giving me a chance? This company has been a blessing to me, my children and my husband and I am so thankful.

"God does not call the equipped, he equips the called."

Ginger Dalgleish

The Encompass Culture is great because:

- Encompass employees truly live the philosophy *A Better Way to Care* not only in our exceptional care of patients but with employee interaction as well.
- Our leaders within the Encompass family invest time and effort in us as employees to ensure our success. Time is taken to listen to suggestions and concerns and action is taken showing a value in employee contribution to company success.
- The Encompass Cares Foundation gives back to the community and employees and families in crisis showing a level of caring and compassion not typically seen in the business world today.

Plano, Texas

with help from Lakeland, Florida

Alice Malec – Administrator, Plano

We have provided nursing for a precious, but very medically complex and fragile pediatric patient for over 16 years. The patient has a neuromuscular degenerative disease with many complex medical issues and needs. He is wheelchair bound, only able to move his head and hands, and is dependent on a ventilator. He has a shortened life expectancy and at the same time, he is cognitively normal. Months ago, his parents approached me asking if we could help them surprise the patient for his 18th birthday in late June. His ultimate dream was to actually go on a real vacation to Florida – especially to visit Harry Potter World & the Marvel venue. Unfortunately this young man doesn't have a lifetime to make memories – it needs to be NOW! One of his devoted nurses who has cared for him since he was 2, generously offered to accompany him with his family.

Our initial thoughts were – IMPOSSIBLE – way too many obstacles and regulations to overcome. I knew in my heart that there were so very many CARING hearts in the Encompass family that somehow this WAS going to happen. Everyone, all the way to the top, was willing to think “out of the box” and put the complicated puzzle pieces together. We did an internal transfer to our Lakeland adult office for those 5 days – the nurses in that office were fabulous! Angels were all over this whole adventure. He had a WONDERFUL time without any difficulties at all even though we were very prepared for emergencies. His DREAM did come true! He was even able to have a face-to-face meeting with one of his favorite video game super heroes!

I am so very proud to have been an Encompass employee for over 16 years. This is a true example of living our mission *A Better Way to Care!*

I knew in my heart that there were so very many caring hearts in the Encompass family that somehow this was going to happen.





Valentia Jablonski

Encompass Cares: a brand for which we are known; a slogan to all of us. But, for some of us, Encompass cares has left an indelible watermark on our lives.

I and my family are “one of those.” Shortly after I was fortunate enough to become a part of the Encompass Family, my youngest daughter was hospitalized yet again in her battle with cystic fibrosis. Her CF has been complicated with Burkholderia Cepacia, a bacteria that is resistant to all antibiotics or cocktail of them. Our family was called in, and she lay lifeless on a ventilator, in a coma. She wasn’t expected to recover. We kept vigil and planned for end of life. Not only were we facing the possibility of losing our daughter but also our home as our bills piled up and our credit cards maxed out. We live in Virginia, and she was in Pennsylvania. When I thought I surely had lost my job, my Branch Director, Kim Christopher, called me and I knew that was the call. Kim and my coworkers applied for a grant on my behalf to the Encompass Cares Foundation, and they were calling to tell me it had been approved. I sobbed. I had no idea they had done that for me. I stayed with my daughter who slowly did recover with no known medical explanation. I stayed for 2 months. When I was able to come home she was walking with just a cane and gaining her strength. A miracle saved her life. Encompass saved ours. Thank you from the very depth of my heart. There are no words. Any other agency would have let me go. Encompass IS the fabric all home health agencies should be cut from.



Shanta Bethany

The reason why I love working for this awesome company is because we are a family. The small group of co-workers within our hospice team are extremely close-knit, as well as the home health team. I have respect for the job in itself and my service that I provide for our patients and their families is priceless. The company keeps us informed of upcoming events, issues etc, but also have opportunities to move ahead within the company. I get up every day excited to see my co-workers and my patients. I could honestly say this is my career path and I'm looking forward to being here for a very long time.

Hannah Hansen

I am a nurse with Encompass Hospice. I am one of the two nurses that run the office/ behind the scenes work. I haven't been with this company long, but from what I have seen so far has completely amazed me! Our job is to make sure our patients have the most comfortable/loving/relaxing transition with end of life care. Words cannot explain our field nurses', aides', chaplain's and social workers' hearts and love for their jobs. You hear all the time that nursing can be a thankless job-which is very true!

I truly believe it takes a special kind of person to be a hospice nurse or hospice worker in general. We are a small group and sometimes get overwhelmed with the workload but these ladies care for our patients like I have never seen before and wouldn't trade it for the world. They are loving, supportive and compassionate about their patients, patients' families and their job.



Judy Goodman

I have never worked for an organization that values their employees more than Encompass! The whole atmosphere encourages employees to pursue their dreams – whether it is being the best at what you are, or learning and growing in new positions! All employees, whatever their position, have a chance to get an annual bonus, and they subsidize holiday parties and cultural events to promote employee satisfaction and motivation. I sincerely want this to be the last job I ever have.



Ashley Bock

We have a patient who wanted to be able to dance with his wife and reach their 65th wedding anniversary before he transferred to our hospice service. Cindy Sinclair, one of our PTAs worked with him on being able to stand up and dance with his wife. Crystal Sloan, one of our RNs, worked with him and the family and was able to help facilitate their getting to their 65th wedding anniversary where they danced! Crystal and Cindy were there when our patient surprised his wife to show her he could dance. The patient is now admitted to our hospice service, and he states he will dance with his wife every day until he can no longer dance.



Becky Bass

I am still so happy to be part of the Encompass family! After 14 total years in home health and almost 11 of those years with Encompass, I still wake up every day feeling absolutely blessed. The Encompass family is full of genuine, kind, compassionate and very caring employees.

When you go to work every day and realize that you have a small part in making someone feel better, smile or enjoy life just a little bit more there isn't another thing you could ask for in this life.

I know I was concerned that the bigger we get as an organization the more we may lose that close family feel. I have not felt that and I truly believe with the outstanding leadership of this company we will never lose that.

Our mission of *A Better Way to Care* is always at the forefront of what all of us do each day for the patients and our fellow employees. I have the utmost respect and appreciation for all that we are as a company and a family! I plan to retire from Encompass in 20 years. After all, when you already work for the best company on earth why would you ever want to change!

Suzanne Lewis

Encompass goes above and beyond to make you feel important, no matter what role you play. I love that each year April, Tracey, and Dan take time to visit each office and share information about this company, but also about themselves. Encompass makes you feel like family.

Although it has been over 6 years since my sweet Zachariah's passing, I still remember the outpouring of love that was shown to me and my family during that time. I never expected this from a company this large. I will be forever grateful for what Encompass did for our family. To me, it shows that Encompass not only cares about the company, but they also care about their employees. Thanks Encompass – a company I am glad to say I work for!

Linda Stephens

I would like to say that I love the company that I work for and the people that I work with – Encompass is the BEST!

Donna Fling

The Las Cruces, NM staff have become like family, I have had the pleasure of working in our community for 2 years now. I will soon be a part of the La Grande, OR office as I have recently accepted a position there and I have no doubt that I will be welcomed just as I was here in Las Cruces. Encompass has been and will continue to be a GREAT place to work!

Cindy Hampton

I know I made the right choice in 2013 to join Encompass Home Health Pediatric Services. I went on vacation earlier this year for about a week and upon my return I was requested to be onsite in our Temple location for staffing due to a vacancy. I was there 6 ½ weeks traveling from Dallas every Monday and traveling home every Friday.

About the 4th week into the assignment, another member of the Operations team told me people who have offices near mine in our Dallas Home Office were wondering if I was still on vacation and when was I coming back; they missed me. Not only did my own department team members miss me, but other departments missed me. I was like “WOW! People like me!” Meanwhile, in our Temple office we hired excellent nurses and training was going smoothly and I was winding down my time and preparing to return to the home office to resume clinical operation duties. The last day came and the Temple staff gave me cards; Lesley, the Administrator, handmade me a giraffe figurine with purple polka dots and thanked me for sticking my neck out for them. It really was a pleasure, and I enjoyed seeing an office grow their own culture with new people. I returned to the Home Office the following Monday, and it took about 2 hours to see everybody; catch up with hugs and smiles. Encompass culture is an awesome better way to care. No matter who you are or who you know at Encompass, everyone is kind and generous with smiles.

Evelyn Parkinson

The Encompass Home Health work family is a warm and fulfilling environment that I look forward to getting up in the morning and coming to.

The culture allows me to cook (which is my passion) and serve my fellow co-workers, administrative staff and new staff orientation folks. Sharing meals and fellowship is a very great building tool for morale and bonding with staff, which we spend a majority of our time with. We have in this office new employees from all over the state for training/in-services, and to have happy smiles with giving hearts, we can make a statement of comfort in working for Encompass Home Health that they can take home, with fond memories!

This does not take away from my full time duties with Encompass Home Health but it is my pleasure and calling.



4748 lbs.
of Food & Baby Items
Donated



Employees from the Pocatello, Idaho office participating in a food drive for the local community.

Pocatello, Idaho

Amy Mansfield, Branch Director

Drive for the local food bank

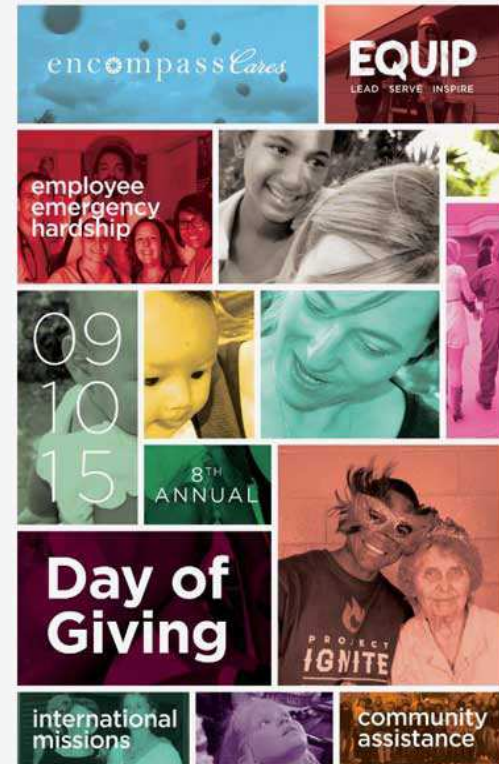
The greatest thing I can say about Encompass is our culture of giving. Our leadership continuously encourages us to “give back” to our community that we are so blessed to work in and be a part of. Three years ago I stood with one of my employees at an evacuation site and watched a wildfire climb over the hill with her home right in its path. As we stood there together and watched everything burn, I remember feeling so helpless. But, I didn’t need to. Soon that feeling was replaced with encouragement as I hurried back to the office and started her application for employee assistance through our Encompass Cares Foundation. Sure enough, within just a couple of weeks a check was on its way to assist her family to get back on their feet – to assist with the down payment on a new home.

Fast forward 3 years: our culture committee is meeting and trying to decide what we as an Encompass team can do for our community. A lofty goal was set to gather 1,000 pounds of food over a 2 month period of time to donate to our local food bank. If we could reach our goal, the Encompass Cares Foundation agreed to add a \$500.00 check to our donation. In just over 2 months our office of roughly 80 home health and hospice employees donated over **2 tons** of food to our local food bank, along with a \$500.00 check from the Encompass Cares Foundation. The volunteers of the food bank said it was the single largest donation they had ever seen come in from one group. We were all so proud to be giving back to a community that gives us so much.

Just a few weeks later one of our home health aides was hit with a medical tragedy in her immediate family that put her in a dire financial situation. A quick application to the Encompass Cares Foundation once again and important bills were being paid for her to ensure that she could keep her family home. A thank you note that I received from our home health aide summed up what Encompass is about. It read, “Thank you for everything. Encompass really does care.... I am so blessed.”

Thank you to Encompass Home Health and Hospice, for not only encouraging *A Better Way to Care*, but living it every day.

encompass
Cares



The Encompass Cares Foundation extends the Encompass Home Health & Hospice mission of *A Better Way to Care* through giving and serving local communities, employees, and the world. The Encompass Foundation contributes monetary gifts to support both internal and domestic care initiatives. In 2014, Encompass Cares has provided funding for:

151 International Missions
163 Community Projects
66 Employee Hardship Grants
380 Missions





Encompass Home Office employees volunteer with Habitat for Humanity, building a house in South Dallas.



April Alexander

The Encompass Cares Foundation provided me with an exceptional opportunity to serve in the Dominican Republic at their capital city, Santo Domingo.

What a life changing experience! I will never be the same. This child was part of the community we served and is undereducated without daily schooling. We provided activity and bible study with snacks and relief to a local community program – Buckner Family Hope Centers.

I feel so blessed that Encompass supports me in spreading God's word to the world. Thank you!

“Go therefore and make disciples of all the nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, teaching them to observe all things that I have commanded you; and lo, I am with you always, even to the end of the age.”

Matthew 28:19 – 20 NKJV

Leah McJunkins

We were acquired in May 2015 and hit the ground running. Encompass has been such a blessing for our little office. It is encouraging to be part of a “family” with the same values we have and we are daily learning *A Better Way to Care*. Everyone I have come in contact with has been super nice and helpful.



William Ruben

Since my 1st day with Encompass in September of 2012, I've always been elated to come into work.

I must say the work life balance EHHI encourages is phenomenal.

It really shows Encompass truly believes in providing *A Better Way to Care*.

Tiffany Caldwell

Working at Encompass has been such a huge blessing in my life. From the friendly, supportive and encouraging staff that I get to interact with every day to the fun and creative climate of the office. You really get a sense of the upper management's commitment to providing a collaborative and uplifting environment at Encompass. You don't feel like there is a huge gap in the hierarchy here, everyone is important at Encompass. It's also evident that we are making a difference in the healthcare industry, our company believes in its mission and that is very rewarding.

Belinda Leto

The following story explains why I personally love being a part of the Encompass Family.

I accompanied my father to his primary doctor's office here in Tampa, Florida wearing my Encompass Home Health scrub shirt. When the doctor came in, he immediately recognized the company name and told me he felt that Encompass Home Health was a “Fantastic Company” and that he referred patients to us. I explained how grateful I am for being able to be such a small piece of a wonderful corporation like Encompass. The vision, values and core standards Encompass embraces make me proud to represent this company in our local community. Of course, I gave the doctor a magnet and hope to be able to serve his patients and many others with Encompass Home Health for years to come!

Kimberly Wolfe

Although there are many reasons I love working, one of the greatest of these is the fact that I can say that I work for a corporation that shares my passion on the importance of “holistic” patient care. I transitioned out of hospital nursing into home health. Unfortunately, hospital nursing limits many nurses to focus only on the disease process and nothing else. “Holistic” nursing allows the nurse to care for, not only the disease process, but the patient's emotional needs, spiritual needs, family member needs, etc. Encompass not only shares this passion of mine, but EXPECTS this type of nursing from its team members. I assimilate my Encompass experience to discovering that perfect home in house shopping. That moment you walk into that perfect house in which you know right away that you want to call this your forever home is a feeling that remains in your heart forever more. That is the same feeling I have about Encompass. It is a company that I am proud to represent and a company that I am excited to grow in. Encompass is my career based “forever home.”

Kawanah Wade

I have been with Encompass for about 8 years now! The opportunities I have had to reach out into the community have been more than I could ever dream of. Fan drives and school supply drives, Alzheimer's races, care packages for soldiers, and the list goes on and on! I truly believe in the integrity of my company and will be here for many years to come!

Deidra Olsen

My favorite thing about the culture here at Encompass is the SUGGESTION BOX! At every opportunity, supervisors, leadership and the highest levels of management ask for suggestions. At every Road Show, suggestions are welcome on any topic from office supplies to patient care practices. And every single email sent to suggestions@ehhi.com is thoughtfully considered, responded to, and often implemented. I've never experienced such a genuine desire and openness for improvement. It shows me the leadership team places a high value on its employees and has the utmost confidence in their professional abilities. This is what makes Encompass an AWESOME place to work!

Brenda Riordan

After 20 years in the healthcare industry, I feel blessed every day to work for Encompass. As a regional leader, I am inspired on a daily basis by the impact of our simple but powerful mission of *A Better Way to Care*. Whether the care provided to patients and families by our incredibly dedicated staff, the compassion offered by the Encompass family to co-workers in need, or mission trips across the world, we make a difference every day, and I am so proud to work for such an incredible organization. We certainly know who we are, what we stand for, and are united in our mission. A truly amazing company, with truly amazing people, doing truly amazing things!





Pam Morris

I have worked for Encompass Home Health since 2010. I truly feel blessed to have the opportunity to work for such an ethically sound company. Encompass has a strong Christian base, with family, care, and team commitment at its core. Since joining the Encompass team, I have learned how home health is supposed to work. I have worked for multiple agencies in the past, but thanks to Encompass, I have become a stronger clinician than I was when I joined the team. I started as a RN Case Manager and then Clinical Care Coordinator, and Encompass provided me the opportunity for advancement that other agencies in our area do not offer. Now, as a Branch Director, I get to lead a team of compassionate, strong, and brilliant clinicians that provide excellent patient care, resulting in achieving quality patient outcomes. We have a tight office family, with a small town agency feel, while being a piece of a greater company that offers technological and educational support. At Encompass, you know there is ALWAYS someone you can call for help; you are never "on your own." Encompass is the Best Place to Work and I am grateful to have the opportunity to be a part of the team!



Hilda Brewer

It is rewarding to work for a company that touches the lives of so many. Whether pediatrics, home health or hospice, the care provided by our clinicians is so impactful. That motivates me to always do the best at my job.



Twyla McSpadden

Encompass is truly a Best Place to Work. I have been here three years and get up each work day looking forward to what my day at Encompass will bring. I love the camaraderie we have and the common goal of making each other's day joyful. I plan on this being the last place I work – no other company compares.

Megan Appenroth

I am approaching my 1 year mark of working for this company, and this 1 year has changed my life. I began this job as a way to finish school and work until I figured out "my calling," but this job has quickly become a career. I find myself excited every day about where this company is going, the culture that it works to maintain, and the vision that this company has for its employees and its patients. Encompass truly LIVES *A Better Way to Care*. I've found a company that has ideals that align with my own, and that's not the easiest task in the health care industry today.

Jordan Wright

I started here at the beginning of April 2015, and it was a new industry for me to be in. I was excited because I have not heard anything except great things. Now that I have been here from some time, I believe that this the company is where I am going to have my career. Encompass really does stand behind its motto, *A Better Way to Care*, whether it is for patients and/or the employees. I am excited to be on board with Encompass!

Kimmy Voigt

What I love the most about Encompass is we are a family. We have bridal showers, birthday parties & baby showers. When someone in the family needs help, we come together. We have the Encompass Cares Foundation & do so many other things like fan drives, blanket drives & school supply drives. When one of our Austin office family members needed us, we were able to help her buy tires so she could go out of town for a family emergency. When a nurse at our sister agency lost her husband we donated money to help cover the funeral expenses. If we send out one email saying someone needs help the donations start pouring in. Office staff & field staff come together immediately to help wherever it is needed. We celebrate when a patient is able to resume their normal life after the help of a therapist or nurse. We mourn when we lose a patient & rejoice when there is a new life added to the family.

This is my quote, “working with and for family is truly a blessing each and every day.”

Christina Rackler

I have now been with Encompass for one year, and I love love love this company! I have been with a few other home health agencies in the past and can say firsthand that none measure up to the teamwork, patient care and support that comes with Encompass! Encompass truly cares about its employees as well as its patients! I have never worked for a company with such commitment to both!

Look forward to growing with Encompass!

Laura Morales

Encompass is an awesome place to work for because the company empowers employees to provide better care to the patients in our community while the company in turn takes great care of its employees.

I am proud to say that I am an Encompass employee.

Bianca Ciccarello

Encompass is a great company that truly cares about not only its patients that its employees take care of, but for its employees who take care of its patients! Encompass always has the best interest for its employees and really does take care of them. Encompass show you how much it appreciates you.

Tyree Henry

Encompass is a great place to work because it has a sense of purpose that is summed up so well in its Mission Statement, *A Better Way to Care*. Adopting this attitude enables just one person to make a difference.

Jennifer K. Wilson

We were acquired by Encompass in September of 2014. Naturally, I was skeptical of this new company, but it turned out to be the best thing that has happened to my career! I truly fell in love with the culture of Encompass when I was flown to Dallas for the Foundations course. You walk into that building and you just know that everyone loves their jobs. I know this is where I belong.

Desiree White

As a recent hire, I knew coming from a small, locally-owned company outside of Austin, TX to the Encompass Home Office in Dallas, TX would be different, maybe challenging but definitely rewarding. The caring and personable attitude of everyone has made the culture here inviting. Overall I'm very blessed and pleased to be a part of this team.

Bradley Vanhaerents

Since I have started with Encompass it has been refreshing to be in a productive, “Team” building atmosphere. Since the acquisition last year there were many uncertainties and many of the employees were worried about the new culture of Encompass. I am happy to say that after going to the Foundations course and meeting with so many people from around the country I couldn't be happier. I truly enjoy getting up, starting my day and knowing I am making a difference in people's lives with team members that feel the same way. The leadership on all levels is amazing and incredibly supportive. I am thankful and feel truly blessed to be a part of the Encompass family.

Teresa Littlefield

Encompass is a very ethical company. I don't have to worry about signing my name to patient records whom might not qualify for our services (hospice). Encompass is awesome because our Ogden team is absolutely amazing, and great friends.

Encompass' **T.E.A.M.** Philosophy to Customer Service



THINK

Be thoughtful, stay prepared and maintain a positive mental attitude to pave the way for great customer service.



ENGAGE

Consistently interact in a positive and professional manner when representing the organization.



ACT

Take action to ensure all needs are met.



MOTIVATE

Respond to excellence and encourage the culture of service to thrive.

Jennifer Gondeck

I love to answer our incoming phone calls because quite often I am the one that hears so many wonderful stories from our patients. Picking just one story would prove to be too difficult, so I'm going to share a few of my very favorite calls.

ONE:

I received a call from a patient explaining that she had fallen down. I was simply going to forward her to the CFSS to let her get any info required for an incident report. However, in talking with the patient, I found out the WHOLE story. This patient had fallen off of the ramp outside her house and was unable to get up. Unfortunately, she didn't have a cell phone on her. She stated she lay on the ground waving at people driving by, hoping someone/anyone would stop to help her. After being down about an hour, mercifully, our Area Manager happened to be driving past her house. She saw the patient down on the ground and stopped to see if she needed help. Our Area Manager was able to call for assistance in getting the patient up, calm her down while they waited together for the assistance, and most importantly, made a tearful person in distress smile. While the Area Manager was sitting with her, the patient noticed her Austin Home Health, an Encompass company, name badge and exclaimed "I should've known it would be Austin Home Health that would come to my rescue." The Area Manager had no idea that this woman was a current patient, but simply saw a person in need and stopped to help!

TWO:

I received a call from a patient praising one of our PTs for the wonderful care and guidance that she was provided during her therapy sessions. The patient explained that her life was significantly better since this therapist came into her life and that she thinks about the PT all of the time. She apologized to me that she hadn't made this call earlier to let us know how much our services had meant to her. In talking with the patient, I pulled up her record just to familiarize myself with her care and realized the patient received the services almost a FULL YEAR prior to the call to our office that day. She had been referred to us from her physician's office after having experienced multiple falls in a short duration due to Parkinson's/muscle weakness. She was 90 at that time! The patient shared with me that when she was reflecting on her life, our PT was someone she was so thankful had come into her life. It was on her 91st birthday that she had placed the call to our office to explain how blessed she felt to have someone make such a difference in her life!

THREE:

We had a very special visitor to our office very recently. This patient was celebrating his 70th birthday, and in his words "couldn't think of anyone better to share his day with." He said that even though he is 70, he has the heart of a 32 year old because of the amazing care he has received from his clinical team from our office. He shared with me that before he started receiving care, he wasn't sure he would even "make it" to his 70th birthday, and now, he can't wait to celebrate his next birthday.

Quite honestly, it's not unusual for our patients to call and share such fantastic stories. Our clinicians witness the differences they make in our patients' lives on a daily basis, but hearing these stories makes me so proud to work with such an amazing caliber of people. I'm so proud and thankful for who we are as a company at Encompass/Austin Home Health and for being just a small part of this wonderful TEAM! We are blessed to do what we do, in whatever capacity we do it, as all roles are necessary, to make this such a special place.



Nicole Platt

I love how Encompass truly cares about the well-being and happiness of not only its patients and their care, but employees as well. It is rare to find companies in today's world who focus so much on employees themselves. It creates such a great work environment.

Jessica McAuley

A couple of weeks ago I received a great compliment from a patient as well as the MD that referred her to us. The MD was very pleased with the wound care that we provided and stated that "we are the best home health agency out there." In itself that was rewarding to hear, but the fact that April Anthony and Tracey Kruse personally responded to the "kudos to our staff" email that was sent to us, and thanked us, immediately made this company absolutely the best company to be a part of. As busy as they are, they took the time out of their day to personally acknowledge us and praise us for our work. I doubt that there are very many companies out there with CEOs or COOs that do this.



Jennifer Miller

I am very happy working for Encompass. I feel this company respects their employees and really supports its staff. Patient quality care is very important to me and the nurses and supervisors in the Tampa office have been wonderful and very good with communication. I look forward to having a long successful career with Encompass.



Ashley Acosta

I love working for Encompass Home Health of Florida. It has the perfect blend of culture and challenge. Going to work and going home are equally looked forward to by myself. The people at this company are a pleasure to work with and make it enjoyable to come to work. I have never worked for a company that feels like working with my family, and we all work hard and are recognized for doing so. I get to interface with all the team members and all aspects of care that are given to a patient. That is rewarding in itself. Also, I believe the right hand always knows what with the left hand is doing.

I love my job because I feel the work I do everyday makes a difference to the people that I live around and care for in my community. I know when I go home that I truly did something meaningful and important for people who could not do it for themselves, and that gives me such peace of mind. Working in home health care allows me that quality one-on-one time with my patients to provide teaching and education on their disease processes and medications. Encompass provides the flexibility I need to raise my family and there are great benefit packages. I love that this job gives me independence, flexibility, motivation, and satisfaction. My managers always encourage me to grow and welcome my feedback and ideas. I'm treated as an important member of the team. I feel appreciated and trusted. At Encompass we are always about the patient, and patient satisfaction gives me satisfaction. I'm so glad I've joined a team of professionals whose work speaks for itself.



 jessicakeinz

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35 likes

jessicakeinz Thank you so much for my chance to be an intern at Encompass Home Health and Hospice corporate building. I loved it and see why it usually ranks number one on the best places to work. I can't wait to go back, plus I got to spend time with the future bride and cousin



Deborah Attal

ENCOMPASS PROUD

To meet or exceed expectations
Our goal with each new life

Entrusted to Encompass staff
We give our best and strive

To treat each new referral
With respect and expert care

Our patients and their families
Know that we'll be there

Our footprint is expanding
North, West, East and South

Led by April, Tracy and Dan
Makes me Encompass Proud

To work for a company with state-of-the-art expertise and technology, leadership and vision, coupled with ethical practices is a dream come true. Thank you!

Melanie Sims

On my first day of work with Encompass, my supervisor and Vice President, Andy Ingram, sent out a welcome email to the operations team welcoming me as the newest RVP to the team. The email went out after 10:30 PM. The very first congratulatory email I received around 11:00 PM was from CEO, April Anthony, welcoming me to Encompass. That meant the world to me. That was almost 4 years ago and I will say this is the last place I will work.

Zena Llera

I have worked with Phoenix and now Encompass for close to 2 years now. What I have found is care and delivery of services is about the patient and ensuring that patient's well-being and healing potential. In addition, staff are supported. There is ease to talk to any staff member. There is respect of one's opinions and feelings.

Amanda Smith

I feel the work I do every day makes a difference in the lives of the people we take care of daily. It is very satisfying to see patients progress from when they first come home from the hospital and then transition and become stronger day by day.

Cynthia Grinder

When I was working on my Master's degree in Social Work a couple of years ago, I was taking a Leadership class that required us to interview someone that we thought showed great leadership. I thought of April Anthony, and with a little encouragement from our regional administrator, I got the nerve to email her. She responded quickly and warmly, stating she would be happy to talk with me and we set a date for a phone call. April was so easy to talk with, and very genuine. It was impressive to me that she would take time out of her day to chat about something that was completely unrelated to her very busy agenda and schedule. In a company this size, it's awesome to have a CEO who is so approachable and REAL... and that kind of authenticity makes for a great company culture as it filters down and through to all employees.

Kim Schmidt

I love working for Encompass because I love working for a company that supports my core values. The statement in the T.E.A.M. Training manual says it all for me ***“Whatever is true, whatever is noble, whatever is right, whatever is pure, whatever is lovely, whatever is admirable –if anything is excellent or praiseworthy – think on these things.”*** *Philippians 4:8*

Previously to coming to Encompass I had worked for 5 years with the fine people at Alpine Home Care and Hospice, and then I left to spend time with my family. My sister was still working for Alpine when Encompass acquired them and she had such good things to say about Encompass, HomeCare HomeBase, the technology it was using, and its mission as a company, that after several conversations with her about this new company I decided that if I ever got the opportunity I wanted to come back. I just thought that a company that cares enough to do things right would be a good fit for me. Luckily Encompass thought I would be a good fit as well as well because I was hired with Encompass, and I have not been disappointed! This company has helped me to grow as a person. Its commitment to *A Better Way to Care* has helped me to dig deeper to be a better TEAM member. I'm not perfect at it but I keep trying and I hope that as I am orienting new employees that they come away with that seed of commitment to *A Better Way to Care* planted in their hearts and ready to take it out to the community we serve.

I feel blessed to work for this company and with all of the fine people I worked with before and many new ones. I love orienting with new employees. Sometimes working in the back office doesn't feel as important as providing the day-to-day care. But, I've learned that my job is so much more than just work. I am helping take care of other people's families even if I am not directly involved in their care. The details that take place in the back office are just as important as the day-to-day care. I have discovered that when it's all done properly there is an ebb and flow to it all that can keep things running smoothly even when storms set in. Good training has helped us weather many storms.

I am most grateful for a management team that gives us every tool possible to do our jobs to the very best of our ability. I hear time and again from new employees that they have never worked for a

company that has trained them so thoroughly. Well, neither have I for that matter. Orientation has covered every aspect of our mission statement and I know first-hand that it is one of the things that sets us apart from other companies.



John Rainone

Below are the reasons why I love working for this company.

Leadership is one big item. The message is consistent and on point. The Encompass culture truly offers a remarkably different form of leadership. It's a culture built on caring and doing better. It's truly a genuine calling for the leadership personnel of this corporation. We are encouraged to do and be better. I love that. Better, not Best. When I first came to Encompass I thought why are we encouraged to be better instead of "The Best?" I realized that once you consider your work to be plateaued at your best, what's next? Worse or nothing – that's what's next. I would prefer to keep growing. I've never heard a corporate officer encouraging the best from us team members.. The focus is on *A Better Way to Care*. Just be better, do it better, think about it, deliver it better. Bring BETTER every day. Continued growth happens while exercising your reach for Better, from your soul, your heart, your head, your hands, from your skillset.

Consistency. I love that.

The corporate officers are the brains and the engine of this vehicle, and they never forget where the tire meets the road out here in the field. The leadership here is truly inspiring. Really wonderful good people. They offer so many tools and educational opportunities. I have abundant resources to improve my skillset. It's an amazing place.

While I was not the treating therapist on this case, I think it illustrates our culture. We had a gentleman on service for nursing and therapies. He's a long term diabetic. He's relatively young, right around 65 or slightly less. He's been on Medicare based on his disability for many years. Historically, he's had problems managing his diabetes. He was a home inspector. Approximately 10 years ago he was working up in an attic, and fell through a weak floor onto a lower level in the the house. On top of his poorly controlled diabetes he now had spinal fractures resulting in incomplete paraplegia. He could no longer work, managed his diabetes even worse, became bed bound in his mid fifties, had one infection after another. He developed one non healing open wound after another, one amputation after another, until he became a bilateral aka, high up with poor trunk control. Over the years he has been on service with one home health company after another. No real effort was given to him, no real motivation solicited from him. When he met Encompass, he was depressed and pretty much void of any motivation. He

was basically in custodial care in the house. Kind of "stored and maintained on the bed," with open wounds.

All of our disciplines went in and we all did what we all do with all of our patients. The patient and his wife said to me many times, "one home health company after another have come and gone" but "once Encompass came everything was different." Everybody truly did a thorough caring job and got this man moving. There are many very purple cows in our group that were just remarkable, including the patient and his wife. The Nursing staff worked hard on diabetic teaching and wound care. They and the Therapy Team were just relentlessly and consistently delivering *A Better Way to Care* day in and day out. The PTA was just awesome.

By the time we exited, the patient could pull his shorts on, control his trunk, transfer independently out of his bed to his wheelchair, (not even needing a sliding board), wheel himself out of the house, down a ramp, across the uneven unpaved dirt path across his yard, to his truck, open the truck door and get himself in the passenger side vehicle. He could even wheel himself down the road.

Hats off here particularly to the PTA, the patient, and the wife.

They said year after year many home health companies had come in, taken one look at him, performed a few visits and said "That's all we can do," resulting in no real change. But once Encompass was there, and he was treated with the dignity and respect he deserves from everyone. He was encouraged, educated, cared about, and pushed. He was a given real opportunity to get better, and he grabbed it.

Now that's my idea of delivering *A Better Way to Care*. That's the difference *A Better Way to Care* makes.

P.S. I was dazzled!

Norah Mohorter

The first time I heard April Anthony speak was when she was in our conference room announcing her company, Encompass, had merged with the company I worked for at that time. It was terrifying. I had never heard of Encompass, and I didn't know what it meant for my career.

The second time I heard April speak was during the Foundations course at the Encompass Development Center in Dallas. Having the CEO of your company take the time to come to a class full of field clinicians and back office staff and explain her own vision and the history behind her success was inspiring. In an organization of this size it is incredible that our leader works so hard to personally connect with all the employees and even allow them the freedom to ask her questions directly. By that time, I realized that being acquired was, without question, the greatest thing that could have possibly happened to our office. I knew I was working in a company that not only supported superior care of patients, but also care of the employees. It is an amazing thing to be a part of a group that puts so much emphasis into education, compliance and support for their employees.

Jackie Rogers

I have been an employee of Encompass Home Health and Hospice for four years. When I started at this company, I felt the love and compassion that this company has for its employees. I look forward to many years with this great company.

Mary Hedgren

What does *A Better Way to Care* mean to me? It means I am empowered, I am treated with respect, and I am part of a team working together to accomplish a very simple, yet unique, goal. It means my voice is heard and my feelings are considered. It means I am appreciated and valued. It means I know I make a difference, and because of that I love my job, and I am proud to be an employee of Encompass Home Health & Hospice.

Brandy Salinas

Since I started here at Encompass I have always appreciated the culture. This appreciation has been emphasized, once again, for me this week. Our company is ETHICAL. As an employee, this makes an enormous impact on culture. I'm proud to work for our company as I know we provide *A Better Way to Care*, and we do it legally and ethically. Our patients receive better care and we provide it the right way.

We are currently having our state survey, and it's absolutely wonderful working with a company that doesn't have to change practices or hide anything just because we are being watched. We are confident and accepting of surveys because we are ethical and consider it a tool to help develop the better way care we continue to provide. Our chaplain used scripture that so perfectly sums this up:

“The wicked flee though no one pursues, but the righteous are as bold as a lion” – Proverbs 28:1

April Combs

I am a Branch Director for our College Station home health office. We were a small “mom and pop” agency that was acquired by Encompass right at a year ago. Although it has been an interesting ride, I can honestly say, I wouldn't want to work anywhere else. This company has so much compassion for what we do and the people that do it. I have never felt more supported by an employer. We have come so far and this company has given me the resources and support to make my branch amazing! I can't explain how much it warms my heart as a Branch Director when patients tell me how wonderful they think my staff is or how much of a difference we have made for them. That's what this job is about! *A Better Way to Care!* I believe with my whole heart that Encompass does that! This isn't just my job; it's my career, and most importantly, my passion.

Kimberly Ware

I have NEVER worked for a company that has made me feel so valued as an employee.

Megan Ronnow

I love working for Encompass because... I am constantly surrounded by wonderful people (team members and patients) that provide a rich environment. I am always encouraged to work harder and be a better person. Encompass has changed my life by deepening my love and compassion for others around me. I also learn from each and every person I meet. At Encompass every person truly cares about those they work with and care for.





Pamela Chapman

I enjoy working for Encompass because the integrity of the staff is really inspirational, I've been in the health field for 30+ years and find the employees at Encompass to be the most professional and caring of any of the facilities I've worked at. Encompass truly does have a better way of caring. Encompass has provided me with a meaningful job with training, opportunities for growth and a fabulous team of co-workers. It's a job I'm proud to have.

Encompass is awesome because they have a great Bereavement Support Group. The annual event was spectacular with 55 + families in attendance. They each shared a poem, song or artwork that represented their beloved. It was truly an inspiring and memorable event.

Sue Draper

Encompass is a great place to be, and what an amazing opportunity to be part of this family. I have had the opportunity to visit some of our other offices, and I am always so impressed that *A Better Way to Care* is being presented and carried forth in every one of those offices. What great and amazing people I work with from Houston, to Ogden, Orem, St George, Idaho, Heber, Payson, and always a pleasure to be in Dallas – I love that I can call them all friends.

It is so great to work for a company that you know you can entrust those you hold most dear to you and place them in the care of such great and wonderful teams to care for love and support in these end-of-life days. Thank you all my Encompass friends for providing such an amazing better way to care to my loved ones over the past year.

Daniela Nelson

Working for Encompass has allowed me to have a flexible schedule so I can have more time for my kids. I love being able to spend one-on-one time with the patients and families we serve. Encompass has changed my life by allowing me to work for a company I can be proud of and have a Career that allows me to give my boys a better life. Our *Better Way to Care* philosophy makes this an awesome place to be part of. This is a company that truly cares for its patients and employees.

Karen Hacker

I have been in nursing for 24 years and have worked for numerous companies in the home health field. What stood out to me that makes Encompass different from others is the complete hiring and orientation process with the attention to staff education ,support and client care focus.

I proudly wear my name tag in public, where in the past I made sure I did not. Encompass has many attributes to be proud of, and I hope that continues in the future.

Stephanie Myers

The culture at Encompass has made my role on the Talent Acquisition Team very easy. In my position I get to talk to candidates all over the country about our company, who we are, and what we believe in. It's so easy to pour my heart out to these potential employees about how great Encompass is, because I truly believe it is that great. I am grateful that I get to work in an environment that makes me feel that way.

Sharon Holmes

As a former employee of Electronic Data Systems/EDS, I come from a corporate background in which the company has high standards of operation and a Code of Ethics/Compliance, and I appreciate that Encompass follows that Culture.

I also like that my CEO is not hesitant to speak about God and how God has ordered her Steps. The Company also has Friday Bible Study with the CFO and employees.

I extremely appreciate that my Manager does not micro-manage her team. She knows that skilled, competent, reliable adults have been hired for the job.

I welcome the fact that Encompass is not so large that an employee is just a number. There is a close family atmosphere around here that even if someone does not know your name, they definitely know your face.

And, most of all we all want to be secure or feel secure. I have confidence in my Executive Leaders that sound business decisions are being made for corporate stability.

Kimberly Armstrong

Well, I love Encompass. I have been here for the past 10 years and feel this is my home and my family.

In my department I feel that my TEAM works well together and are always there for each other. We do have the ups and downs, but in the end, we have each other to count on and be supportive.

I look forward every day coming to work just to see what new horizons may come our way today and also feel that my staff feel this way as well.

Alexandria Barger

Let's see... All the reasons why I love Encompass:

1. We promote from within.
2. We work with genuinely KIND people who care what we can bring to the pot, not how much the pot can give us.
3. My office had a long-term independent contractor who was from the Philippines. When a hurricane hit the island, both his wife's family's home as well as his, were decimated. Even though our company donated to the cause, they also honored an Encompass Cares request to assist him and his family directly almost immediately. The employee told me that the contracting company he was working for barely asked how his family was.
4. I have exceptional team players who do not hesitate to help others no matter what the circumstances. For example, two of my branches were in dire need of nursing, to the point that all nurses in every office were in the field, including CFSSs, Schedulers and Branch Directors. One Director went as far as to go into the field herself so that she could send her nurses to another office. Now that is what exemplifies *A Better Way to Care* and "Teamwork" at its best!
5. I know an Employee Relations Specialist who used to work for Disney on Ice and I think he is the coolest thing since sliced bread!

Freda Arnold

One day, after I went to a patient's home 3 times in one day to check her blood pressure, my patient told me how much she loves and trusts her physician. She said he is MY doctor and he always will be, adding, "in the same breath I have to say that Encompass is MY home health company and I will not settle for any other." If you know her, she does not mince words and tells you EXACTLY what she thinks and I thought that was really something for her to say that.

Sherry Holmes

There is rarely a day that goes by that I don't hear a client singing the praises of my Encompass Home Health team. It makes me proud to hear such wonderful comments and to work with clinicians who are loved and respected by their clients. But, the added bonus of working for Encompass is experiencing how the EHH team members care for each other. It lifts me up and encourages me to see my team members take a moment to ask "how are you" or "how's your loved one that was in the hospital?" And when that concern is turned into action by time spent in prayer, well, you just know you picked the right place to work.

Brandon Palmer

Encompass has changed my life by showing me how a REAL home health and hospice agency is run! No other company I have worked for has provided better care to their patients and families. I'm so glad to be part of this team.





Amber Mark

I have not ever been as happy with the company I worked for as I am with Encompass Home Health. It's a great feeling to know that you are known by name instead of just an employee number. Despite the size of our company we still maintain that privately-owned, personally-connected feeling!

Rachel Brennan

I recently moved from Ohio in March of this year. I have worked in home care for the last 15 years and. I can honestly say that this company, Phoenix-Encompass Home Health, is "TOP NOTCH!" From the first day I felt very comfortable and very welcomed by all the staff. Starting a new job is stressful in itself and the staff definitely made it easier.

The staff is very knowledgeable and very helpful and honestly work as a team.

I have been exposed to several different agencies and have seen how they all operate. I can definitely appreciate a very professional company as well as very personable staff.

I'm just very happy and thankful to be working for a company that appreciates its employees.

Jason Smith

The Staff are professional and knowledgeable, but more importantly, they care about each patient and are respectful and quick to go the extra mile for them. They care from the top to bottom – CEO to CNA.

Gracie Davis

I can't imagine not being able to come to work every day at Encompass. I enjoy the relationships I have with those I have worked with for years. I am in a unique position to meet many new employees just starting their career with our team. It's great to see new employees quickly drawn into the culture of working hard and helping each other be successful, because that's what we do. Satisfaction comes from watching employees grow professionally and climb their career ladder within the organization. We are friends at Encompass and I love that. I treasure the many years I have been here and I look forward to many more.

Ginna Jones

When I began looking for a new job after moving back to TX and being out of the workforce for two years I literally prayed for a job that would fit 'Me'. I was recently divorced, needed good pay to support myself, flexibility to manage my life, good benefits and good people to work with. Encompass was literally a Godsend. I've been with the company for eight years and I couldn't have imagined a better place to work for or better people to work with. The management is top notch and their innovative thinking keeps us current with the changing times that we live in. They really cultivate positive attitudes, higher standards and *A Better Way to Care*. My boss is absolutely the best I have ever worked for, and I have made lifelong friends with some of my co-workers. For me, Encompass was the perfect fit, and I am truly grateful that God opened this door for me.



Jean Hassig

I have worked with Encompass for 10 years now. I joined the company through an acquisition, and was very apprehensive about the change and working for a big company. However, I quickly realized that Encompass is not a typical big company. The mission statement *A Better Way to Care* truly speaks of my experience. I have grown tremendously over the past 10 years in my professional role, and can truly say that this is the best company that I have ever worked for, and the company that I want to retire with.

Janet Kelly

Encompass is not a place to work but a way of life. It allows you to spread your wings and grow as a clinician. Encompass believes in providing the best culture where staff can accentuate a positive culture in the work place. We are not just a company that provides health care, but we are a company that makes strides to improve our patients' functionality. Basically, I just love my job and work with the best staff in the Longview and Texarkana, Texas offices. My sister agencies are awesome we are a strong team that provides the best quality care.

Carla Brewster

I love this company to the core. The vision to grow this company, the drive our leadership possesses to go out and promote the growth, and the communication that our leadership has with the company as a whole is amazing. It's so nice when you have leadership that knows you by name.

Ranae Womack

I was purchased in the Tyler acquisition. It was also one of those purchases where most of us said "we weren't broken, why were we sold and why would they want to try to fix us." Of course, we now know that there are many reasons for a sale and they are not always a bad reason.

After some time, most of us adjusted to the Encompass ways and found out that it was the best place to be.

I was working on my Masters' Degree at UT-Tyler and felt like there was going to be no place for me at Encompass after graduation. I actually went for two other job interviews and was being called back for the third job interview that week, but was feeling sad that I would have to leave Encompass. I spoke with Gracie Davis who was the RVP at the time and asked her if there was anything in the Company for me now as I was going to have my Masters' Degree in a few weeks and if there wasn't, I would have to pursue other opportunities. Gracie asked me to send her my resume and within just a few short days, I was in Mike Verner's office in Dallas interviewing for a Home Office position. It was the happiest day of my life knowing that I could stay with Encompass and use my degree. Now it has been some 9 – 10 years later and I am so thrilled and pleased to be with Encompass. There have been many opportunities to share my satisfaction with new employees over the years and help people adjust to the Encompass culture and ways. It has been one of the greatest experiences in my life and I will never forget the great people and all of the great times that I have had while here at Encompass.

Jay Duty

I admired Encompass and the culture long before I ever thought about working here. I was told how the culture was friendly and hardworking, and that they "took care of their employees." IT COULDN'T BE MORE TRUE. I have worked in and been a leader in two large organizations that claimed to be employee driven, but none hold any water to the Encompass culture, which truly invests in people and talent. Our leaders live up to everything they stand for every day, and I literally never hear anyone who doesn't think so.

Angie Lewis

Encompass strives to make every employee feel welcome and appreciated. Encompass works with you to advance your career as well as give you "a helping hand" in times of need. This is why I love my job – 10 years strong.





A Random Acts of
Kindness Movement
within our Company



Encompass Home Office employees serving snow cones at a day care during a Project Ignite event.



As students are going back to school this month, Encompass Cares funds dozens of backpack and school supply drives. Thanks to our employees continued support, Encompass Cares also funds Project Ignites like the one in Wichita, KS.

Susan Waldrip - Area Manager, Encompass Pediatric Services, describes the project that the team from Encompass Pediatric Services completed this week.

"We got to make a principal cry yesterday - and it was awesome!

We had an inside accomplice - texted her to tell her we were right around the corner. She told the principal - "just trust me on this one, we need EVERYONE to the front of the school, RIGHT NOW!"

So imagine the buzz of a room full of teachers, paras, and special needs kids waiting for something unknown to happen... and then the giant Wichita Party Bus (donated!) pulls up in front of them, and out comes this horde of people all dressed alike and carrying bags of gifts for all the teachers and students in the building! There were tears and excitement all around! One little boy hugged one of the nurses for about 5 minutes! He wouldn't let go of her! Another child (pretty obviously dealing with autistic/sensory issues) and his para, used this opportunity to practice some social and interaction skills with the group. You could tell he was excited and caught up in the event, but struggled with how he was going to show it. He decided it was ok to shake a few of our hands, but a hug was definitely out of his comfort zone! It was really great to see the child and his para working together in this unique situation.

The principal was just beside herself at the kindness and generosity showered upon her school. Truly moved to tears. And it was one of the neatest things I have ever been a part of! Thank you for the opportunity!

We "shared the love" with three schools and three nursing homes yesterday. But this was my favorite stop by far!"

Katie Pedigo

Encompass Cares Executive Director



Encompass Home Office employees enjoy ice cream sundaes and a dancing with the residents of a local memory care facility during the 'Senior Soiree.'



Encompass Home Office employees during our 'Random Acts of Kindness' Project Ignite.

Jessica Butler

Prior to working for Encompass I heard it was a great company to work for, all the awards they had received. When the opportunity came up to work for them I REALLY had no idea of what was to come. The employees, for one, are GREAT! Everyone is so nice and helpful. But within a few weeks I was exposed to the REAL culture of the company and was able to see firsthand what Encompass was really about. It was the first time I heard April Anthony, as an Executive, speak. To hear her heart and understand why she does what she does was just impressive. To see that she has true passion for the company and the employees was really refreshing. Not to mention the amount of time she spends out in the field with employees! In many businesses you rarely see the executive team, but at Encompass they are HIGHLY engaged with the employees. The Foundations Course in the Encompass Development Center was a great example of this. Having the executive team come for almost a week and spend time during the lunch breaks meeting each person individually and getting to know them was just an example of this. It truly showed me they care – not to mention all the ways you can get involved with the company to make a difference. It is amazing to see a company not only make options like the Ignite program or the Encompass Cares Foundation available but to also be hands-on engaged. No wonder Encompass receives Best Place to Work Awards! I have truly enjoyed the short time I have been here and look forward to being able to contribute to making this the Best Place to Work!

Chelsea Gonzales

The Encompass culture is one that makes it impossible to feel that your “job” is anything less than a calling. Employees have a passion for the Encompass mission of *A Better Way to Care* that extends not only to our clients, but to our co-workers, communities, and beyond. It is this passion for the mission that drives the culture and is impossible to ignore. Encompass truly is the best place to do extraordinary work.

Sharon Crawford

A company’s culture develops organically over time from the cumulative traits of the people the company hires. Encompass is a place where you get a lot of access to senior leaders, have a team and manager that cares about you, and get recognized for your efforts. I am proud to be part of that culture and look forward to many years here at Encompass.

Mendy Dickeson

What I love most about Encompass is that we are more like family than co-workers. In the four years I have been here, I have seen a lot of growth within the company. But, no matter how big we get or how busy we are, we still take the time to have fun. Having fun with our work family by doing family movie nights, bowling and even roller skating. I think it’s fabulous that our company COO is out there roller skating with us and that our CFO and VP of Finance are bowling on my team! Encompass is an amazing company with amazing people and I am so glad to be a part of it!

Diane Wroe

Working for Encompass is wonderful because of my coworkers. Health care is a stressful business, and having people that support you and treat you like family is a blessing.

Peggy Vance

I love Encompass because everyone here is family. Whether you are meeting our staff for the first time or you have known them for years, you are greeted with a smile and a glad-to-see you attitude you just don’t find everywhere. Encompass has not only made a difference in my life but it has extended to my immediate family. The field staff provided care to my spouse while he was recovering from significant health challenges. They gave him hope, and they gave him the skills he has needed to come back from a stroke that has changed our lives forever. Though there are deficits that will always be there he has been given back control of his life. That is a gift that you can never repay.

Megan Appenroth

One of the things I appreciate the most about Encompass is that we truly feel like a family. Words like “team” and “family” are used in place of “co-worker” or “employees.” The warmth and respect that this Encompass family has for one another then extends to our patients. The support we feel from our work family really helps us create *A Better Way to Care* for each of the people and patients we come into contact with on a daily basis.





Andrea Jones

I am currently supervising a physical therapy assistant student. Yesterday, we had the opportunity to attend the road show and listen to April, Dan and Tracy speak about Encompass. The student was so impressed with the overall presentation, the success of Encompass to date and the vision of future growth. What impressed her the most however was the way April addressed our Twin Falls, Idaho branch. She said it was obvious that April has a personal interest in every branch. April didn't compare us to other branches in the company but spoke to us about our own strengths as well as opportunities for improvement. The student also said she appreciated how much April, Dan and Tracy genuinely cared about the company, the employees and the patients we care for. This student will be taking her board exams in January and has her heart set on a position at Encompass. It was evident to her that Encompass truly is a great place to work. I couldn't agree more. I am so proud to be part of such an amazing company!



Patti Burrows

Having been a nurse for 38 years, I find Encompass a refreshing environment to work in. I have worked in all phases of nursing from the bedside to Director. One of the qualities about Encompass that I truly appreciate is the ability to talk openly with not only fellow workers, but clear to the top. I personally feel empowered to contribute to making the job and its workings better. What a great environment to be in. Thanks for the opportunities!



Kimberly Hollins

I like working at Encompass because I feel like I am at a family reunion every time we get together.

The perks and benefits make everyone seem like a top executive.

Di Miller

Answering phones all day can be a bit trying sometimes, but taking calls where clients or their relatives say what a difference we made in their recovery is such a blessing. One call stands out in my mind. A client, who said she was a medical professional, needed therapy. She was skeptical of home health and how it would benefit her. After she was discharged from our service, she took the time to call and tell me how wonderful her therapist, Jay Wendorff, was – how caring and calming he was. She said he was knowledgeable, represented the company with pride and was always on time. She told me it was because of Jay and Encompass that her impression of home health had changed, and she would be proud to recommend Encompass Home Health's services to anyone who needed them.

I am fortunate to work for a company who not only cares about the business of doing business but cares how it treat and care for its clients and its employees. The mission statement *A Better Way to Care* is not just words; it commands action. You can see it in the actions of caring, giving, improving and growing. Actions to help clients improve and gain a better quality of life and for employees to grow and succeed in their career. Thank you for a great place to work!

Mark Faulkner

A while back I was seeing a patient for physical therapy after he had back surgery. I treated the patient twice a week for 4 weeks. I tried to schedule each visit for 9:00 am. However, this patient would never let me come that early, and I ended up seeing him in the late afternoons for every visit. It became a joke between us. Each time I called to schedule a visit he knew I was going to ask about 9:00 am. The gentleman did very well, as expected, and achieved all of his goals.

When scheduling his discharge visit, I once again asked to see him at 9:00 am. Surprisingly, he allowed me to come at that time for this last visit. He was home alone during this visit as his wife was out running errands. The discharge visit went well. As we sat and talked towards the end of the visit the patient unexpectedly became very short of breath. I quickly assessed his vital signs and found him to have a very high heart rate and blood pressure, and a low oxygen saturation. I suspected he was having a pulmonary embolism and called 911. It took several minutes for the ambulance to arrive. As we waited, the patient began to feel better and his breathing stabilized. He urged me to tell the ambulance not to come that he did not need to go to the hospital since he was feeling much better. The ambulance arrived and he was transported to the hospital and admitted for a very large pulmonary embolism. He called me a day or two later from the hospital to thank me for my actions that day. He told me that if I had not been there, he would not have gone to the hospital and he would not even have told his wife about that incident because he did not want to worry her. He said that his doctor told him that he may not have survived if he had not gotten help when he did.

Looking back on this day, I truly believe there was divine intervention at work which allowed me to be in the right place at the right time. Of all the times I tried to see this patient at 9:00 am, this was the day I walked through his door at 9:00 am. This is why I love what I do.

Christina Darrah

Prior to my employment at Encompass I worked for a company that was consistently unappreciative of its employees. People were overworked every week, never heard a thank you or good job, and were often crossing the legal line leaving many of us employees fighting daily just to do the right thing. Through that experience I learned how important honest and caring CEOs and administrators are. I had worked at Encompass only a few weeks and had only been in the field a few days when following a treatment, a patient's wife called the office to say how much she loved me and appreciated everything I had done for her husband in just 1 day. My branch director, Amy Mansfield, immediately sent me an email telling me what a great job I was doing. Unbeknownst to me she had also sent an email to April Anthony letting her know what had happened. The next day as I was preparing to leave the house I checked my email and was floored to find an email from April welcoming me to the team and thanking me for being such a great part of it already and that she was thankful to have me working at Encompass. I couldn't believe it! The kindness and appreciation I was shown in such a short time of being here let me know instantly that I truly was working for the greatest company out there and that its mission of *A Better Way to Care* wasn't just for the patients but for us as a team.

After working at Encompass for a little over a year I found myself feeling more happiness in my job than I have ever felt. I had less stress and just felt that things were really going my way, and it was largely because of my consistently uplifting work environment. My husband and I had been trying for over 8.5 years to have a child. Hundreds of doctor visits and thousands of dollars and still no success. We decided to take a break from trying for a while because of our feeling overwhelmed. Working in this environment brought me some happiness and inspired my husband and I to try again. We found an amazing local physician and within just a few short months we found out we were pregnant! I know this result was a combination of many things but I also know in my heart it was largely because of the decreased stress in my life and the happiness I was already experiencing. My entire Pocatello, Idaho team is so supportive and encouraging and have made this experience even better. I will forever be thankful for what Encompass has given me in my life and in just a few short weeks we will welcome our new baby Emmalynn Rose into this world!



Teresa Heinz

As an Area Manager for the orthopedic program in Boise Idaho, I cross paths with many of the nurses I have worked with for over 20 years. One day a few months ago, I was visiting one of my accounts and a friend of mine was within earshot. She came over and gave me a hug and we were able to catch up on our families and the many changes that have taken place over the years. In our conversation she confided in me that her husband was growing increasingly worse and was given only a few more months to live. She told me about her situation which had brought increasing costs in medication, hardship on their family, and she spoke about the strain she felt going to work each day. I felt compelled to speak to her about Encompass and the possibility of placing him on hospice. I was able to explain to her the benefits to her husband, made a few calls and gave her contact numbers at our office. I had not heard anything more and I just ran into her today. She gave me a big hug and she thanked me for the wonderful care that our clinicians are providing her husband. She said people got right back to her, made all the arrangements necessary and were out right away. She told me how happy she was with the wonderful clinicians that are providing her husband care. She told me that they no longer struggled to purchase the medications needed and he now took all of the medications prescribed without worrying about the burden to his family. She told me that this has enabled her to go to work without the stress of leaving a husband at home, yet knowing they still needed to have an income. I was so happy to hear this information that it brought tears to both our eyes. Knowing that my company was taking such good care of my friend warms my heart and left me knowing without a doubt that we truly are *A Better Way to Care*.

Thank you all.

Rhea Fryer

The Austin pediatric team gathered 48 backpacks and with the help of the Encompass Cares Foundation, we were able to fill them with school supplies as well. These backpacks were donated to Caring Family Network-A DePelchin Children's Center Affiliate to help fulfill the back to school needs of the area's foster children.



Sharon Palmer

I would like to share how Encompass has touched my life. Not only is it the most awesome place I've ever worked, but I think Encompass Cares is the best part of the company. I am not only a contributor but also a recipient. On 8/26/11, my husband underwent a surprise quadruple bypass surgery at the age of 56. He is a self-employed painter/home repair/handyman and could not work at all for 5 months. He had no paid vacation days or any kind of short or long term disability. Three months after his surgery, our furnace went out and had to be replaced. Five months after his surgery, his (paid for) truck engine blew up and we had to buy a new truck. Between medical bills, home repair, and truck replacement, we were in a real financial bind with only one income. I filled out a one page request and sent it in to Encompass Cares. I asked for Encompass to pay 2 or 3 months of my mortgage. They did not hesitate to pay 3 months. I can't even put into words, what that meant to us to not have to worry about a roof over our heads for that 3 months. I'm still paying medical bills from that surgery 4 years ago, but will never forget what Encompass Cares did for us. Thank you Encompass for being so incredibly awesome!

Mary Sanchez

I like the people I work with. We lift each other up when we are down. We pray together, we sing together, we laugh, we cry we are a family.

Debbie Stewart

Encompass promotes a culture of teamwork by engaging the hearts, minds and talents of the employees, encouraging them to believe they can make a difference in the lives of other by serving others and accomplishing our mission of *A Better Way to Care*.

Gail Geisler

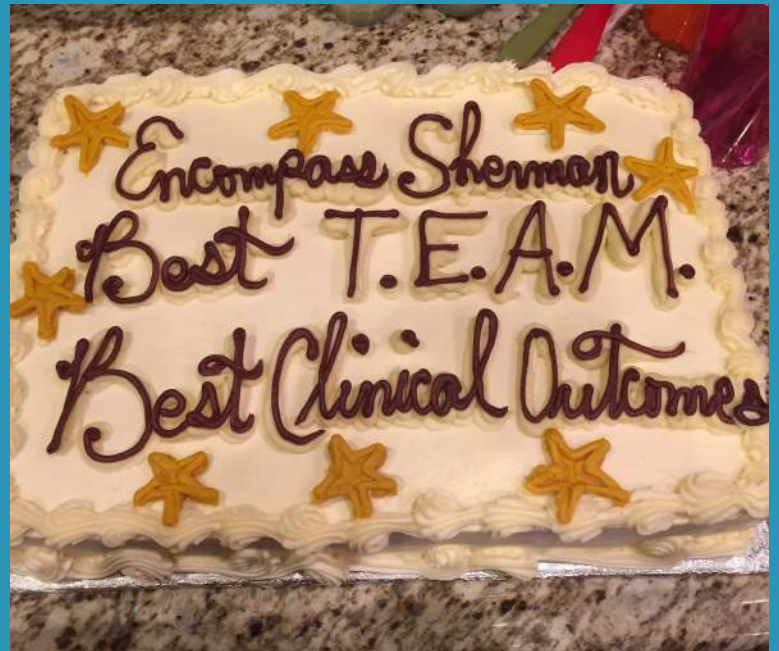
I wanted to share this picture of the flowers I received last week from Duke & Randy. When I walked in my office they put a smile on my face!

Jelisa Maret

I would like to share my story about the picture I have submitted. I received these flowers from Duke VanCampen and Randy Schellhaus for my hard work on our claims held. In the Fruitland, Idaho office we have kept our claims held at 10% or below for over 25 weeks straight! Randy and Duke sent me flowers to thank me for the wonderful accomplishment. This was the kindest thing that they could have done for me, and I was so surprised to see flowers arrive at the office for me. By just sending me flowers I felt valued and that the work that I do in Medical Records has a higher purpose. I greatly enjoy working for Encompass and by receiving flowers made my day.

Thank you!





Christopher Foster

When I was considering employment with Encompass 15 months ago, my brother-in-law was killed in a tragic accident. I had a verbal job offer and had given my verbal consent. Needless to say, I needed to take some time off. Without even having worked a day for the company, I was given as much time as I needed as well as several days of bereavement. It was easy to accept the formal job offer when it came, considering the sweet expression of kindness and sympathy by Encompass even before my first day of work.

Justin Murphy

Right from the start I have felt accepted and cared for as an Encompass employee. As a new nurse of only 3 years as of now, I have always felt that I have had the support I needed to do my job. From my peers helping me with my everyday questions, my Branch Director, Amy (the best BD ever!), helping with those difficult situations, to a complete office staff supporting me in all my needs, my experience with Encompass has been amazing! If I want opportunities to grow, I have them. Recently I was asked to become a preceptor and have been able to be a part of 2 different acquisitions and that has been a wonderful experience! I can't imagine a better company to work for.

Shelly Fulgham

I came to work for Encompass in 2011. After my first week with Encompass, I knew that this was not just a job but a place where I could have a career. The people are so wonderful to work with and I couldn't think of any place else I would ever want to work.

Krisa Fenton

I do home health AND hospice in Idaho Falls, ID. A few weeks ago I was at the grocery store and a woman came up to me with tears in her eyes. I had been her mom's hospice nurse 15 months ago, but had left on a vacation the day her mom passed away so I had not seen the family since. She proceeded to tell me that she had thought about me numerous times since her mom had passed away, and that she had never been able to tell me how kind I had been and how much our entire hospice team's care had meant to her and her family. It was very touching to know that our hospice team had made such an impact on her family. That is one example of many that always helps me remember why I love being a NURSE and love Encompass.

Anita Davis

I have been with the company almost 2 years and I love it more today than the first day I started. Encompass not only provides *A Better Way to Care* to the client, but also to its employees. Encompass goes above and beyond to provide clients and staff with everything they need to grow and thrive, also taking time to get to know each one personally. I am very proud to wear my EHHI Shirts and jacket while out and about. I have had people tell me stories of how we helped with a loved one and to hear how much respect there is out there for EHHI. It's a very nice feeling knowing your company is respected in the home health field.

Ruby McMeans

Encompass is by far the greatest place to work. I've been with the company going on 14 years and worked with the best nurses, aides, therapists, and office staff. They are like family to me. Encompass is and will always be #1 to me.

Amber Garrett

I would first like to say that I love love love working for Encompass because, of all the home health agencies I have worked for, this is the first one that I truly feel is in it for the patient care.

I have had several calls from patients and their families bragging about my nursing and therapy staff that it makes me happy to be a part of something so amazing.

Scott Wofford

I've been with Encompass Home Health and Hospice for nearly 4 years as an LVN. It's been the greatest 4 years of my 17-year career in the health care industry. I was recently promoted to a supervisor position, and I look forward to future growth. Our leadership team ensures that we stay at the forefront of health care and it is so exciting to be a part of it. The culture is very positive and uplifting. The simplicity of our mission statement *A Better Way to Care* is so empowering that not only am I driven to deliver it in the workplace, I am INSPIRED to instill it into my personal values. I feel working here has made me a better person. I look forward to years of continued professional fulfillment at Encompass.



Alida Anderson

I have had the pleasure of working with Kelly Cipolletti from a PR/QI standpoint since starting at Excella over 3 years ago, but over the past 5 months I have seen her incredible clinical skills work their magic on two of my family members. Kelly is an absolute angel, with the most caring and supportive personality who has touched my entire family. She goes above and beyond for her patients. Even before my grandfather was a patient, she stopped by to introduce herself, truly showing her exceptional care and representation of Excella within our assisted living communities.

When my grandfather came home incredibly weakened from 2 months in hospitals and SNFs, Kelly's gentle manner and positive approach restored his functional abilities within their independent living facility and allowed him to get back to independence at home and an improved quality of life. She became the highlight of the week for both my grandparents, who so enjoyed her wonderful personality and support during a very challenging time. When my grandfather signed on to hospice this week, losing Kelly was the only hesitation they had, as she has been such an integral part of getting my grandfather going again, so that he could be with his family at the end of his life. She told my grandparents when she started in February "I see you enjoying the 4th of July in Rockport with your family." At that time, it was hard for even the therapist in myself to see that far ahead, but she made it a goal and she got him there!

When my father made the decision to have his right knee replaced a few months ago, I knew I wanted Excella to care for him at his home in the community. My whole family was ecstatic that Kelly would be the PT caring for him. Kelly has a very strong orthopedic background, having worked at NE Baptist, and her experience has truly shined. My father is very motivated to get better, as he wants his left knee done in September, and Kelly has him on the right track. He is making exceptional gains with her inspired guidance. She goes above and beyond and is so passionate about her job. She takes great care to provide my father with an approach that is suited to his needs and allowing him to make gains, while managing his pain and anxiety re: ROM. She is a talented clinician, with very strong clinical skills, but her biggest gift is her warm and caring demeanor, making sure her patient's needs are met. She is the best and my family is so blessed to have her caring for my father!

I cannot say enough about what a gift Kelly is!



Misti Voss

I have been an employee of Encompass for 7 years, and Encompass has always treated me like family. My son had a horrible motor vehicle accident in 2010 leaving him with a traumatic brain injury. He was over 18 and had no insurance, so I applied for a grant through Encompass Cares. Without any questions asked I was awarded a grant to help cover the medical expenses for my son. Since that time I have applied for grants for many of our patients that have specific needs and have been granted funds. Delivering that money to the patients and seeing the light in their eyes definitely is a blessing. Encompass truly is a better place to work!

Encompass Home Health has given me the opportunity to advance in my career. From working in the field as a Case Manager to being a Branch Director I have been mentored and encouraged throughout the whole process. My co-workers are like my second family and that truly is a great gift! Not only the co-workers that I am in contact with every day but coworkers all around the U.S. So lucky to work for a company that promotes such a great culture!

Shirley Carter

I have enjoyed working at Encompass for the past 15 years because of the good atmosphere and attitude throughout the company. Good leadership has set the pace for all of us to follow. This inspiration creates a good environment – and causes me to look forward to coming to work.

Natalie Johnson

What I love about Encompass Home Health and Hospice? I joined Encompass family as a result from acquisition about 2 years ago. Encompass is more than just a place to work for me, I love the culture about the company. Encompass encourages their employees for growth. I love being part of a company who values their patients as well as their employees. We lean on each other every day and strive to do our best. I could not do my work efficiently without the help of my co-workers. Encompass is truly THE BEST PLACE TO WORK! Our mission *A Better Way to Care* can be felt by our patients as well as the employees. I am truly blessed to be part of a wonderful company.

Janice Green

I believe and feel empowered by the mission and values of Encompass. I feel that the actions taken by our leadership team lay down the foundation of our culture allowing us to follow their lead with confidence.

Quoc Tran

He who runs in front of car gets tired. He who runs behind of car gets exhausted
– Quoc Tran

Wait, wrong quote. Here's mine:

Encompass is the first place I've ever worked at where I feel I can have a future. I am proud to work for a company that has won many awards, and I am sure many more will be won. I hope Encompass continues to grow to provide great services to other states. Also, the occasional free food is a plus!

Loretta Murphree

Family is family even if it isn't. We as employees are treated with the utmost consideration and our happiness is very important to our executive. Happy employees go up and beyond with challenges that are presented to them even if we feel we are not up to them. The encouragement is so evident. I love a challenge and I never want to STOP learning.

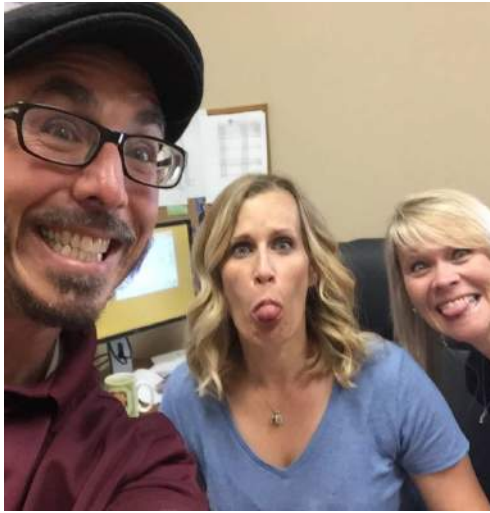
Thank you for believing in me when I was not believing in myself.

Erin Volbeda

“The only way to do good work is to love what you do” – Steve Jobs

I truly love what I do and I truly love working for Encompass. It's very exciting to be part of such an innovative organization, and one that is impacting so many lives across the US – employees, patients, referral sources and everyone we come in contact with. At the end of the day, we spend more time at work than we do with our family, so my desire has always been to really make those hours and the work count. At Encompass, it counts. Encompass isn't built around something fleeting It's built around something bigger, something that matters – and that's providing the best care to our amazing patients.

People don't buy what you do, they buy why you do it. Encompass has a really good why, and that's what makes this a great place to work.



Sandy Herrera

I love to work where if you leave your phone you may get a wonderful “Group Selfie” when you get it back. :)

The staff definitely enjoy their jobs.

Kate Gray

Encompass Home Health and Hospice is a fantastic place to work and grow. I have been with the company almost 8 years (need I say more). It's the type of Company with a purpose, not only to our patients but to the employees. Encompass becomes more than a place of employment, it becomes part of your family. *A Better Way to Care* is more than just words, it's life!

Chad Hines

Encompass is a terrific organization that stays committed to its goals and truly values its employees. *A Better Way to Care* is more than just a motto when it comes to the Encompass culture.

Marci Russell

There is a little girl here in Weatherford, Oklahoma who has a rare disease called Abdominal Migraines and Cyclic Vomiting Syndrome. She has been battling this for 3 years without any success. She has had to drop out of school and be homeschooled as well. After seeing a ton of specialists here in Oklahoma without any real progress, she and her family finally got an appointment with a renowned specialist who treats this very disease, but the specialist is in Wisconsin. The family already has a ton of medial bills from her treatment as well as problems covering the cost of the trip, so our office partnered with a local crossfit gym to do an event with a competition, a meal and a silent auction. Not only did our very own Encompass Cares Foundation give us a grant to help with this, but our own office bought all the meat for the meal (80 pounds) and buns. Our staff is donating money and items for the silent auction and 2 of our employees are actually participating in the workout on a team. The goal of the event is to raise at least \$5000. Though the event has not happened yet, already our team has really come together for this child and the family is really blown away. I love working with such compassionate people, who are not just compassionate to our patients when they are being PAID to be so, but also are just genuinely compassionate people.

Eric Yetter

I love working for Encompass Home Health because of all the great people that work for this company. Anytime I need assistance I know there is someone willing to lend a hand.

Misty R. Nelson

I have been with Encompass for over 5 years now. Throughout those 5 years I have had the complete support of my bosses and department. Everyone works really hard and works together...it's great being a part of this team and part of a piece that makes Encompass great!

Brittany Conley

I love our that our CEO doesn't apologize for asking each employee to work hard every day. Culture can be defined in so many ways. While I do have fun and enjoy the camaraderie with my co-workers – they are like family – we have a common mission of providing *A Better Way to Care*. Encompass encourages this mission to guide us in the way we treat our patients, co-workers – and our world. At the end of the day, I feel truly satisfied with my work because I am able to make a difference.

Missy Nash

I have had the pleasure of working with Encompass Home Health for greater than 10 years! The support and leadership I receive is unlike any other company I have worked for. Encompass supports its mission of *A Better Way to Care* in everything it does for the patients, referral sources and employees! Encompass is the Best Place to Work! I love my Encompass family.















The Dallas and Home Office Road Show visit.



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