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Forward

One of the greatest things about Encompass is our company culture. I am so blessed to be a part of a company where when you work hard you are rewarded for your accomplishments. One of the best parts about my job is traveling the country celebrating our employees' tenure. It is hard to believe how many 10+ Years of Service awards I regularly give to our employees.

Being the Program Coordinator for our Best Place to Work events, and helping to create this book about our culture has really helped me to understand why our company is so great. I hope after reviewing this book, you too, will understand why Encompass is the Best Place to Work!

Wade Berry - Employee Relations Specialist



What makes a company a great place to work differs greatly from company to company, and from industry to industry. The majority of American workers read through the profiles of the great companies on Fortune's Top 100 Workplaces list with awe and admiration. However, maintaining a great workplace is not defined only by incredible perks, services, and benefits given to employees by a generous, and very profitable employer. A great workplace is a business in which the employees are happy to come to work every day, believe in the company's values and mission, and are engaged in the company's operations and care about its success. A great workplace is a business whose employees strongly believe that it is literally "the last place they ever want to work" (e.g. they do not want to work for a different employer, ever).

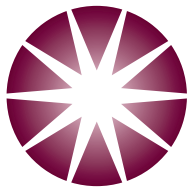
Being a home health and hospice agency, Encompass faces many industry and regulatory challenges. The majority of our thousands of employees do not come into one of our offices on a regular basis - they are in the homes of our patients providing outstanding and much needed care. Many of our patients are Medicare beneficiaries, and as such, a large part of Encompass's revenue is generated by Medicare payments, which have been reduced in double-digit percentages over the past several years. The clinicians that we employ - nurses, therapists, aides - are in short supply and high demand.

Despite the challenges we may face, Encompass employees are dedicated, committed, and loyal. Their stories highlighted in this book demonstrate their commitment to our mission of *A Better Way to Care*. At Encompass, we are in the business of caring, and that caring extends not just to the precious patients we serve - it extends to each and every one of our employees and to our greater communities as well. I was touched and inspired by the many stories and quotes our employees submitted for this book, and I believe you will be as well. These stories happen on a daily basis, though, and all of us at Encompass are inspired daily by the kindness, generosity, and commitment of our fellow employees at all levels of the company. Our stories demonstrate how much we all love working for Encompass. I can't think of a better endorsement for a company as a "Great Place to Work."

Lisa Michaud - Human Resources Associate

CHAPTER 1

COMPANY BACKGROUND



encompas™

HOME HEALTH • HOSPICE • PEDIATRICS

History

April Anthony, Chief Executive Officer, founded the business that ultimately became known as "Encompass" in 1998 with a single, start-up location. Since that time, Encompass has grown to over 135 offices located across 12 states, serving over 16,000 patients daily, with over 4,500 employees.

Part of Encompass' growth has come by acquiring other home health and hospice agencies. Between 2004 and 2008, Encompass completed 13 acquisition transactions. Since 2008, Encompass has completed an additional 30 acquisition transactions, investing \$135 million in the purchases of these agencies. By the beginning of 2014, Encompass had grown from a handful of locations across Texas to more than 130 locations across 12 states and had added service lines focusing on hospice and pediatric home health services.

Through the years, Encompass leadership and employees have implemented numerous programs to support employees, recognize employees, and promote our mission and company culture. We have built a state-of-the-art learning and education facility at our Home Office in Dallas and have developed numerous educational and culture-building courses to offer our employees. All new employees attend a 3-4 day course at our Home Office to learn about Encompass culture, history, mission, and policies.

Encompass has implemented specific programs to support employees such as scholarship programs for employees and their dependents, preceptor programs, reward programs, years of service awards, paid continuing education for our licensed professionals, and bonuses for exceeding productivity goals and referring new employees.

As we continue our growth, we also continue to search for innovative ways to improve our employees' experience while working for Encompass, as well as ways to promote their professional and personal growth.



▲
Conroe Texas Celebrating a Best Place to Work Award



▲
Employees at the Encompass Development Center

Our Guiding Principle

More than a motto, the Encompass mission statement, *A Better Way to Care*, is our guiding principle. It sets our standards with respect to our patients, our employees, our physicians and community care facilities, and the communities in which we live and work.

For our patients, *A Better Way to Care* means that we bring our high quality, personalized health care and hospice services into our patients' homes using state-of-the-art technology to link our staff, our patients, and their physicians to better coordinate care. Our goal is to do our utmost to help our patients recover from illness, injury, or surgery, to manage a chronic medical condition, or cope with life transitions.

For the communities in which we live and work, with the help of the Encompass Cares Foundation, we provide opportunities for our staff and others who wish to share their talents, skills and financial resources with those in need.

For our employees, *A Better Way to Care* means that we continually invest in our team of over 4,500 Encompass employees so they can achieve personal and professional goals, and so they can make even more meaningful and measurable differences in the lives of our patients and their families.

CHAPTER 2

A BETTER WAY TO CARE



Making One Last Wish A Reality

The Encompass Ogden Hospice office was approached by its Chaplain about a patient and his caregiving family, both of very modest means, who had a wish he felt Encompass could help make possible.

The patient, Roberto, was a Hispanic Spanish-speaking man with a terminal liver condition. Roberto's ex-sister-in-law had traveled from Utah to California for a vacation and heard that Roberto was homeless and near death. She sent her family home and remained in California with him until he was well enough to return with her to Utah to stay with her and her family until he passed. This generosity was even more inspiring considering the family's meager income.

Our Chaplain learned that Roberto had three wishes before he passed.

Roberto's first wish was to have his wife and 2 year-old-daughter visit him. His host family and their Catholic Church donated money to get

Roberto's family to Utah, and the family invited two more people into their already overcrowded home.

His second wish was to be buried in his hometown in Mexico. Neither Roberto nor his host family had sufficient money for a burial. To help make this wish possible, the Encompass Ogden Hospice office contacted the Encompass Cares foundation who committed to cover a large part of these expenses upon his death.

Roberto's third wish was to go to the mountains and experience an environment he had never seen before. Snow was something Roberto had never experienced, and though he lived within view of the mountains, his host family was not able to drive him up to see the beauty of the Wasatch Range.

Our Chaplain told Roberto that he was also a ski instructor and talked with him about the excitement and exhilaration of skiing and tried, despite the language barriers, to describe the beauty of the mountains. Roberto said that he would love to see a ski resort and witness what skiing was like. This gave our Chaplain the idea of setting up a skiing experience

through the help of an adaptive ski program that operated out of a nearby resort. The Encompass Ogden Hospice office approached the Encompass Cares foundation for some financial help to enable us to make Roberto's wish come true.

After receiving a grant from the Encompass Cares, we quickly organized a ski experience that neither he, his host family nor the volunteers will soon forget. On a beautiful sunny Sunday, a team of 11 volunteers came together to get Roberto out on the mountain.

The Snow Basin Adaptive Sports Foundation donated two instructors, an adaptive sit ski, and a lift pass for Roberto. The Snow Basin Ski School donated two ski lessons and equipment for the host family's two young children to join us on the mountain. This was an amazing experience for these two bright kids who otherwise would never have been able to experience skiing. They were so excited to be on the mountain and ski that they couldn't stop talking about it. One of the children said it was so beautiful that she felt like she had died and gone to heaven.

The Snow Basin Resort donated gondola passes for the volunteers, Roberto's family, and his caregivers in order to go up the mountain to a mountaintop restaurant for lunch after a morning of skiing. Four Ogden Encompass staff donated their day to provide medical supervision, coordination, translation services, and photography of the day.

We had an exciting day that began early as we met with the ski school and its staff outfitted the kids with equipment, treated them as VIPs, and personally assigned instructors to the children who gave them lessons. Meanwhile the Adaptive Sports volunteers outfitted Roberto in his equipment with the assistance of his hospice nurse who helped him with ambulation and translation. Our Chaplain, his son who translated,



and other volunteers headed up the Gondola with two Adaptive Sports instructors to run Roberto around the mountain. After a few slower runs we picked up the speed and really let him feel the freedom of flying on the mountain. Roberto felt exhilarated and free and thoroughly



enjoyed his experience skiing. Though he was limited in his ability to express his feelings, he told his translator how much this experience meant to him.

After several hours and multiple trips up the mountain we came back to the base area where we met the rest of his family members and the kids, and everyone went back up the mountain on the gondola to a beautiful first-class restaurant. It was fun to see the excitement in the faces of the kids, Roberto, his wife, and his host family as we climbed high toward the top of the mountain. None of them had ever

been on a ski lift before. We enjoyed a delicious meal and beautiful views and introduced the family to the president of the resort who stopped by to welcome Roberto.

It was such a rewarding day for all of those involved. Though it may be viewed as just a day skiing, on a personal level it was a memorable experience that rounded out a dying man's wish list and gave recognition to an amazing family that was sacrificing so much by bringing Roberto into their home. It is a day that will be relived in the dreams of two beautiful children. Finally it was a rewarding opportunity for a group of Encompass hospice employees who felt honored to be a part of the day and proud of a company that would support us in making this amazing day a reality.

We often tell people that hospice is not as much about dying, as it is about living fully and experiencing each day a patient has left in the most meaningful and supportive way possible. For Roberto, his family and caregivers, this simple day of skiing is what the heart of hospice is really about.

From Left to Right

1. Roberto and his family, 2. Roberto Skiing on Bald Mountain, Sun Valley, ID, 3. Roberto and his nurse, riding up the mountain, 4. Roberto with his wife and daughter

*A video of the day and Roberto riding from the top of the mountain can be found on YouTube under the heading of **Encompass Make a Wish Video**.*

Stories of A Better Way to Care

One of our patients had been very ill during the winter months, and he was worried about his chickens being fed. To help this patient have peace of mind, our Aide fed his chickens every day until the patient could take over this chore again. A different patient was upset because her pet goat, kept coming up to the porch and eating her pretty flowers. One of our nurses caught the goat and tethered it so she couldn't eat the flowers. We have had patients that didn't have water and our staff took water to the home in buckets for the patient to receive a bath and took bottled water for drinking. We had a patient go to the hospital and called his Aide and said, please will you come give me a bath, they don't give baths here like you give. So, on his own time, he went to the hospital and gave a bath because it made that patient feel better.

All of these actions were done by our staff on their own time. I learned about these acts of kindness, and countless others, from our patients - our employees are not telling me. This is what sets Encompass apart! We employ people that care and who love our patients, love helping people and love Encompass. I am very proud to work for this company and to work with such caring and wonderful people, they humble me at their thoughtfulness and the nature with which they give.

One of the most rewarding feelings I get as a supervisor, is when I am out in the public somewhere and someone comes up to me and wants to hug me because we helped them so much in their time of need.

Many times I have had people tell me, while in tears, that they so appreciate our help and just didn't know how they would have made it without Encompass intervention. This entire staff is amazing, from our Marketer, to office staff, to Aides, Nurses and Therapists. All of them go out of their way to deliver *A Better Way to Care*.

Diane Ginn
Branch Director - Idabel, OK

We recently had a blood pressure clinic at the senior center in Granbury. We were only there a few minutes when someone came over to us and said one of the ladies at the clinic was having chest pain. Stephanie, one of our LVNs, was quick to respond. She asked the lady some questions, took her blood pressure, and called 911. Stephanie stayed with the woman and comforted her the entire time until the emergency response team got arrived. *The woman was upset and crying, and Stephanie was so great about calming her down, speaking kind words, rubbing her back.* Stephanie's actions show a passion for what she does, and demonstrates exactly *A Better Way to Care*.

Eric Dengler
Administrator - North Central TX

We had an elderly woman call our office by accident one day. She was speaking with Mary, our Clinical Field Staff Supervisor, about our services. Mary talked in length about everything Encompass had to offer. At the end of the conversation, Mary told the woman "we're here anytime and if we can help in any way, please let us know." Mary looked the woman up in our system and discovered she was not an existing

patient. The next day the woman called again. She called every morning to talk to Mary. If Mary wasn't available, the woman talked to the other staff in the office. We all began to call her "Boo." After about 2 weeks of calling, Mary asked her about her health and if she needed any assistance. Boo, had officially become "our patient." Boo was on service with us for quite a while. You could almost time her phone calls. We had all grown very fond of her. One day she didn't call. After a few days, Mary reached out to Boo's daughter and discovered Boo had gone into the hospital. She never did return home. Boo died shortly after going into the hospital. Her daughter reached out to us and said Boo hadn't been happy in a long time until that day she called Encompass. A caring voice on the other end changed her life. Her daughter said "Boo always talked about how kind and nice the office was, especially Mary, for just taking the time to talk to a lonely lady who happened to dial the wrong number." Boo's daughter was forever grateful to Encompass. It's stories like this that make Encompass unique from all the rest. We all live for *A Better Way to Care*.

Robin Boozer
Regional F2F Coord. - Austin, TX

One evening as I pulled in my driveway in my company car, I was approached by a gentleman. He introduced himself as the father of a young couple who lived down the street from me. He said when he saw our company car, he was emotionally moved. He said he felt like he had to come over to see if I was one of the nurses who took care of his dad. He shared with me his family's Encompass experience. He said Encompass staff took care of his father doing a great job which was so important to him and his family.

Kim Trawick
Administrator - West TX

One of my recent patients was a relatively young, but severe, Alzheimer patient. She was verbal but really unable to communicate thoughts or ideas. One day during my assessment, I began to talk directly to her. A lot of the time, she did not even make eye contact anymore. Just to be communicating, I talked to her about me. I told her that I had to go shopping later in the day. I asked her if she would like to go shopping some time. I asked her if she would like to go to JCPenney's, or Walmart... I named a few other places. I was not expecting any response from her, and I did not get any response. I was merely passing the awkward moments of silence as I worked with her.

I had almost finished my assessment and was speaking to the caregivers in the home when I heard a frail, faint voice say,

"Macy's." I went right to her and asked her to repeat that, and again she said "Macy's." She was not looking at us as she spoke. Her husband started laughing. I did not understand what he was laughing at because I had already forgotten about my prior conversation about shopping. He had to explain to me that when the patient had been able, her favorite place to shop was Macy's and not Penneys or Walmart. He went on to explain that she really, really loved to shop in prior years.

The patient had communicated with me! Our conversation had been meaningful to her. The caregivers and I really had a good laugh about this. It gave them reason to remember her as she had been. It made me remember to always speak to the patient, even if I do not think they understand what I am saying, and also to be careful of what is said in their presence.

Jetonne Douglas
Asst. Director of Nursing - Palestine, TX

I remember the first day I start getting services from Encompass. I thought I only needed help a few hours of nursing for my son because I was so used to taking care of my son all by myself that I forgot about me and the world around me. Alison Garton (Pediatric Branch Director, Houston, TX) got more nursing hours for us, and it is amazing having time for me and my other kids because I am 100% sure my son is receiving excellent care.

All of his nurses take care of him with love. Of course, we have our favorite ones that have been with us since we started having a home health nurse. All I can say is that my family have a lot to thank you guys for.

Mom of Pediatric Patient
- Houston, TX

Hospice is a very specialized program that allows us to enter the sacred lives of the people we care for. Not everyone can do it, but for those of us who feel we have been called to that service, it is often extremely rewarding. We had an elderly patient in a facility not too long ago that loved to ride motorcycles. He was in his last days of life and we were expecting him to pass away very quickly. He had severe difficulty breathing and required continuous oxygen just to maintain the little energy he had. It was one of his dying wishes to go for another motorcycle ride. After speaking with several people about this, our hospice nurses arranged a motorcycle ride around the lake in a side car as a family member drove the motorcycle. We put this frail little gentleman in the side car, helmet on, goggles on and oxygen at his side. ***He was thrilled and smiled ear to ear for the "ride of his life."*** He returned back to the facility a new man. He peacefully passed away the next morning. Encompass hospice nurses care deeply about their patients. Making

wishes come true is just part of what we do. We are a tight family that work so extremely well together. Hospice is probably one of the hardest and most challenging professions one can have, but it is the Encompass people, starting from the top down to the bottom, and the values of Encompass that keeps us here. Everybody needs somebody to give to them, ***A Better Way to Care!***

Ingrid Rich
Hospice Branch Director - Nampa, ID

This picture below is of my parents dancing at a wedding. They are both former Encompass patients, who both have had knee replacements. They both were seen by our Encompass nurses and physical therapists and look at them now! I am so grateful that our wonderful staff took such great care of them, and they are also grateful. My dad still talks about Joanna and Sheila who were their PT's and Vanita and Elizabeth who were their Nurses.

Sharon Easter
Branch Director - Austin, TX



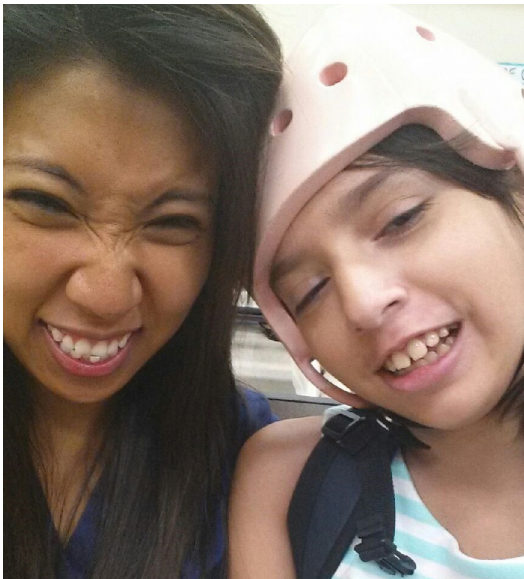
Encompass Pediatrics has made a big difference in the dynamics of our family. Without the help of skilled, dependable nurses, most all of my time is taken by Kristin's care. There was little time for me to spend with my other children or my husband. However, now that we have three wonderful nurses, Becky, Dianne and Jessica.

I am able to spread my time with the whole family, and even save a little for myself!

The folks at Encompass not only make sure that the nurses have the skillset required to care for Kristin, they also make sure that the personalities are a good fit, with the patient AND the family.

They know how important it is that Kristin is comfortable with the nurse, and that she feels happy and safe. We absolutely love Becky, Dianne and Jessica! They are excellent nurses and genuinely care about Kristin.

Mom of Pediatric Patient
- Houston, TX



My grandmother, Joy, started showing signs of Lewy Body dementia 12 years ago. As her memory got worse and worse, my grandfather, RT, would tell us, "I just have to live one day longer than her so I can take care of her." Unfortunately, his health suffered a sharp decline as well. For the past 10 years, my dad and his siblings had coordinated an around-the-clock care schedule for my grandparents, with RT overseeing all of my grandmother's care. RT fed her almost every meal, and he directed us on how to take care of the things that he couldn't. In May, my grandfather passed away while he slept in his recliner, with my grandmother just a few feet away. As a family, we were all incredibly worried about my grandmother. The very next day, she suffered a sharp decline.

I called Sandy Herrera, the Hospice Director in Idaho Falls and within an hour, the on-call nurse, Brandy, arrived to evaluate and admit my grandmother to hospice.

My grandmother passed away about 48 hours after my grandfather. My grandpa wasn't able to keep the first part of his vow, to live one day longer than my grandma. However, because of my experience with hospice, and everything that I've learned from our team, I was able to step in and help him keep the second part of his vow, which was to make sure my grandmother was always cared for. Because of my hospice knowledge, I felt comfortable administering the medicine and providing the oral care to keep my grandmother comfortable over the last few hours of her life. I was able to answer questions and reassure my family that the things that were happening were part of the dying process and that she was comfortable. I was able to step in and be the caregiver so that my dad and his siblings didn't have to and could just be kids instead of caregivers. It was one of the most sacred experiences of my life, and I will carry it with me always.

Brandy, our nurse, was amazing with my family. She educated in a loving and compassionate way, and knew exactly how to address our concerns and questions. Krisa, the nurse who was on call the night that my grandmother passed away was perfect as well. As I was calling Sandy to set up hospice for my grandma, I was struck by the fact that it didn't matter to me which nurse came, because I trusted that every single nurse we have on staff would take care of my grandma and my family with the love and respect that they deserved. ***I know there are other good hospice agencies in our area, but I've always believed we are the best. My recent experience has only deepened that belief.*** In the midst of everything, I've felt so blessed. I've felt blessed to be part of my grandparents 70+ year love story. I've felt blessed to be a part of my amazing family. And I've felt blessed to be a part of my Encompass family.

Cami Elmore
Hospice Patient Services Coordinator
- Idaho Falls, ID

Encompass Pediatrics has been a blessing for our entire family. We love the personal care our daughter Avery is given by all the nurses and staff. They are always smiling and making the day a little brighter for everyone. From the first day we received care and continuing, Encompass Pediatrics has been helpful in so many obstacles I had yet to know would come our way.

Alison has always assisted in making things easier for our family by providing information on programs that may benefit Avery's development for a better future, having supplies in the home for Avery and the nurses, and setting up an organized system within our home for the



nurses and caretakers. Allison is on top of it all and keeps things organized.

Avery is a strong willed little girl who has been fighting hard since the day she was born. She was

born premature and much to our surprise was diagnosed with Down Syndrome, congenital heart failure and respiratory failure at birth. At 4 months old, Avery had to have open heart surgery. Avery's full time nurse, Mrs. Sandra, made this entire process easier and peaceful, not only for Avery, but for our entire household. My mind was all over the place with caring for another child at home, doctor visits, pre-surgery preparations and post-surgery plans, but Sandra was a rock through all of it. She was even there on her time off to check in on Avery and the entire family. I honestly don't know how I would have kept it all in order and together without Mrs. Sandra and Encompass.

Our family is beyond thankful for all the efforts and care we received on this journey. Avery is growing and learning new things with the help and persistence of the entire team at Encompass Pediatrics.

Mom of Pediatric Patient
- Houston, TX

Last Friday, I spent the day in Smithfield with my mom and dad. Dad commented that he had completed his last visit with the staff from Encompass Home Health. ***The family would like to share a gigantic sized "THANK YOU" with you and the staff who have been a part of dad's rehabilitation.*** His progress since March has been amazing. His determination along with the loving care and encouragement from the Encompass staff has

resulted in miracles, and we are so appreciative of the role Encompass has played. We also appreciate the care that mom has received from home care in the past and the current care she is receiving from the staff at Encompass Hospice. You folks are amazing!

Daughter of Encompass Home Health &
Hospice Patients in Logan, Utah

CHAPTER 3

COMMUNITY INVOLVEMENT & SOCIAL RESPONSIBILITY

encompass *Cares*



The idea for Encompass Cares began one Sunday morning when I learned of a medical mission trip to Guatemala that my church was sponsoring. It sounded like it would meet such a great need for the people of that country and I was intrigued about the opportunity to go and help. As I contemplated further on the value I could bring, I realized that my skills as an accountant would not likely meet the most pressing medical needs of the people. However, I couldn't help but think of the hundreds of skilled caregivers that are part of our Encompass family, and how much they could do to truly impact the lives of these people. As it turns out, an attorney friend of mine just happened to be sitting in front of me in church that day. When church was over, I asked her and her family to go to lunch with us, and I shared with her the idea of creating a charity that would help our employees with the financial support needed to go on medical mission trips. By the time lunch was over, we had scratched out a plan to form Encompass Cares. Now, seven years later we have sent hundreds of people into the world to do great work for the most needy among us. Forming Encompass Cares has been one of the most important things I have done in my career, and I don't think we will ever truly know the impact that our people have made on the world thanks to their willingness to use their skills and talents to serve those in greatest need.

April Anthony
Chief Executive Officer



What We Do

Our annual campaign contributes monetary gifts to support both international and domestic care initiatives. Reaching beyond geographic boundaries, the Medical Missions program provides Encompass employees, affiliated partners, and retirees the opportunity to care for the medically underserved throughout the world by providing financial support to offset travel-related expenses. Domestically, money raised supports programs that help patients and their families with costs for home adaptation, food, medical equipment and household supplies. Our co-workers in need are assisted through grants from the Encompass Cares Employee Emergency Relief Fund. Our purpose is to assist those who desire to share their skills, talents and financial resources with those in need.

During the First 6 Months of 2014

The Encompass Cares Foundation has helped to fund:

- 77 International Mission Trips for 2014 to countries including Honduras, Guatemala, Haiti, Uganda, and Kenya
- 55 Community Assistance Projects including fan drives, school supply drives, disease fundraisers, and housing projects for the homeless
- 16 Employee Hardship Grants including natural disaster relief and medical catastrophes

Currently, 2,970 Encompass employees participate in the Encompass Cares charitable giving initiative and donate approximately, \$35,000/month via payroll deduction.





Clockwise from Top Left

1. Livingston, TX Blanket Drive
2. Wade Berry works on a Habitat for Humanity Home
3. Ft. Worth Office Donates Backpacks to Children in Need
4. Livingston, TX Fan Drive
5. San Marcos, TX Blanket Drive
6. Logan, UT Office Donates to Sunrise Park Assisted Living Facility



Thankful

I will be the first to say, you never know what happens. I have given to our Encompass Cares Foundation since I started with Encompass Home Health in 2008.

Here is my short story... I went in for a routine surgery and an unexpected complication happened. I was placed in ICU, in an induced coma for the first month, not knowing if I was going to live. I was in the hospital for 3 months, and determined to walk again with the help of rehab. At times I couldn't understand how this happened to me, and to this day I'm fortunate to be here, back at work, doing well. Encompass Cares jumped right in and set up a fund for me to help with my bills. I can never forget what the Encompass Family has done for me and all the prayers.

I know that ALWAYS... ENCOMPASS CARES!

Nita Reed-Rooker
*Administrative Specialist -
 Weatherford, TX*



Livingston, TX office gathered toys for an Empty Stocking drive to benefit local children in need

Ft. Worth, TX office participates in Relay for Life





Becky Bass

Tornado Victim 5/24/2011

I have always donated to the Encompass Cares Foundation from the announcement of its inception. I feel it is a wonderful way of showing *A Better Way to Care* to the employees of Encompass, the communities we serve, as well as to people in other countries via missions. I went home from our Kingfisher office at the end of the work day knowing the storms were brewing but little did I know at that moment my home had a bullseye painted on it.

We have lived in our home since December 1986, and we have been home through many, many tornadoes. None of those other tornadoes have ever gotten close enough to cause concern. My husband, my mother and I were home that evening when the news showed the path the tornado would “probably” take. Having a “just in case” attitude we pulled a king size mattress off of our bed and put it in the main hallway. When the tornado hit, the 3 of us were in the hallway holding the mattress over our heads and praying harder than any of us had ever prayed in our lives. The destruction going on around us is not easily described as you hear things being ripped away, feel the intense pressure around you, and know that your material lives are being destroyed as you helplessly listen. We thank God that we survived without a scratch!

In the aftermath we surveyed the devastation and I called Lisa Cahill, our Regional Vice President, and Tracey Kruse, the Chief Operating Officer, to tell them what had happened. I was not calm by any stretch of the imagination! When I spoke with Tracey she asked me if I contributed to Encompass Cares, and I said yes but it still didn’t register with me at that time. Tracey calmly asked me the questions she needed to complete the donation form, and in doing so not only did we receive the much needed immediate help, but she brought me back from my shock-like state and calmed me. I am forever grateful for not only the management team of Encompass but the opportunity given to us to give to the Encompass Cares Foundation to help others, thereby helping ourselves, if ever needed.

◀



Various fund raisers to help Patty's daughter



Supporting an Encompass Family Member

When Patty Clark, a 46-year old nurse for our Tulsa, Oklahoma office, was hospitalized for a lengthy time, members of our Tulsa staff routinely went to check on her. During those visits, Patty's 12-year-old daughter, was always at her side, even though school was in session. During the visits, our staff learned that Patty's daughter should be in school, but that Patty, a single mother with deceased parents, had nobody whom she could ask to get her daughter to school. Our Tulsa staff jumped in to help and would take Patty's daughter to school.

When Patty sadly and unexpectedly passed away, her daughter was left without any parents or grandparents. Ultimately, an uncle, a single man with no children of his own, took Patty's daughter into his home and became her legal guardian. With the desire to do something for Patty's daughter, the Encompass Regional Vice President for Oklahoma, Lisa Cahill, reached out to all of the Encompass Oklahoma offices to see if they would be willing to help establish an educational fund for Patty's daughter when she turns 18. Each of our 17 Oklahoma offices held a fundraiser to raise money for the educational fund. A few offices auctioned items such as homemade quilts, fire pits, and outdoor cookers. One of our offices held a pie throwing contest. A few offices held garage sales, lemonade stands, and cookie sales.

To date, the offices have raised \$25,000 for the girl's educational fund, and the money continues to come in.

The Tulsa office maintains contact with the daughter's legal guardian, and Tulsa employees have tried to help the girl with things that a mother would typically do – things like taking her to shop for school clothes and to get her hair cut. The Tulsa office simply wants to do something for Patty. Lisa Cahill has said "Patty's not here for us to take care of her, but we can take care of her daughter."



CHAPTER 4

EMPLOYEE SUCCESS STORIES



Brittany Conley

ASSISTANT DIRECTOR, ENCOMPASS DEVELOPMENT CENTER

I consider myself very blessed to be working with an organization that values integrity, a strong work ethic, employee growth, an uplifting culture, and a spirit of service. I have been on the Encompass team for 11 years, and I can't imagine working anywhere else.

My co-workers are my friends, and my supervisors are my family. I started with Encompass as a summer intern after I graduated from college. When I started in June of 2003, I never imagined where this "temporary internship" would take me. Back then, with only 7 offices, I felt supported by a leadership team whose passion for the healthcare industry inspired me.

Through the years, Encompass' promote from within philosophy has given me the opportunity to work in various facets of the organization from operational audits, software development and policy creation to on-site acquisition training and project management. I appreciate that I am employed by a supportive company that has allowed me to grow with the organization as my personal goals and business objectives evolved. My Encompass friends and family have been at my side through many life events from marriage and starting a family to the loss of loved ones. Now, as the Assistant Educational Director, I have the tremendous opportunity to meet and encourage all new Encompass employees that join us for training in Dallas at our training center, the Encompass Development Center (EDC). I am honored that I have been entrusted to contribute to one of our foremost initiatives, culture building, through my work at the EDC.

I love that our CEO started a non-profit organization, Encompass Cares, which centers around service. Encompass Cares is heavily supported by Encompass employees because we believe in its mission. Encompass Cares supports individuals who are called to serve in medical mission efforts. It also encourages offices to get involved in service projects in their own communities by providing monetary resources. The community service projects that I have participated in have allowed me to become closer to my co-workers and have opened my eyes to how even small kindnesses have a BIG impact. This organization also supports our Encompass families that are in need. We never know when tragedy may hit close to home—and knowing that Encompass Cares will be there to help gives me peace of mind. Through my work at the EDC, I have heard so many testimonies about the blessing that Encompass Cares has been to Encompass employees, our local communities, and even those around the world!

Today, while we have grown to over 135 offices, and our industry faces regulatory challenges, I am encouraged and uplifted by the contagious joy and amazing competency of our leaders. They daily live out our Encompass mission of *A Better Way to Care* in the decisions they make and the care and compassion they show for their employees.

Encompass Home Health is undoubtedly a Best Place to Work. Although I am honored to share my story of my time with the Encompass team, I don't think it unique in nature. There are numerous individuals employed by this exemplary company that would have a similar testimony to share. I consider myself blessed to work for Encompass Home Health.



LaRay Lissberger

DIRECTOR OF INTEGRATION

My venture into home health began when I responded to a posted vacancy in the newspaper for a Marketing Assistant. Little did I know, this would positively change the trajectory of my professional career. After working in the business for three years, Encompass purchased the home health agencies I worked for resulting in an opportunity for promotion. Due to the growth of Encompass, an operations position was created in the home office in Dallas where I was allowed to transfer. I assumed a position as an Operations Consultant, responsible for revising policies and forms, standard operating procedures and job descriptions which gave me a valuable understanding of the operational practices of Encompass. In addition, I was assigned to special projects including the initiation of an electronic medical supply interface and SharePoint (electronic document website). This experience eventually led to my position as a Senior Operations Consultant. Part of my responsibilities under this title included on-site training of the electronic medical supply order process for existing and acquired agencies which introduced me to the integration team. This also gave me a broadened perspective of the vast influence and efficacy of Encompass Home Health. My acquired skillset and active participation in the acquisition process paved the way for my next promotion to Integration Lead Specialist in 2011. This niche allowed me to both travel with the company's expansion and utilize the skills and knowledge I had developed through my in-house training. In 2012, I was honored to be appointed to the Director of Integration position, leading over 60 agencies through the challenging integration process in the last three years as we represented the company culture and face of Encompass. To accommodate the numerous acquired agencies, an integration team was assembled to support efficient transition to Encompass protocols. Encompass's dynamic approach of training its employees for leadership, molding them throughout the process and providing resources for success has directly impacted the wonderful opportunity I have been offered as I continue down my career path. My journey is just one example of how great supervisors and mentors can provide the necessary leadership and support opportunities to improve oneself, acquire new skill sets, and further one's longevity within the organization. The positive effects of open collaboration and communication of Encompass leadership expands far beyond the individual employees. Our greatest responsibility of providing quality patient care is impacted because of the diligent efforts and support of our supervisors. I am one of many motivated staff at Encompass Home Health who live out the philosophy of showing a *Better Way to Care*. There is no doubt this is the "Best Place to Work" and the last place I will ever want to be employed.



Luke James

CHIEF STRATEGY OFFICER

In the spring of 2003 I was looking for a summer internship following my junior year at Abilene Christian University. I was looking for a place to gain some general work experience, make some decent money to spend during my final year of college, and get to live in Dallas for a couple of months with a friend who was looking to do the same. What I ended up getting in return was much, much more. It was the beginning of an incredible journey with a company whose culture and mission is second to none.

I had never heard of “home health services” or “home health agencies” prior to the summer of 2003. My 10 weeks at what our company taught me a great deal about both. Through my visits with clinicians into patients’ homes, attendances at weekly case conferences, ride-alongs with sales personnel, time spent with various financial, HR personnel and the CEO, I learned what home health was, why it was important to our patients and our healthcare system, and which clinical and financial outcomes were vital to succeeding in the industry. Following that summer and my senior year in college I was fortunate to be able to return in a full-time salaried position as a Financial Analyst in the summer of 2004.

During the next 4 years I learned more and more about the home health industry. By analyzing numerous other home health agencies Encompass was considering acquiring, I learned the key the differences were between those companies in the industry who were successful and those who were not. Through each and every encounter with other agencies throughout the country, the attributes that differentiated Encompass became more and more apparent to me, and I became more and more grateful and appreciative of my job and, more importantly, the great company I was able to call my employer. I worked hard, did my best to learn something new everyday, and tried not to repeat the same mistake twice. In return, I was given more and more responsibility and latitude in my decision-making processes. In 2008 my title was changed to Vice President of Business Development.

In early 2014, I was promoted to Chief Strategy Officer at Encompass. In addition to overseeing the overall acquisition direction and success, I now also oversee the strategic positioning of Encompass as it relates to other providers (Hospital systems, Accountable Care Organizations, large physician groups) and payers (Medicare Advantage plans, pilot projects supported by CMS) as well as utilizing advanced analytics to make sound operational decisions and focusing our sales resources in the places where we’re most likely to achieve greatest success.

Encompass began as a job for me when I was fresh out of college. Over time I have been fortunate to have a career at Encompass-but more than that, working at Encompass has become a calling, and I have seen the same progression occur in many of my colleagues. I believe the factors contributing most to my success with Encompass have been: a highly supportive team to learn from and mentor me, a culture of hard work that is both challenging and rewarding, and an environment that will never force or encourage me to make decisions that are contrary to my moral and religious beliefs. I consider myself blessed to have been led to such an amazing company at a young age, and truly look forward to what the future has to hold at Encompass!

CHAPTER 5

REWARDING & RECOGNIZING EMPLOYEES

Encompass Rewards Program!



Mission, Dedication, Hard Work, Accomplishment, Praise and Rewards!

The mission of Encompass is to consistently deliver *A Better Way to Care* to our patients, employees, and referral sources. This mission not only focuses on the exceptional level of care we deliver to our patients, but also on an incomparable level of support, teamwork, and opportunity for our employees.

Encompass Rewards was created to inspire employees to perform their work at the highest level and to reward them with valuable and redeemable points for exemplary conduct and exceptional performance. Supervisors give employees rewards cards for going “the extra mile” for their patients, supporting a co-worker in time of need, and similar activities which personify the mission, values and ideals of Encompass. Reward points can be redeemed for a wide selection of exciting merchandise and vouchers through the Encompass Rewards online catalogue.

A few examples of “Excellence In Action” activities include:

- Recognition by clients, referral sources, and peers as exemplifying *A Better Way to Care*
- A significant compliment from a patient or family member via letter or phone call
- An exceptional compliment from a referral source via letter or phone call
- Recognition by a member of management or a co-worker for your exemplary hard work, dedication, and positive attitude
- Going above the scope of your job to assist co-workers, patients, or referral sources



encompass™
H O M E H E A L T H

Excellence In Action

You're Our
Star Performer

Congratulations! You have earned
Encompass Reward Points!

Reward Code: **N748CZ**

To redeem your reward points, please go to www.promote-encompass.com and click on **Encompass Rewards**. Enter your login ID & password and click **Enter My Code**. Once your code has been entered, your points will automatically be deposited!

Thank you for showing *A Better Way to Care*
for our patients and Encompass co-workers!

The program is very beneficial to me and I am enjoying all the gifts!

Joanne York - Denver

Encompass Birthdays

Birthdays are milestones that need to be celebrated, and at Encompass we try to do just that. Each agency is strongly encouraged to have a birthday celebration each month to recognize employees who have celebrated a birthday. Leaders are encouraged to write a birthday note and to help make the employees day extra special. The corporate office sends a birthday card electronically on the day of the birthday so that when an employee opens up their email that day, it's the first thing they see! Agencies are given the freedom to celebrate how they see fit.





Encompass Years of Service Celebration

According to the Bureau of Statistics of the U.S. Department of Labor, the median number of years that wage and salary workers have been with their current employer is 4.6 years.

At Encompass Home Health we believe that employees who stay with the company for at least 3 years or more should be rewarded.

Four years ago we started the Years of Service Ceremonies and soon realized our employees are staying with us a lot longer than 3 years!

At Encompass, we give tenure awards at 3, 5, 10, 15, 20, and 25 years of service to our employees. Not only do they receive lapel pins and certificates signed by executive staff, they also receive point cards which they can redeem for gifts. Special crystal awards are given to 10, 15, 20, and 25 years of service recipients as well.

Just in the first quarter of 2014, Encompass has given over 154 awards and over a million points!





Wade Berry, Eric Dengler, and staff at a Years of Service Celebration 2013

CHAPTER 6

SUPPORTING EMPLOYEES

Encompass Scholars Program



encompass™
HOME HEALTH
SCHOLARS
PROGRAM

The Encompass Scholarship program was formed in 2010. Some goals of the program are to:

- Encourage employees to improve their job performance and effectiveness by enhancing their professional skills and abilities as they relate to the employees' roles within the organization.
- Assist employees in pursuing different career paths within the Encompass organization.
- Encourage employees to obtain new skills and/or licenses or certifications needed within the organization.
- Assist employees to acquire the education necessary to pursue career-related promotional opportunities.

Since the program began in 2010, Encompass has awarded over \$83,000.00 in Scholarships to over 30 Encompass Employees. So far in 2014 Encompass Home Health has already awarded over \$17,000.00 in Scholarships to 10 employees!



Program scholarships may apply towards improving skills, knowledge and abilities through the following methods or programs:

- Clinical Licenses
- Clinical Certifications
- Professional Sales Skills Certifications
- Leadership Development Certifications
- Accounting Certifications
- Human Resource Certifications
- Undergraduate or Graduate Degrees

The list below contains some of the programs and degrees the Scholarships were awarded for successful completion:

- RN Program
- SPHR
- LVN Program
- Masters of Occupational Therapy
- ICD9 Coding
- PT Program
- RN Program Bachelor's
- Doctorate in Physical Therapy
- Coding Certification
- Yoga Instruction for Children
- Masters in BA
- Manual Lymphatic Drainage
- HR Degree
- OASIS Certification
- Accounting Degree
- Wound Care Certification
- Healthcare Admin
- Geriatric Training
- Dementia Care
- INT Degree

Thank you April and Tracey for Encompass' drive for excellence. I received my RN 36 years ago. It was a different time when two year RN opportunities were never limited by their education. Life, kids and fear of going back has kept me from completing my BSN. When I started this position with Encompass, I was overwhelmed by the expertise and educational base of all those I worked with. I needed to step up to the plate and raise my own personal bar. The scholarship backing was a very big incentive.

I am blessed to work with such a great organization. Thank you for your commitment to a *Better Way to Care*, not only for our patients but for your employees.

Marcene Littlelyke
Administrator - Utah Home Health

Encompass Young Scholars Program

The goal of the Young Scholars Program is to assist employees in providing post-secondary education opportunities for the employee's dependents who meet certain eligibility requirements.

In 2014 we have already awarded 8 Dependent Scholarships totaling \$8000.00



◀
The daughter of Denise Pickering, Ft. Worth, holds her Encompass scholarship check with the President of Baylor University, Kenneth Starr.



◀
The daughter of Mary Hedgren (Home Office), a 2013 dependent scholarship recipient, graduates from Trinity University.

Promoting Professional Growth

The Encompass Development Center (EDC), located at our Home Office in Dallas, Texas, is a state-of-the-art learning facility created with our valued employees' educational development in mind. A visit to the EDC, or attendance at Regional Courses or via webinar, gives members of the Encompass team the opportunity to further sharpen their skills and talents through innovative and interactive educational courses. Our goal at the EDC is to provide *A Better Way to Care* through learning, enrichment, and professional growth!

Our state-of-the-art educational facility includes a stadium seating training room, audience response keypads, high-tech media capabilities, casual seating common area. We offer attendees catered lunches, door prizes, and giveaways, dinner at fine restaurants in Dallas, and free lodging at a luxury hotel.

Every full-time Encompass employee attends our Foundations course at the EDC. The 3-5 day course (length varies depending upon an employee's specific position) is an essential cornerstone of the Encompass curriculum. Designed to build on our local office orientation training, this interactive course enables new full-time employees to expand their knowledge base while gaining a deeper connection with the Encompass mission, *A Better Way to Care*.

In addition to our cornerstone Foundations course, the EDC offers many onsite courses throughout each year. These courses include topics that are specific to various positions to ensure thorough training and preparation of our employees. Additionally, the EDC offers management training courses for employees looking to further their careers, and other specific topic courses for employees looking to add to or sharpen their existing skills. The EDC also offers a variety of online learning opportunities, including many by live webinar, designed to train employees in a variety of skills, programs, and policies.



Gracie Davis
EDC Director



Brittany Conley
EDC Assistant Director





Welcome Flowers & Cake

It's an exciting day for Encompass offices when a new person joins our team. When a person chooses Encompass they have chosen to become part of a family that will go above and beyond to care for them, educate them, and provide them with the absolute best resources to do their job. In return they pledge to give the best care that they can to our patients and to help our company grow and succeed.

An employee's first impression sets a tone that will stay with the new employee for a long period of time. I believe an employee's first day with Encompass Home Health and Hospice should be a memorable day

where he/she says, "WOW this is an AWESOME company!" We want our employees to feel welcome and to know we truly care about them as soon as they walk in on their first day. This also the way we want our patients to feel when our employees care for them. For this reason we always surprise our new employees with an EXCEPTIONAL welcome cake and flower celebration.

Linda Farris
Branch Director - Fort Worth, TX

CHAPTER 7

***COMMUNICATION
& CULTURE***

The Encompass Road Show

Encompass has over 135 offices located across 12 states from the East Coast to the West Coast. The vast majority of our employees spend their days away from our offices and in the homes of our patients. Having such a scattered workforce can make it challenging to provide opportunities for employees to interact with management and executives.

The Encompass executive leadership, however, makes it a high priority to ensure our employees, near and far, have a chance to interact with them. At least once every 12 months, our Chief Executive Officer, Chief Operating Officer, and Executive Vice President of Sales travel to each of our 135 (and counting) offices, to meet in person with employees and conduct a personal “state of the company” message. At these meetings, employees are allowed to pose questions directly to these officers.

Since this is a big event for the local branch offices planning begins months ahead of time. Menus are prepared, themes are put in place and the decorating begins. Staff look forward to this yearly event because their voices will be heard, and they get to mingle with executive leadership.





Clockwise from Opposite Page

1. Logan, UT Branch Director, Brad Mower, with Dan Peoples, EVP of Sales & Marketing, April Anthony, CEO, and Tracey Kruse, COO
2. Beaumont, TX Welcomes the Road Show
3. Burleson, TX Welcomes the Road Show
4. Baytown, TX Welcomes the Road Show
5. Idabel, OK Welcomes the Road Show
6. Logan, UT welcomes the Road Show





E3 Conference

Operations, Clinicians, Sales

Every year, Encompass hosts an annual national meeting. We call this meeting e3, and it is an event where leaders in Operations, Sales, and Clinical come together for 3 days to meet, train, celebrate successes, give awards to employees, and set goals for the company. Over 500 employees attend the national meeting every year. The annual meeting is a time for education, rejuvenation, and celebration. It's a time to look at the year ahead and discuss goals and new programs and to reflect on the previous year.

An awards ceremony is held on the evening of the first day to honor our top achievers in our sales and marketing staff, clinical staff, and those employees who have impacted Encompass in great ways. In 2014 Encompass awarded over 80 awards to employees. Awards given include:

- Ambassador of the year
- Clinician of the year
- Caregiver of the year
- Top honors in Sales
- Newcomer Award for Best New Office
- Best Overall Performance by an Office
- Best Clinical Performance by an Office



Communication

In addition to our annual e3 meeting, Encompass hosts a separate annual meeting for Operations leaders, our Annual Leadership Conference in Dallas. The Annual Leadership Conference is an opportunity for all branch supervisors and regional operations staff to come together for 3 days of learning and team building. Seminars cover clinical, operational and motivational content. All attendees are provided with tools to organize their day to day workload and strategies to run a successful branch. Encompass make a special effort for their Home Office Leaders to meet and interact with all branch supervisors. Dinners are planned every year so team members have the chance to interact with other supervisors and build the Encompass family. All meeting content is organized in a binder and online so participants can review and implement back at their branches.

For Sales & Marketing, Encompass also hosts a separate annual meeting, our Annual Sales Summit in Dallas. The Sales Summit is a time for all sales leadership staff to meet together for training, team building, and development of sales programs. Like the Annual Leadership Conference, attendees at the Sales Summit have opportunities to meet

and interact with Home Office leaders and dinners are planned so team members have the chance to interact with each other.

Encompass makes multiple efforts to communicate on a regular basis with all employees. We send a weekly Encompass Updates Newsletter to all employees. The Encompass Updates lists leadership positions that are open company-wide, gives updates on the progress toward company objectives and goals, announces changes to Encompass policies and procedures, and provides helpful clinical and operational information to our employees. Additionally, our regional offices host quarterly strategy meetings in which local leaders come together to discuss progress toward company goals. Finally, Encompass connects with employees and with the greater community through social media sites, including Facebook, Twitter, Pinterest, and LinkedIn.



Left to Right

1. Employees pose during the 2013 Leadership Seminar
2. Employees pose for picture at Leadership Seminar
3. Matt Carr dances in a bunny costume on stage at the 2014 e3 conference after losing a bet



CHAPTER 8

IN THEIR WORDS

Employee Perspectives

Charlotte Corley

Encompass is more than a place to work. I have had the privilege of getting to know and work with some of the most kind, skilled and professional people in East Texas. We have worked hard, laughed, goofed off and cried together. They are my other family! Our company truly cares about the patients we work with and the employees!! The team approach is so apparent with Encompass and is one of the many reasons we have such a wonderful place to work!

Ila Erny

In my opinion one of the unique and winning attributes of Encompass is the genuineness, approachability, and integrity of our leaders. This truly sets us apart.

Jena Muckelroy

My reason for knowing that Encompass is a great place to work happened before I was even an employee with Encompass. I got such a wonderful and warm feeling from the interview I had with Andrea Price and Cami Robinson. I felt as if we knew each other already. I remember going to my car hoping and praying that they would call me for the job because I thought that if the interview was this awesome, then working there has to be even better than that!! Five years later, I have the exact same feeling!!

Shelley Hines

Encompass inspires employees to be creative, unique and to tackle challenges with a positive attitude. It's not "just another day of work" every morning. I look forward to each day.

Cindy Hampton

I am so amazed at the care provided by Encompass Home Health Pediatric Services. I travel to all the branches. It is the same in every office - our pediatric patients are cared for by the great nurses and therapists on a daily basis or by the visit. Care involves the nurses and therapists who see our patients, but let's not forget the staff behind the scenes: the sweet voice by the scheduler when making sure all the shifts are covered; the kindness and heartfelt words to the staff or the parent when there is a loss, the conscientious attempt to place the most skilled nurse with the right patient; and the leadership of the Branch Director and the Administrator. Melanie and Gene have poured their hearts into making sure the best and the brightest are involved in patient care or in the back office. All these employees care about the patients and make me proud to be part of an organization that is *A Better Way to Care*. We are Encompass.

Jonathan Talbot

Encompass truly pursues a high level of quality care for patients. I am always proud to tell both current and future employees that at Encompass they are encouraged to care for patients with the level of care that is advocated by their professional associations and professional education programs. Encompass provides clinicians with the technology, tools, and training to provide the best care for patients. The management team truly listens to the needs of employees and addresses concerns timely, which contributes to a very positive work environment in which employees feel empowered to initiate change for the better. Clinicians appreciate knowing that at Encompass, there are no grey areas when it comes to ethical decisions. I have been with Encompass Home Health & Hospice for a decade now, and I can't imagine working anywhere else.

Debbie Mecham

I am passionate about hospice and providing excellent care for people at the end of their lives. I love working for Encompass, because they have that same passion and believe in doing what is right for people. Of course it is a business, but exceptional care is at the forefront of our goals. We had a potential patient who had end stage cancer. She had just lost her husband a few months prior to cancer. She was in her 50's and had no insurance since her husband's death. I wanted so much to help this sweet lady. She did not have much in the way of finances, so I went to my RVP and was told, "we need to do what is right for this patient." We were able to work out a financial plan so that she could receive the quality care that she needed without a large financial burden. She was able to have her pain managed and share a final celebration with her family before she passed away a few weeks later. This was the moment that I knew for sure that I was working for an exceptional company! I plan to continue providing hospice care for Encompass for a very long time!

Marilyn Paschal

Encompass cares about you, the employee, as their extended family, as much as we care about our patients.

Hilda Brewer

In addition to the excellent care provided to our patients, another thing I like about Encompass is Encompass Cares. Participation provides employees a tremendous opportunity to give monetarily to help others in need. Whether it's an assistance grant to an employee, financial support for a community project, or help with travel expenses for a mission trip to help the medically underserved, *A Better Way to Care* applies to employees and the community, as well as our patients. I am proud to be a part of the Encompass family.

Employee Perspectives



Annabel Linscomb

The people who make up the leadership and the workforce for Encompass Home Health are the reasons that I go to the office every day with a happy heart. The leadership has vision, commitment, compassion, and a clear business plan that allows all the offices to operate to their maximum. As the Administrator of six of the Encompass offices, I have the great opportunity to bear witness that patients and employees are the soul of this company. One of my offices in Bastrop, Texas had a devastating fire that occurred on Labor Day weekend, 2011. Over 14,000 acres in Bastrop were completely burned. Encompass families, patients, and employees were forced to evacuate with nothing left but the clothes on their back. Encompass immediately sent teams of support clinicians, clerical staff, and technical assistance to help the Bastrop office remain open and caring for patients. The Encompass Cares foundation representative was in the Bastrop office just days later to deliver relief checks to our employees to help them get back on their feet. I'm proud to be part of this organization that consistently delivers *A Better Way to Care*.

Jill McKinley

I feel so truly blessed to be a part of the Encompass family! It shocks me when I look at how big we are as a company because we are such a close unit and are always kept informed by April and Tracey. I have so many reasons I love my job and my work family but my favorite thing about Encompass Home Health is the Encompass Cares program. I have never heard of a company doing this, and I think it says a lot about the people we work with and for. In Longview we try to do as many community projects as possible, and Encompass Cares always donates to the cause - not to mention the great help they have been to our employees' mission trips and hardships. Encompass Cares is the cherry on top of *A Better Way to Care*.

Sheila Anderssen

"Life is short, work somewhere awesome!" This is how I feel about Encompass Home Health. Encompass strives to make each and every employee feel valued and a part of the family. Our mission of *A Better Way to Care* is lived out daily to our employees, patients, and referral sources

Gracie Davis

I love this place and the people I work for. I am truly blessed. I have had the pleasure of working at Encompass Home Health for 14 years. I have had the good fortune to work closely with the Executive Management and Senior Leadership team during this time. Through all the years, many changes, and amazing growth, this team has always remained consistent in their commitment to ethics and integrity. It is a pleasure to work with a team I respect and can depend on to provide the support I need to be successful in this organization. I have made many lifelong friends that I treasure throughout this entire organization, and I feel truly blessed to say I work for Encompass Home Health.

Brad Mower

I can honestly say that I have never worked for a company that is as Ethical as Encompass is. It is comforting to know that I will never have my integrity questioned, I will never have my staff question if what they are doing is right or wrong. Just because all the other agencies in town are doing something doesn't mean that it is right and that Encompass will always take the high road. I appreciate that.

I also can honestly say that I feel supported by the state, regional and national leadership. I feel like they listen to myself and my team. They are approachable and they listen to what the leaders and team members in the field have to say...something that is rare in the business community. They strive to listen, understand, mentor and lead.

Encompass is an amazing company the provides *A Better Way to Care* not only to their patients, but to their employees as well. I plan on being part of the Encompass team for many years to come!

Mary Hedgren

While traveling on the Integration Team I was often asked what I liked about working for Encompass. Culture was my number one answer. When asked to explain, it was hard to put into words. There is a sense of community and camaraderie and our simple but powerful mission statement keeps the entire company focused in the same direction.

Employee Perspectives

Leandra Sanchez

What a great opportunity to express the honor I feel as I report to work each day. I am always confident that Encompass has made every effort possible to ensure that my work day is set forth with support, knowledge, and appreciation of my hard work. The main thing that drew me to Encompass, and keeps me here is, compliance. I am encouraged to offer high quality care while following the healthcare rules. Encompass does a great job of communicating and educating by way of the BLAST. I appreciate that management does not endorse nor allow "rules to be bent." Thank you for encouraging and supporting me as I do what I do best... Providing *A Better Way to Care!*

Adrienne De La O

What makes Encompass special is that there are employees like the ones in the picture below that have been committed to our Mission and development for 15 years. Having a low turnover rate means a lot in today's work place!

In the picture below from left to right – Vergie Colbert LVN, Lewanna Jones AM, Sheila Battiest CNA, Rosalyn Butler CNA, & Keith Laurent CNA



Lewis Belyeu

Encompass Home Health is the company that you always dreamed of working for. I cherish and respect how the employees and patients remain the center and focus of this company's mission to provide *A Better Way to Care*.

I have had the distinct pleasure and honor of working for Encompass Home Health since 2004. Throughout the last decade of employment I have had countless moments of appreciation for working with a company that nurtures a family like atmosphere and strives to make not only our patients the best and most independent that they can be, but also its employees. I have grown leaps and bounds professionally with the love and support that I have received from Encompass Home Health and the Encompass Scholars Program. I am currently advancing my career with the support of Encompass to become a registered nurse. It is my hopes, dreams, and standards that are mixed with the Encompass incorruptibility and unwavering dedication to their patients and employees that makes this the best place to work for and a perfect fit for me. My journey to become the best that I can be is helped by knowing that I have the love and support from Encompass Home Health.

Misty R. Nelson

There isn't a day that goes by that I don't feel appreciated by my supervisors. Whether I have finished up a big project or wiped down the kitchen counter, they always thank me for everything I do. I can talk to my supervisors freely about any issues I might have and they quickly get resolved. They make it very easy to come to work every day and they make me want to do my job well.

Karen Kurtzweil

From 2004 to 2011 I was a rehab manager in a 100% Dementia populated SNF. I was tasked with learning how to build a Dementia Rehab program. We ended building something pretty special. Anyway, we had a patient in our skilled rehab unit, early-onset Alzheimer's, late 50's. She was recovering from a fall and fracture. She was highly distractable, hard to keep on task. She went through our rehab program and husband took her home. A few days later I was in the building when a car pulled up in front and out came the patient - through our doors in her pajamas with no idea where she was or why. The car took off. A bit later we learned that the husband had dropped her off. He then went home and committed suicide. He couldn't honor his wedding vows to care for Barb at home. This is one of the reasons I chose to move into home care. In my job search, I interviewed the home health agencies to see what they thought about memory care services. Encompass is the only one I spoke with (Julie Watts) who was already considering how to do this so I went after a job with Encompass. Thanks to Bud Langham's vision and then Julie's, we have the opportunity to deliver something very special and very needed.

If I can help someone stay home a bit longer, or all the way through this disease, or help them to make tough decisions without hopelessness, I feel so grateful that I could help. If this can be done by the whole team it is beyond words.

I am able to do this additional teaching to my local branches due to Alexandria Barger's vision and support. She has asked me to do this monthly with each branch. What I am doing today is a result of years of my own personal learning and study placed in an environment of truly caring people sensitive to the unique and complex issues dementia diseases create. So I also have all of you to thank!

Employee Perspectives

Sue Draper

Encompass Home Health and Hospice is a great place to work because it's more like we are family. We are given the tools and ability to grow and become the best we can be.

Andrea Price

My input is heartfelt and I wake up happy to come to work here every day! The executive team, senior management, leadership teams ALL every day come in to do their/our best, and to "do the right thing, every time, without fail." That's not to say that we won't make mistakes, because we do, but we all can say with confidence that when a mistake is made, we say we are sorry, and we will do whatever it takes to fix it! It is so amazing to come to work and know that those that I report to are highly ethical and moral, and care about the work we do here!

Ingrid Rich

My husband suffered a stroke at the age of 49 a few months ago. The amount of support I received from my coworkers and my direct supervisors was unbelievable. The part that impressed me most though, was when I was in Dallas for a business meeting months later and the CEO, April Anthony saw me, (amongst hundreds of people) in the hallway, stopped me, and said, "How is your husband?" I was shocked! Encompass has over 4,500 employees, yet she knew MY name, she knew about my husband, she genuinely cared. You don't get that in many places. In fact, it's rare. Not only does she care about her employees, she genuinely cares about the patients. It's not about the bottom dollar, it's about excellent care, all the time to all people. That's what Encompass does, because our leader sets the example. You don't find people like that anymore.

Lynn Dalrymple

Reasons why I love Encompass: Everyone is nice and knows your name when you visit the Home Office. My boss, Melanie Fischer, always has my back. There is always follow through whenever you ask a question, and whenever I have a problem with my patients the first question asked is "What is the best for the patient?" As a nurse who just wants to give good care to every patient, this matters to me - that it is always patient first, not the paycheck first. I have had several calls from head hunters in our area, but I will not even listen even if the money is so much more, because I feel that Encompass cares about me and what is important to me. On 2 occasions I have been able to use Encompass Cares for my patients. Both times the families received the request and were not turned down, and both times the families cried and I cried. To be able to help someone with no strings attached is the most amazing feeling in the world. Being a part of the Encompass family allows me to do this.

Jennifer Polak

Working at Encompass is about being part of an incredible team, which draws on the unique talents of everyone from patient care to technology to finance. It seems like just yesterday that I was sitting down with our founder and CEO, April Anthony, talking about the vision she had for a new kind of home health company. I have had the incredible opportunity to watch Encompass grow from that vision to the premier home health company in the industry. Throughout the company's growth, the focus has remained on *A Better Way to Care*. Being a small part of the team that is Encompass Home Health has been the proudest accomplishment of my career.

Eric Dengler

Encompass Home Health and Hospice is an AWESOME company. I joined Encompass Home Health over 7 years ago because I wanted to work for a company who cares about its employees. Encompass is a company who actually listens to its employees' suggestions for improvement and takes action to continue to make this the BEST place to work. I enjoy being with our Encompass team where we make a difference in people's lives everyday. We receive compliments from our patients and physicians on a daily basis about the EXCEPTIONAL care our clinicians deliver each and every day. Our Executive Leadership has an open door policy where employees can ask questions and seek resources. Another reason I love Encompass is our CEO, COO, Executive VP of Sales, meet with employees in every branch on an annual basis to update everyone on the state of the industry and give everyone Encompass updates. We are simply *A Better Way to Care!*

Cindy Hill

I have worked for Encompass for about 4 years as a hospice RN. I can't imagine my life without my work family. Encompass is a company built on teamwork, honesty, loyalty and trust. We have a wonderful hospice team and take such amazing care of our patients, families and community as well as each other. I have also experienced the care for my family that was dying, and it was an amazing process to watch how they helped my family with the dying and grieving process. We truly are *A Better Way to Care* in every way. I plan to be with Encompass for many years to come!

Employee Perspectives

Diane Ginn

What sets Encompass apart is that we employ people who care and who love our patients, love helping people and love Encompass. I am very proud to work for this company and to work with such caring and wonderful people. They humble me at their thoughtfulness and nature with which they give. I guess one of the most rewarding feelings I get as a supervisor, is when I am out in the public somewhere and someone comes up to me and wants to hug me because we helped them so much in their time of need. Many times I have had people come up to me and with tears, tell me that they so appreciate our help and just didn't know how they would have made it without Encompass intervention. This entire staff is amazing, from our Marketer, to office people, to aides, nurses and therapists. All of them go out of their way to deliver *A Better Way to Care*.

Pat Drews

There are many paths that we all have led to arrive where we are today. Some of us have crossed paths in the past through other agencies and life. We all have brought with us the best of our experiences. Encompass is the place that we all have been in training for. The opportunity that has been provided to all of us is amazing. Our journey through life is sometimes tough but one thing doesn't have to be. That is working for a company that appreciates all the life lessons that we bring with us and the chance to shine in a bright future with Encompass!! It is great to be here and be surrounded by a great team of caring professionals! Thank you April Anthony for providing us with a place to belong!

Duke VanCampen

I have so much good to say about Encompass, that it is really hard to even begin. I was a previous owner of an agency that I put my heart and soul into building. When the decision was made to sell, it was bittersweet. I wasn't really sure what I would do after I sold, and wasn't sure that I would be a very good employee to anyone. After one does their own thing for so long, I think my own fear was that I would fail. More than 2 years later, I could not imagine another work family that I would rather be a part of every day. I have never worked with more brilliant and kind people. I feel like I have known my Encompass family much longer than I have. I am honored to be a part of such an amazing organization. I am blessed to be under April Anthony's vision and leadership. She has a servant's heart, and she is a godly woman who I admire, and everyday I am empowered to make her proud and even more successful than what she is already. Encompass has continued to allow me to do what I love to do and has allowed me to be assured that part of what I started many years ago is now a little piece of something so amazing.

Alexandria Barger

I have TON's of reasons why I LOVE Encompass! Let me try to whittle it down to a few: *A Better Way to Care* is a mission statement that I truly believe in and my offices work hard to prove that every day. Our Encompass Cares Foundation: One of my offices had a PT who saw a lot of patients. He was a long term contractor, not an actual employee, and he was from the Philippines. When the typhoon hit the Philippines last year, both his and his wife's families' homes were completely destroyed. Even though he was not an Encompass direct hire employee, he has felt more like "Encompass Family" due to always

"taking one for the team" and helping whenever needed. I explained the situation to Encompass Cares and applied for the grant. He had funds to send back home to help his family within days. When gave the funds to him, he became teary and extremely thankful stating "no one has helped them like this."

Last year, during the floods in Northern Colorado, staff were hard-pressed to work due to the flooding going on in their own homes. My nurses from Pueblo helped in the Longmont area for several weekends, but the best laugh was when one of my nurses came back and gave me the following statement: "I was literally re-directed by the National Guard at almost every turn making my day go on forever. This was ok as they needed our help. BUT, I just wanted you to know that the Montana state line is my absolute limit as to how far I'll go!" Needless to say we all got a pretty good laugh out of that! Recently, I was asked by a RVP to borrow a nurse for a week. I asked one of my nurses who I thought would help. Her immediate response was: Sure! It sounds like a great adventure! So she will be going from Colorado to Texas to help out for a week.

I love the feel of "family" anytime you go to EDC The company works hard to make everyone feel appreciated.

Again, I could go on and on, but these are just a few highlights why I love Encompass!

Theresa Gearin

I have been with the company for over 15 years. Encompass is always striving to improve services to both the patients and the staff, and provides employees with opportunity to grow within the company. It is always wonderful to attend training at the EDC, attend webinars and the annual "Road Show". From 10 offices to over 135, it is still a "Best Place to Work."

Employee Perspectives

Mike Verner

There are so many great qualities about Encompass I could speak of, but none resonate with me more than the core values of our organization and the noble mission we pursue daily. Our mission and core values are about serving other people, treating them with the respect, dignity and grace all of us want in return. This company truly personifies the “golden rule,” and every business decision made is supportive of this core belief. I so highly appreciate and respect the executive leadership team of this company, not only for their extraordinary vision and leadership qualities, but more so for their warmth, approachability, and genuineness. Likewise, as I reflect on my 10 years with Encompass, I consider myself privileged to be able to work with such a great group of coworkers in my HR department, and other departments of the company. There is a tremendous shortage of healthcare professionals all across the country, but yet Encompass has consistently attracted, and retained a team of incredibly talented and dedicated people over the years. Again, there are so many qualities about Encompass I think are very special, but nothing is more special than our exceptional employees who serve our patients, and one another every day because we collectively and individually believe it is what we were called to do.



Amy Mansfield

I joined the Encompass family 2 years ago as a result of an acquisition, and as cliché as it may sound, my life has not been the same. If I had to sum up in one word why Encompass is the best place to work, I would say culture. April Anthony has developed a culture unlike anything I have ever experienced. She has taken our mission statement of *A Better Way to Care* and enveloped the entire organization in this philosophy. We provide *A Better Way to Care* in every aspect of everything we do. Our culture includes a culture of Faith. Faith that we know that we are blessed as a people, and as an organization And we are proud of our faith. We have a culture of Integrity. We all know with 100% surety that at Encompass we will do the right thing - 100% of the time, no excuses, no exceptions. We have a culture of Family. We have a family of 4,500 and growing. Each new employee is welcomed into our family, and each current employee knows that they have a family 4,500 strong. We lean on each other, we support each other, we rely on each other, and most of all, we care about each other. If you are fortunate enough to be part of the Encompass family, you know you are part of something unique and special. The part of our culture that we are best known for is our culture of *A Better Way to Care*. We offer *A Better Way to Care* to everyone we come into contact with. To our referral sources, to our patient's to our patient's families, to our competition, to our partners, to our communities, and to each other. There is truly something very special about Encompass Home Health, Hospice and Pediatrics. And however you are fortunate enough to be a part of that; whether it be as a patient, the family of a patient, a community member, or an employee it won't take long to see how very different Encompass is. I thank the Lord every day that I have been given this opportunity, and I am sincerely hoping for many, many more years to come!

Twyla McSpadden

In 2006 I met a wonderful Encompass employee who became engaged to one of my sons. She began working for Encompass after graduating from Abilene Christian University and had worked for Encompass in many different areas. As I learned more about the company, and quickly becoming an empty nester, I decided that the Encompass culture was exactly what I was looking for to begin in the work force again. I met with the Director of HR and asked him what I needed to do to work for this great company. He stated that I needed to obtain current experience. I went to work for a company that manufactured glass doors as the Office Manager. After five years with this company, I received a call from my now daughter-in-law asking if I would be interested in an HR position at Encompass. I quickly said yes and met with the same Director of HR for an interview. I was surprised and delighted to learn that he had held onto my resume all this time and thought that I would be a good fit for Encompass. After meeting with the HR team, I quickly said yes and have now been employed at Encompass for two years.

I love the job I have in the HR department working with employees. I get great personal satisfaction in being able to help employees with benefit questions and cannot imagine working anywhere else. This truly is A GREAT PLACE TO WORK!

Employee Perspectives

John Frieling

I feel that I am exactly where I need to be. I know this because it was not my plan to be here. I know that God placed me in this organization 12 years ago as an answer to prayer.

At that time, shortly after 9/11, I was involved in a RIF at a previous job (coincidentally, I received that news 2 days after my wife informed me that we were pregnant with our first child). The next 9 months were filled with countless interviews, rejections and dead-ends in a seemingly never-ending job search. This time was also full of prayer; prayers for direction, wisdom and comfort. I started every day on my knees asking for God to place me where He wanted me.

During my job search, I was introduced to April by a mutual friend. I recall April laying out a vision of health care for elderly patients in their homes utilizing technology to connect the caregivers to the office and the patient's physician. This all seemed to be pretty 'far out' stuff at the time, but it caused me to research homecare (which I had trouble spelling at the time) and I fell in love with it. It was as if a passion was awakened from within me; a passion for the elderly. I guess that passion had always been there, but I never paid it as much attention before.

I began my career here on May 1, 2002. Tracey Kruse was my first boss, so my first week consisted of a very thorough General Orientation and training with Gracie, just the two of us in a conference room. Looking back, my first week was full of greatness and I am forever grateful for the foundation that Tracey and Gracie gave me in our business.

Two weeks later, my wife delivered our first child; the same child that she told me about right before I lost my previous job. I have enjoyed every step of my Encompass journey. I get to work with AWESOME, talented people and help deliver a valuable service to deserving people for whom I have a tremendous amount of respect. And Lord willing, I hope to spend the rest of my days seeking to find *A Better Way to Care!*

Tammy Baker

I have been with Encompass for approximately 10 years. I enjoy working with this company due to its dedication to its employees, as well as its patients. Keeping employees satisfied I believe holds the key to success with great patient care, dedication, and loyalty. I have so many stories of employees going above and beyond for their patients. I have employees that go to patients' homes to ensure they have heat when temperatures drop, employees who will go buy food out of their own pocket to ensure patients have food to eat. There have been times when Meals on Wheels was not delivering meals due to equipment issues, and I had employees go buy something to eat for a couple of patients they knew did not have anyone to bring them anything. I've had employees go to a patient's home and repair a fence that had fallen down to keep their dog from running off. I've had employees go to the grocery store and purchase groceries due to no one to go for them and they were unable to go. The dedication our employees have for their patients is way above and beyond. I actually have a waiting list for nurses/therapists to come to work for Encompass. Throughout the medical community in this town Encompass is known as "The Beast". I think the knowledge and expertise our employees have and the training Encompass provides new hires also provides great resources for new employees and reassures that Encompass is the *A Better Way to Care.*

Lesley Chandler

This company actually walks the talk! For me it is about the heart of the company. The Encompass Cares Foundation is very meaningful to me and I feel good working for a company that believes in doing good works. I have witnessed many beneficiaries of that particular program and it melts my heart.

I always feel comfortable that everything is being looked at and reviewed to ensure that we are doing everything honestly and that we are following regulations and standards-and then Best Practices! I appreciate how this company is very dedicated to providing quality outcomes for those we serve and then backing it up by showing the results in many ways.

Lastly, I love that the corporate team all the way up to April Anthony make themselves so accessible. It is so funny and odd to me that I feel I could email April any day or time and get some kind of encouraging or informative response. I have met the corporate team several times in Road Shows. It is funny because I feel like they are my friends. To the point that while in Vegas this last year, I was eating at a restaurant and April walked in. I was sitting with my group and I saw her come in and I just started waving like we were old buddies. Of course she waved back but she was probably thinking "now which one is that?" LOL She makes us forget that she has thousands of employees working for this company. She makes it feel like a small, family like company. It is just strange to me because I have worked for big corporations before and never met the CEO in person and they never made you feel so at home. Same thing with the Vice Presidents of Pediatrics! Melanie and Gene are just a phone call away and that is impressive. They don't act like they are too important for any of us. That is very meaningful to me.

Employee Perspectives

Linda Stephens

I love Encompass and think that it is a wonderful company. I am very proud to work for Encompass. Encompass is a quality company that hires quality employees.

Pam Morris

I am proud to be an employee of Encompass. I started with the Encompass team almost 4 years ago. Encompass is a place I can go to work knowing we are strong-rooted and secure, ethical with compliance at the forefront, compassionate, team-oriented, and no matter what circumstances, there is ALWAYS someone I can call for help or guidance. I have worked for other Home Health agencies in the past and Encompass is by far, the best place to work.

We have received several referrals due to patient word of mouth. Lyle White, PT had seen a patient referred by a Metroplex orthopedic surgeon. After caring for this gentleman, the patient told his neighbor about the great service he had received. She came to the office with a prescription in hand stating that she wanted to use Encompass because her neighbor had such good results after his surgery, so she wanted to use Encompass after her surgery. This patient had shoulder surgery and we did provide her therapy services. After she was released, she told a friend that was on her bowling league about Encompass. Her friend fell and broke her hip during a game and after her hip replacement surgery, we admitted her to services. This friend told another that she went to church with about the great care she received from the Encompass team. After her hip surgery, we admitted her to service as well. With exception of the initial referral, we admitted multiple subsequent patients to service by providing *A Better Way to Care!*



Kim Trawick

I've been in my current position 16 years, transitioning to the Encompass family eight years ago. As long as I've been part of the Encompass family, the mission of *A Better Way to Care* has been demonstrated in actions as well as in words! This shines through in the quality of care delivered to our patients by highly skilled staff. This is evident by the returned patient satisfaction surveys, employee surveys, along with the longevity of many of our employees. Encompass gives back to our Encompass family. We had an employee in one of our branch offices who became seriously ill. He was one of the first recipients of a grant from Encompass Cares. These are just two examples that remind me of the true commitment of the Encompass culture of caring. I'm so blessed to be part of the Encompass family.

Melinda Hopkins

I have been a nurse for 39 years and have seen lots of changes in my nursing career. I have had the privilege of being a member of the Encompass Home Health team for the past 11 years, and it has made a big difference in my life. Encompass employs some of the most talented, competent and compassionate people I have ever known, and I am very proud to be a part of that. I have advanced my career while here and am looking forward to many more years of service so I can make a difference in the lives of my patients and my colleagues. We are truly blessed to have such a proactive company that delivers everyday *A Better Way to Care*.



