

13001 Main Street/PO Box 305, Stony Creek, VA 23882
www.pcpgonline.com 1-800-598-9854



JOHN THURMAN
CEO

CEO REPORT

By John A. Thurman, CEO

Some of you know I have been on the sick list. I am now recovering and am back to work part-time.

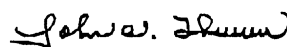
Around the end of November 2012, I had a scope of my colon and it was determined that I had cancer. I had surgery on December 17, 2012 and was in the hospital about 16 days. My surgeon, Dr. Gentry, was able to remove all of the cancer. Thanks to God, I am now cancer free.

My wife, Barbara, was right at my side during this period of time. I also received a lot of prayers and support from my church family. I would like to thank the staff in the Stony Creek office for their outstanding work and dedication while I was out sick.

All of our employees and our organizations are very important to me. The past 20 years has been very rewarding to me knowing that we are helping people to have a better life.

Thanks to all of our employees for what you do to make our organization one of the best Personal Care companies in Virginia.

Sincerely,

 CEO

John A. Thurman, CEO

INSIDE THIS ISSUE

- **CEO Report**
- **Administrator Report & Staffer Reports**
- **Administrative Staff Reports**
- **Blood Drive**
- **Profiles in Business**
- **PCPG Birthdays**
- **Employee's of the Month**
- **Marketing Happenings**



Mr. Thurman was featured in the "Profiles In Business" portion of the Boomer Magazine. The Boomer Magazine is distributed throughout our service area and is available at no cost. Here at Personal Care Preferred Group we are very proud of Mr. Thurman's accomplishments. Please find a copy of Mr. Thurman's article enclosed in this newsletter.

Administrator Report

By Sue A. Moore, Administrator

You Know it is Dangerous, So Why Do You Do it?

What am I talking about? Texting while driving. Many of us are guilty of this. The statistics backing up the dangers of this are there, but we think that they don't apply to us! Did you know that sending or texting a message takes your eyes off the road on average a minimum of 4.6 seconds? If you are driving at 55 mph, that would be like driving the length of a football field blindfolded. Do you see the accidents waiting to happen? You may momentarily lose control of your car causing you to run off the road or run into another vehicle. You may not see that bicyclist or that jogger on the side of the road. What about the child that runs out in the road or the elderly gentleman or lady who is crossing the street? All of these would be a life-changing event!

Distractions.gov listed the following statistics:

- In 2011, 3,331 people were killed in crashes involving a distracted driver, while an additional 387,000 were injured in motor vehicle accidents.
- 18% of injury crashes were reported as distraction-affected crashes.
- Drivers who use hand-held devices are 4 times more likely to get into crashes serious enough to injure themselves.
- Driving while using a cell phone reduces the amount of brain activity associated with driving by 37%.

There are 3 main types of distraction:

1. Manual – taking your hands off the wheel
2. Visual – taking your eyes off the road
3. Cognitive – taking your mind off driving

There are many activities that you can engage in that can cause distractions while driving. Texting, however; requires all three – which makes it even more dangerous.

While in the state of Virginia texting is currently only a secondary offense – keep in mind- that it is still an offense.

I would encourage each of you to take a few minutes. Go to the website www.DistractedDriving.gov and watch the testimonials of family and friends who have lost a loved one as a result of distracted driving. Hopefully, it will make you think before you pick up that cell phone the next time you are behind the wheel.

Distracted Driving Kills. Safe Driving Starts With You!

Notes From Staffers

Personal Touch Home Care – Stony Creek & Colonial Heights Office

Happy Spring Everyone! I hope each and every one of you are doing well and awaiting a safe and exciting Summer. For this is Vacation Season and with that being said, I feel it is necessary to address requesting time off. In the event you are planning a vacation, it is important that you give as much notice as possible. We require 2 weeks, but if you know beforehand then of course let me know. I understand emergencies and last minute issues do arise, however I need you to contact the office as soon as you know you can't report to work or if you are going to be late. For those of you not aware, I am

[Continued on next page...](#)

on call 24/7. You can either call the Stony Creek office or our toll free number, [1-800-598-9854](tel:1-800-598-9854), anytime day or night. Procedure for requesting time off is as follows: *Fill out Request Day Off Form (Form may be picked up and returned at any of our locations.) *When filling out form make sure you include the date in which you are filling the form out. *As I said we must have at least 2 weeks in advance. *All requests are either approved or denied by your staffer.

*AND VERY IMPORTANT, it is YOUR Responsibility to call or check back with your staffer to make sure your time off has been granted. Please do not assume your request was approved. As always, Thank You, and thank you again for your hard work and Dedication to our Company. If you need me you can call me anytime Day or Night.

Jeanna B. Turner
Staffing Coordinator

Personal Touch Home Care – Waverly Office

Thank you to the CNA'S and PCA'S!

In life we assume that people know how much they are appreciated and they never hear it from each other. I often say thank you, but this month I would like to put it in writing to all of my CNA'S and PCA'S.

I am proud to say that I am very pleased with all of my CNA'S and PCA'S for doing a good job with completing and turning your timesheets in on Monday by 12noon. I have seen great improvement with your timesheets. I am also proud to know that one of my CNA's was selected as employee of the month. I would like to thank everyone who works out of the Waverly Office for a job well done and also, I thank you for the teamwork that each of you offer. A big THANK YOU, for reporting to work on your scheduled day and time. I would like to thank all of the CNA'S and PCA'S who represent our company in the community by wearing your uniforms and name tags. Thank you to the CNA'S and PCA'S who refer our agency to the people in our community that really need our service.

Waverly CNA'S and PCA'S I thank you for making this office enjoyable to work in as your Staffing Coordinator.

Thank you,

Darlean Walker
Staffing Coordinator

Personal Touch Home Care – Franklin Office

Spring has arrived and so has pollen and mosquitoes! As warmer temperatures approach, please be reminded to drink more fluids and to stay cool. This is good advice for our clients also. Even though they may not express that they are warm, you need to insure they stay hydrated.

I want to remind all Aides that you are not to dispense any medications for your clients. If you are unsure of your responsibilities, please contact the office to discuss.

Just a few reminders that I need to address: (1) Timesheets are due in the office by Monday at 12pm. Please check all dates on the timesheets. (2) If you have not completed all in-services, please make the effort to complete and return as soon as possible. (3) If you need time off from your case, please visit the office to complete the request form. It makes my job a little easier if I have ample time to find coverage. (4) If you are currently not working a weekend case, please contact the office to discuss being "on call" at least every other weekend. (5) You must notify the office should you be late or absent from work. Calling the client is great, but I need to know, also.

Thank you for your continued cooperation with the office. Our main goal is to provide comfort and security for our clients. As summer approaches, stay safe and enjoy!

Wynne Doyle
Staffing Coordinator

Moore Home Care – Emporia Office

I have been speaking with many of you about referring a new client or assisting a potential client wanting to transfer their service to our agency. Please let me know if you come in contact with someone that could benefit from personal care

[Continued on next page...](#)

services or someone wanting to transfer. I am available to assist and answer any questions. There are pamphlets available regarding the services our company offers. Please feel free to stop in and pick up the information as needed. Remember, our company has a thank you bonus referral program for any employee responsible for someone choosing our agency or company.

Please remember that direct deposit and pay cards are available for your convenience. If you are interested, come by or call the office for further information.

There are several direct deposit employees who are not coming in to pick up monthly in-services and many who are not turning in the tests. I have extra in-services in the office, so please stop in to pick up the ones you missed.

Thanks to everyone for the exceptional services that you provide every day to your client.

Zelinda Powell
Office Manager/Staffing Coordinator

Southern Touch Health Care – Colonial Heights Office

Happy Spring Everyone! It's so nice to finally have some warmer days and more daylight hours & I hope each of you enjoy every day to the fullest!

Thanks for doing a great job on your timesheets, just remember they cannot be processed if they are not completed in blue or black ink and we have pens available at the office should you need one. The outside black box is for "after hours only" drop off. If the office is open, you must bring your timesheet inside and hand it to me.

Requests for time off must be requested in writing and we need 7 days advance notice unless it is an emergency. Please try to schedule all appointments, etc. around your work schedule. We will do our very best to accommodate your needs while making sure our client has coverage.

If you have any questions or concerns, please do not hesitate to give me a call.

Food for Thought: Never give up. Winners never quit, and quitters never win.

Susan Bishop
Office Manager/Staffing Coordinator

Southern Touch Health Care – Lawrenceville Office

AIDES WHO CHANGE A CLIENTS WORLD

There are Aides who make clients' days so much better...simply by showing up as well as leaving on time each and every day. Clients look so forward to you being there with them, and not keeping them waiting and wondering if you're coming or not.

There are Aides who make a client's day filled with the joy and laughter by always keeping the conversations up beat and keeping problems outside of the home out of conversation. They find a way to put sunshine inside even when it's raining outside. Everyday has something wonderful to look forward too.

There are Aides who make a huge difference by knowing and doing what is needed on a daily basis, by insuring the client gets the help they need with all their ADL's as well as keeping the home looking nice and clean. They also keep the kitchen countertops wiped down daily, clean out the refrigerator weekly, wiping out the stove and stove tops when needed and doing the laundry and not letting it pile up. The client shouldn't have to tell you to do so, it's already hard enough for them to accept you doing the work for them, but yet they are grateful when you do a good job.

There are so many ways Aides can bring wisdom, wit, strength, as well as courage to those clients who feel they are barely hanging on and have no one else to care for them. You put a smile on their face just by being there to help them with their personal needs and it makes them feel good about themselves.

Most of all, there are men and women Aides that change a client's world. Just like the ones we have working for us at PCPG in the Lawrenceville office and throughout our other office locations. I would like to say, keep up the excellent job you all are doing.

[Continued on next page...](#)

God bless you all and help us all to grow stronger and better at our jobs with each and every day.

Libbie Roberts
Staffing Coordinator

Notes from PR/Marketing Director & Assistant

By Barbara Thurman, PR/Marketing Director & Diane Laine, PR/Marketing Assistant

In **April** we were in local Assisted Living and Nursing Facilities providing refreshments and prizes during several of their events and worked with the Site Managers and Discharge Planners targeting discharged and "live at home" clients. In the Independent Messenger, the public chose John Thurman, CEO for Personal Care Preferred Group to receive the Readers Choice Award for Best in Health Care. Mr. Thurman so graciously chose to present the \$100.00 check to the Humane Society of Emporia. Also, for anyone who did not get a chance to read Mr. Thurman's Profile in Boomer Magazine or area newspapers please take the time to read his article on the following page to see the accomplishments he has made and you will know why he is such a great CEO. During the week of Administrative Professionals Day, the Staffing Coordinators and ladies in each of our six offices were recognized by having their picture taken for the Independent Messenger and attended the Annual Business and Professional Women's Luncheon in Emporia. Thank each of you for all you do.

March was National Social Worker's Month. We recognized these very special people by delivering ham rolls to the staff of nine different Department of Social Services located in our service area. With spring just around the corner, March also found us out and about participating in several community events. Sue Moore accompanied me to the VCU Breast Cancer Awareness Seminar located in Jarratt at High Hills Baptist Church. We provided blood pressure screenings, information on high blood

pressure and information about PCPG to more than 100 people throughout the day. We also gave away lip balm with Pink Breast Cancer Awareness tags that read, "Kissing Breast Cancer Good-bye!" We participated in the Dinwiddie County Health Fair at Dinwiddie High School where over 200 vendors and over 1,000 people came in search of information on services offered in and around Dinwiddie County. We provided a booth with PCPG information, supplied bottled water with PCPG labels, calendars and door prizes. As a jump start to our "Speaker's Bureau" presentations, John Thurman and I attended our first meeting for the Meherrin Ruritan Club in Emporia. I gave a PowerPoint presentation on PCPG and Mr. Thurman spoke to the members and answered questions they had. To date more than 40 letters have been sent to different organizations in our service area informing them of this complimentary service. The team looks forward to providing many more presentations throughout the year. To end the month the Thurman's attended two different local Chamber of Commerce events. One for Colonial Heights Chamber at Fort Lee and another at the Franklin-Southampton County Chamber's Annual Dinner, in Franklin.

January and **February** found local Hospitals, Dr. Offices and Nursing Facilities to be our focus as we provided PCPG Presentations to Case Managers and Discharge Planners. In our own community, the Sussex County Chamber of Commerce sponsored a dinner and book signing for one of its citizens, Gary Williams. His new book entitled, Sussex County Virginia, was discussed and Mr. and Mrs. Thurman, Jonathan and Courtney Bolton and I attended and represented PCPG in support of Gary on his endeavor.

So, as you can see the first quarter of 2013 started out with a Bang! Not only was the flu and pneumonia out there with a vengeance, BUT we were too.

[Continued on next page...](#)

Making sure information needed to acquire our services was available to assist as many individuals as possible. Looking forward to seeing you around town and continue to spread the word about Personal Care Preferred Group!!

A Quick Note from Payroll

By Dianne R. Edwards, Payroll Manager

I am pleased to report payroll is running smoothly and I appreciate everyone turning their time sheets in on time. Always feel free to call me directly with any payroll questions.

Chief Nursing Supervisor Report

By Elaine Seymour RN, Chief Nursing Supervisor

I hope everyone enjoyed a wonderful Easter/Passover celebration. We've had a little taste of Spring so I can't wait until the warm weather is here to stay.

Thinking about our patient care: knowing about your patient's skin condition is one of your most important duties. Untreated skin problems can be the beginning of major health problems. It's pretty easy to know about "obvious skin," (hands, arms, legs, face.) BUT, AT LEAST ONCE A WEEK YOU MUST LOOK AT PATIENT'S FEET, BACK & BUTTOCKS AREAS. Some patients are shy about letting you look at these, but you must insist. It's your job.

As with all patient care, document-document-document! And by the way, if your patient refuses care or refuses to let you observe skin condition, write it on your Time Sheets. Continuing problems should be reported to your Staffing Coordinator.

Take care & be safe

A Message from HR

By Debbie Grein, HR Director

Hope everyone is enjoying the warmer weather we are having! I want everyone to know, I am working on trying to find some

things to do for summer fun! I have not gotten the information back yet, so I wanted you to know so that you could be looking in your paychecks for more information as it becomes available.

Winning Donation!

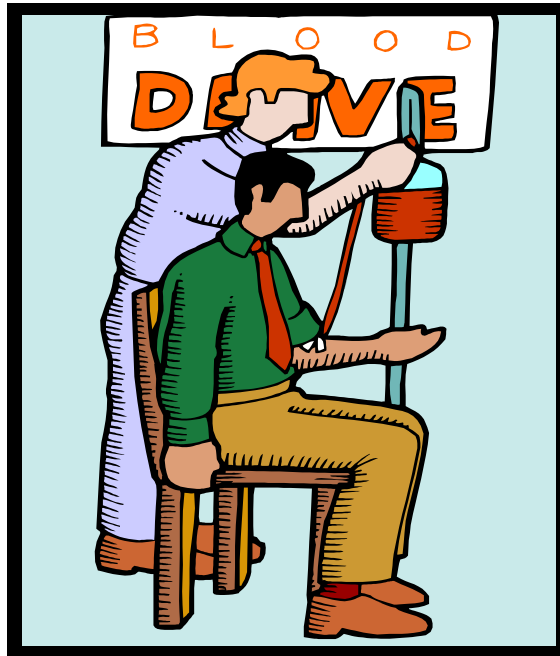
Independent-Messenger, Wednesday, April 17, 2013
Don Koralewski/Independent-Messenger



Above, Independent-Messenger Advertising Manager Becky Hinkle presents a check to John Thurman, president of Personal Care Preferred Group, who won a featured drawing related to the I-M's Reader's Choice balloting. Thurman accepted the honor and the award, then immediately awarded the cash prize to the Emporia-Greenville Humane Society. Below, Tara Malone Menendez accepts the check on behalf of the Humane Society.



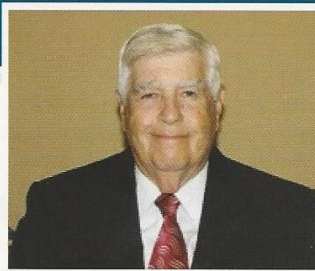
Have You DONATED?



Personal Care Preferred Group, partnering with the Virginia Blood Services, is trying to organize a Blood Drive. The blood drive is hopefully going to be held in the latter part of the summer. It would be held at the corporate office in Stony Creek, but we need your help.

We need your help because in order for us to be able to arrange this blood drive we need a minimum of 20 donors to pledge their blood donation. Pledge forms will be at every office location and everyone will have the opportunity to donate blood. Please help us by pledging to donate blood.

One might think that they cannot donate blood because they are on medications, but this is not true. Even medications used to control blood pressure, thyroid disorders, antidepressants and cholesterol do not prevent you from donating. Please contact our corporate office for more details, [1 800-598-9854](tel:18005989854). Please help save lives!



PROFILES IN BUSINESS: JOHN THURMAN

There comes a time in each of our lives when we look back and wonder if what we've accomplished is enough. Did we do what we set out to do? Did we make the difference we wanted to make? Is there still more work to do? John Thurman is at that point in his life.

Thurman, a native of West Virginia, went into the army in 1955 and, after tours to Alaska and California, was discharged. After receiving a degree from Marshall University, he worked as an Assistant Administrator at Logan General Hospital for 3 years. In 1971, he was hired as Administrator of Greenville Memorial Hospital in Emporia, VA, which became his home. Thurman accomplished much during those years. He was instrumental in building the first Intensive Care Unit. A nursing home was added to the hospital, and he started the medical service at Greenville Correctional Center in Jarratt. At the same time, a satellite clinic was built and an in-home health care program was started.

Even though home health care was not the norm, Thurman liked the idea of providing services like physical therapy and other non-emergency needs to patients in their own home, giving patients the freedom to recuperate in comfort and convenience. In 1992, he started Personal Touch Home Care with only one patient, but business soon began to boom. Today, Thurman is the CEO of Personal Care Preferred Group, an umbrella of three in-home health care service companies in Southside Virginia (Personal Touch Home Care, Moore Home Care, and Southern Touch Health Care.) He has over 400 employees and over 300 customers at any given time.

John Thurman's resume is impressive. His accolades are many. His satisfaction, however, rests in the difference made in the lives of his patients. Thurman is no longer interested in building a resume; he's interested in building memories. He is no longer interested in managing people; he's interested in managing lives. While the future of Personal Care Preferred Group is promising (they are expanding their business and moving into a new corporate office building in the town of Stony Creek, VA, this September), Thurman is looking toward a future in retirement. John and his wife Barbara are eyeing Myrtle Beach, SC, as their future home (although, according to Barbara, Thurman's been saying he will retire in a year for six years now!)

When John Thurman looks at his life and asks if his accomplishments are enough, the answer will be a resounding "Yes!" When he determines whether he has accomplished what he set out to accomplish, the answer will be a resounding "Yes!" And, after all, that's what really counts.



Personal Care
Preferred Group

PERSONAL TOUCH HOME CARE | MOORE HOME CARE | SOUTHERN TOUCH HEALTH CARE

1.800.598.9854 | WWW.PCPGONLINE.COM

Member of the BBB, VA Dept. of Medical Assistance Services & VA Personal Care Providers Assoc. Bonded, Licensed & Insured.

Happy Birthday PCPG Employees!!!

Anderson, Rovelta	4/1	Gauldin, Kelly	5/2	Pegram, Dora	6/8
Edwards, Dianne R	4/2	Laine, Diane J	5/4	Branch, Dorothy	6/8
Baker, Rita	4/2	Hatch, Keshonda S	5/4	Crawford, Mauri E	6/9
Wright, Shakeera	4/5	Everett, Barbara L	5/7	Parham, Robin B	6/11
Claiborne, Barbara W	4/7	Caruso, Linda	5/8	Parham, Emily	6/12
Lundy, Joane D	4/9	Jones, Dianne	5/9	Hicks, Nicole T	6/13
Gray, Angela	4/9	Cain, Earlene E	5/13	Giles-Mabry, Jamica	6/13
Ruffin, Clarissa S	4/10	Delatte, Kim	5/14	Cary, Towana	6/17
Sandlain, Allison E	4/10	Turner, Van	5/15	Davis, Kourtney	6/17
Garner, Millicent	4/10	Walker, Charlene	5/17	Mays, Shameka	6/16
Fields, Elaine I	4/10	Eason, Tiffany N	5/18	Drake, Ruthie M	6/19
Clements, Kathleen	4/10	Hughes, Christine D	5/20	McNair, Danielle	6/21
Lurry, Nancy	4/11	Boyd, Jahnece	5/20	Taylor, Shanicka	6/21
Smith, Tausha C	4/11	McMillan, Louise	5/20	Thomas, Patricia B	6/22
Lott, Dorothea	4/11	Johnson, Alice E	5/20	Russell, Bertha L	6/22
Phillips, Julie M	4/12	Riddick, Patricia B	5/21	Walker, Stephanie P	6/22
Williams, Leslie E	4/12	Thomas, Shirley A	5/21	Moss-Vaughan, Sue	6/23
Cameron, Helen V	4/12	Carter, Alma	5/21	Sinclair, Rosa	6/25
Peterson, Hunter	4/13	Shaw, Brenda Y	5/22	Cosley, Wanda W	6/27
Stigall, Stephanie	4/13	Powell, Zelinda	5/23	Peeples, Sadie M	6/28
Vincent, Branch A	4/13	Shaw, Patricia D	5/23	Neal, Jamica	6/29
Epps, Mary A	4/14	Greene, Tonya	5/24	Ruffin, Ann	6/30
Hicks, Lillian	4/15	Taylor, Tamara D	5/25	Smith, Sharon	6/30
Brodnax, Nellie	4/15	Haith, Nicole	5/25	Turner, Annette J	6/30
King, Wendy	4/16	Keys, Ethel	5/26	Bishop, Susan R	6/30
Rodgers, Randy	4/17				
Wade, Carol	4/18	Ivey, Teresa M	6/2		
Winfield, Dwight	4/18	Davis, Marion V	6/3		
Smith, Ernestine B	4/19	Fields, Arleather	6/2		
Hill, Natasha	4/22	Proctor, Yolanda F	6/4		
Roads, Georgia	4/23	Bolton, Courtney B	6/5		
Bullock, Rosa	4/25	Whitfield, Andrea	6/5		
Butts, Beverly L	4/26	Moore, Lauren A	6/5		
Taylor, LaDana D	4/29	Parham-Smith, Monika	6/5		
		Bush, Rachel C	6/6		
Green, Norma	5/1	Smith, Cristie L	6/7		
Barner, Shavon	5/2				

PCPG Employee's of the Month!

January Employee of the Month



Paula Blount has been working for Personal Touch Home Care Services since 2003. She not only has the respect of the staff, but also of her clients and their families. Ms. Blount is always a team player and she always seems to exceed the expectations of her clients. Always conducting herself in a professional manner, Ms. Blount is a positive example to her fellow co-workers and she continues to raise the standards of care higher.

Congratulations Paula! Thank you for your service.

February Employee of the Month



Rosa Bullock has been employed at Moore Home Care Services since 2002. Ms. Bullock, since the day she began working, has remained a loyal, reliable and dependable employee. She always provides exceptional care to all of her clients and no matter what type of difficult situation she may encounter in a home; she always seems to be able to help the client and their family member in a caring and professional manner.

Congratulations Rosa! Thank you for your service.

March Employee of the Month



Nellie Brodnax has been employed at Southern Touch Health Care Services since 2009. Ms. Brodnax is not only loyal to her clients, but to the mission and values of the company. She always conducts herself in a professional manner, while providing quality care with loving tender hands. Ms. Brodnax had decided to retire, but within a short period of time, she changed her mind – knowing that she would miss a job that she looked forward to daily.

Congratulations Nellie! Thank you for your service.

Look What Marketing Has Been Doing!





**Look for more marketing
pictures in the Future!**