



Personal Care Preferred Group

Providing support for the comforts of home.

inTouch

Volume VI Issue 2 ~ Spring 2014

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

CEO REPORT

By John A. Thurman, CEO



JOHN THURMAN
CEO

Dear Employees,

I don't know about all of you, but I will be glad when we have some warm weather. Summer is just around the corner.

As I told you in my Christmas remarks, our Personal Care business has several challenges over the next few years.

All of our clients will have an opportunity to become a member of Commonwealth Coordinated Care. This is a combination of Medicare and Medicaid benefits. The regular Medicaid will be taken over by three insurance companies. They are Humana, Anthem (Health Keepers) and Virginia Premier (VCU). A managed care nurse will direct all of the client's health care services. We will continue to be our client's Personal Care Provider. You will hear more about this in the future.

Starting January 1, 2015, Personal Care companies will lose their Overtime Exemption. Between now and next January, we will start to reduce schedules. Our objective will be to keep our staff working at 40 hours per week. We appreciate your cooperation as we face this challenge.

Also January 2015, employers like us will be subject to the Affordable Health Care Act. It is difficult to tell what the impact will be on our business. The employee mandate has already come and we hope all of our employees now have insurance.

In summary, our overall business is running very well and we must prepare for any future events. We appreciate all you do for our patients. Thank you for your devotion to our three companies.

Sincerely,

John A. Thurman CEO

John A. Thurman, CEO

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Administrator Report

By Sue A. Moore, Administrator

Recently I have been reminded of an old song by the group Chicago – “Does anybody really know what time it is? Does anybody really care?” I have found myself singing this song with different lyrics – “Does anybody really know what respite is? Does anybody really care?” The Webster Dictionary defines respite as: “temporary intermission of labor, or of any process or operation; interval of rest; pause; delay.” Essentially, respite is a break. But who is this break for? The Medicaid Provider Manual, which we must follow, states “Respite services are unskilled services ... that are to provide temporary relief to the unpaid primary caregiver. Respite is for the relief of the caregiver due to the physical burden and emotional stress of providing support and care to the individual.”

The state does provide a total of 480 hours for eligible recipients to be used during the state’s fiscal year of July 1st to June 30th of the next year. On review of the respite hours used during this current fiscal year, I have become concerned whether our clients and/or their primary caregivers, along with our employees have a clear understanding of respite services.

We realize that being a primary caregiver can at times be stressful and that a break in their day to day responsibilities is the respite that they need so they can continue to ensure that their loved one can remain safe and comfortable in their home. Please remember – respite care services are for the unpaid primary caregiver, not for the Personal Care Aide to make more hours. Please remember – it is the primary caregiver who is to call the Staffing Coordinator to ask for respite care, not the Personal Care Aide. Most importantly, please remember – each client only receives 480 hours to use each fiscal year and once these hours are gone, they will receive no more until the beginning of the next fiscal year.

I believe we all agree that the majority of our clients would not be able to remain in their homes without the continued support of their

primary caregivers. If used as intended, respite services should be there for each primary caregiver to use when they need a break from their daily responsibilities of providing care to our clients. We want all of our primary caregivers to feel that they can take a break and know that their loved one is being cared for.

If you have any questions in regards to respite care services, please give me a call at 434-246-3110 or 1-800-598-9854.

Chief Nursing Supervisor Report

By Elaine Seymour RN, Chief Nursing Supervisor

Happy Allergy season to everyone! A couple of allergy reducing suggestions: Try using a non-drowsy antihistamine daily, ask your Pharmacist, wash your face several times a day, wash your hands frequently and keep your hands away from your face. The pollen that sticks to face & hands cause most of the annoying symptoms.

Several reminders regarding Time Sheets:

1. You must work the hours assigned to you by your staffer. If working hours need to be changed the change must be made by the RN and staffer. You cannot just decide to change hours.
2. If you have a patient who does not sign your Time Sheets, you need to ask your staffer WHO IS ALLOWED TO SIGN THEM. Every patient, who cannot sign sheets, is assigned an alternate signer/s. The name/s is written on the RN's report each month. Please ask if you do not know this information.
3. Please remember that Medicaid NO LONGER ALLOWS YOU TO WORK 2 SHIFTS BACK TO BACK. When a patient has two Care Plans, THERE MUST BE A 2 HOUR BREAK BETWEEN THE 2 PLANS. I know this can cause travel problems but Medicaid simply will not let us do 2 shifts together anymore.

Thank you for making a positive difference in our patient's lives. I hope everyone enjoys the beautiful spring weather!

Notes From Staffers

Personal Touch Home Care – Stony Creek & Colonial Heights Office

Hey Everyone,

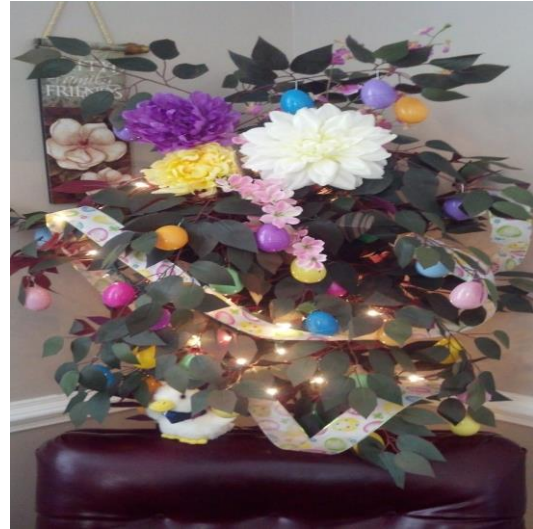
Well it's summertime again! Where has the time gone? I pray each and every one of you have been safe and well through the winter months. There are a couple of things I'd like to mention. I cannot stress enough how important it is for everyone to comply with the Privacy Policy Act when it comes to your client. The confidentiality, care and safety for each of our clients are our company's first priority. With this being said, you must never discuss anything concerning our clients or their families with anyone other than our office staff! Secondly, I ask of you to please go by your local office at least once a month to pick up your monthly In-Service. This is part of your job description and is mandatory for you to complete and return to your local office in a timely fashion. If you would like to know your score for the test taken at the end of each In-Service, you may go by or call your office. I think you all will be surprised of the informative information offered in our monthly In-Service.

As always, if you need me or have any questions or concerns please don't hesitate to call me, I'm on call 24/7. Thanks for all your help and hard work.

Jeanna B. Turner
Staffing Coordinator

Personal Touch Home Care – Waverly Office

"Anyone can carry his burden, however hard, until nightfall. Anyone can do his work, however hard, for one day. Anyone can live sweetly, patiently, lovingly, purely, till the sun goes down. And this is all life really means." ~Robert Louis Stevenson



Darleen Walker
Staffing Coordinator

Personal Touch Home Care – Franklin Office

Can you imagine living alone and not interacting with people on a daily basis? As a staffing coordinator, I communicate with the caregivers of our clients. On most occasions, the caregiver lives with the client or nearby and is very involved. However, on some occasions, I speak with someone that does not actively participate in their family member's care. It is sad that I may know things about their family member that they did not know. Now, can you imagine not showing up to work for this client?

I am stressing the above because it is so important for each of you to arrive on time to work and to be there the entire scheduled time. I think each of the Staffers have noted that we understand emergencies because we have them too, but it should not become a routine. A client once said when she heard the knock on the door of her Aide; she felt a sense of relief.

A major chain of stores has the following posted at their work areas for the employees to read daily. It encourages better customer service and I think it is appropriate for us, also. I have modified it a little to apply to our jobs.

- I do the job to my best ability
- I take pride in the job I do
- People are better off because of the way I do my job; I make a difference

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

- I start my workday neat and clean
- I report for work on time and stay for my entire shift
- I treat my clients and coworkers with respect
- I employ good manners in my interactions with others
- I keep my mind on the job at hand
- I respect my work and myself

If you have a problem with your case, please contact me to discuss it. Sometimes I have suggestions to fix problems without involving family or the client. Then there are times that I may need to talk with the client to solve the problem. It is very important that our clients are satisfied with our services, but it is just as important that our employees are satisfied with their jobs. You are our greatest investment. I promise, if I cannot help you, I will find someone that will.

I wish you a great summer. I pray it isn't as hot as the winter was cold!!

Wynne Doyle
Staffing Coordinator

Moore Home Care – Emporia Office

I am glad to inform all that Moore Home Care now has a different way for you to turn in timesheets. The front door has a slot at the bottom of the door that allows the timesheets to be put into a bin inside of the front door. This should be more convenient and secure for the collection of the timesheets.

I want to ask that the ladies, who still are not turning in their timesheets weekly and on time, please remember that turning in your timesheets is a responsibility of your job. When you do not follow the company policy on turning in your timesheets, you cause a disruption in the process of payroll and billing. Please be more aware and responsible regarding this.

I am still receiving complaints from client's regarding the usage of personal cell phones while on duty. If you are not aware of the company policy on this issue, you need to pull out your employee handbook and review it. If you do not have an employee handbook, call me and I will make sure you get a copy.

If you have a question or a problem that I can assist you with, please call me or come into the office.

Zelinda Powell
Office Manager/Staffing Coordinator

Southern Touch Health Care – Colonial Heights Office

Happy Spring/Summer Everyone!

We all need to make sure we are providing the best possible care to our clients and I do receive phone calls when clients are pleased or displeased with our services. I would much rather receive the good calls! The most frequent complaint I receive from a client is their aide stays on their cell phone too much! Remember using your cell phone while at work is against company policy and disciplinary action will be taken if this continues to be an issue.

Please remember to take time to look over your timesheets before you turn them in and they need to be completed on a daily basis. Remember to always show your client's name at the top along with their phone number and the client's signature must be dated the last day that you work. Take time and complete your timesheet correctly & think of it as your paycheck. Timesheets must be in the Colonial Heights office by noon on Mondays and there is a slot in the door to drop them off on the weekend or after hours. Please make sure you are using the correct timesheet whether it is respite, personal care, or private duty, Southern Touch or Personal Touch.

If you have any questions or concerns about your schedule, please call and ask me, not the client.

In this economy, jobs are hard to come by & we all need to work together as a team to accomplish our mission which is providing the best possible care and service to our clients.

Take care and remember I am always just a phone call away!

Susan Bishop
Office Manager/Staffing Coordinator

Southern Touch Health Care – Lawrenceville Office

I hope everyone is looking forward to a great and beautiful spring and summer. I'd like to remind you all of a few very important things in the PCA job.

1. No matter how long you have been with a client, your care plan is designed to teach you every day how to give excellent care.
2. Time slips are a very important part of your job. Neatness, all the check marks in the right places, time and dates filled in and all signatures are required on all time slips.

Continued on next page...

3. Turn your time slips in before 12 noon on Mondays. If they are not received Monday, you must take them to the Stony Creek office by 12 noon Tuesday, NO EXCEPTIONS. If you need help with you time slip, please ask.
4. If you need time off, please call and write your request for time off.

Employee of the month number 4 has been chosen from the Lawrenceville office, congrats! We all have it in us to be the best we can and receive the employee of the month reward and bonus. Keep up the good work and have a great day.

Libbie Roberts
Staffing Coordinator

Notes from PR/Marketing Director & Assistant

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

This quarter has been a time for cold, cancellations and "spring" anticipation!

In March, the weather eased up just in time for National Social Workers Month. Our staffers are in contact with Social Services a lot and we appreciate all they do to assist us. We delivered blueberry muffins to all of the Department of Social Service offices in our service area to commemorate this occasion.

Spring is a time for Health Fairs, Expos and Open Houses!

To market our name and services, PCPG participates in as many community events as possible. Being visible reminds the public of who we are. In this last quarter, we joined two more Chamber of Commerce organizations in our service area, Isle of Wight and Hopewell/Prince George Chambers. With 300 people in attendance, the Isle of Wight Expo provided us with a wonderful opportunity to meet people in an area that is slightly new to us. With this partnership and added exposure PCPG will continue to provide much needed information to the public in the surrounding communities. We look forward to talking, meeting and working with many more potential clients.
April...spring is finally here!

At the Emporia-Greenville Professional Women's Luncheon, our three companies were truly

represented with 12 of our staff members in attendance. From Personal Touch Home Care attending were Mrs. Thurman, Wynne Doyle, Darlean Walker, Dianne Edwards, Debbie Grien, Jeanna Turner, Courtney Bolton, Lauren Moore and Diane Laine. Representing Moore Home Care was Zelinda Powell and from Southern Touch, Susan Bishop and Libby Roberts. Mrs. Thurman and I talked with many people throughout the day and provided PCPG Service Area/Zip Code handouts at our "spring decorated booth". With 250 in attendance, speaking with many local and professional women about our company and the services we provide was a wonderful opportunity.

A Quick Note from Payroll

By Dianne R. Edwards, Payroll Manager

I hope everyone is enjoying the warmer weather and longer days!! I would like to thank each of you for turning in your time sheets by the deadline. Those of you turning them in late need to remember they must be turned in weekly in order for the billing to flow as it should, otherwise, it creates more work for the office.

Paystubs - It is your responsibility to keep track of your paystubs each week so create a file to keep them in. If someone is requesting more than 4 paystubs they need to send a request for verification of wages. Also, on Tuesdays and Wednesdays during my payroll processing, paystubs cannot be printed on those days.

Messages - when I am processing payroll on Tuesday's and Wednesday's if you have a question leave **ONE** message and I will return your call as soon as I possibly can. Do not continually call the office. It is extremely busy and I may not be able to answer your call as quickly as other days.

I hope everyone has a wonderful spring and if you have any questions or concerns do not hesitate to call me.

A Message from HR

By Debbie Grein, HR Director

I hope everyone is enjoying the warm weather we are starting to have! We are looking to have some Personal Care Aide classes in our service areas, so please let anyone know that might be interested to give me a call at our main office at **(434) 246-3110** for more information.



THE INDEPENDENT MESSENGERS READER'S CHOICE AWARDS

BEST OF 2014 HOME HEALTH CARE COMPANY:

PERSONAL CARE PREFERRED GROUP

SIXTH YEAR IN A ROW!!

We are very proud to be selected again this year for the Readers Choice Award for Best Home Health Care Company in the area. Striving to provide the best possible care for the people of our community, Personal Touch Home Care, Moore Home Care and Southern Touch Health Care Services mission statement,

"Providing support for the comforts of home", says it all.



Preventing Tick Bites

While it is a good idea to take preventive measures against ticks year-round, be extra vigilant in warmer months (April-September) when ticks are most active.

Avoid Direct Contact with Ticks

- Avoid wooded and bushy areas with high grass and leaf litter.
- Walk in the center of trails.

Repel Ticks with DEET or Permethrin

- Use repellents that contain 20 to 30% DEET (N, N-diethyl-m-toluamide) on exposed skin and clothing for protection that lasts up to several hours. Always follow product instructions. Parents should apply this product to their children, avoiding hands, eyes, and mouth.
- Use products that contain permethrin on clothing. Treat clothing and gear, such as boots, pants, socks and tents with products containing 0.5% permethrin. It remains protective through several washings. Pre-treated clothing is available and may be protective longer.
- Other repellents registered by the Environmental Protection Agency (EPA) may be found at <http://cfpub.epa.gov/opprpref/insect/>.

Find and Remove Ticks from Your Body

- Bathe or shower as soon as possible after coming indoors (preferably within two hours) to wash off and more easily find ticks that are crawling on you.
- Conduct a full-body tick check using a hand-held or full-length mirror to view all parts of your body upon return from tick-infested areas. Parents should check their children for ticks under the arms, in and around the ears, inside the belly button, behind the knees, between the legs, around the waist, and especially in their hair.
- Examine gear and pets. Ticks can ride into the home on clothing and pets, then attach to a person later, so carefully examine pets, coats, and day packs.
- Tumble clothes in a dryer on high heat for an hour to kill remaining ticks. (Some research suggests that shorter drying times may also be effective, particularly if the clothing is not wet.)

Source: [Centers for Disease Control and Prevention](#)
[National Center for Emerging and Zoonotic Infectious Diseases \(NCEZID\)](#)
[Division of Vector-Borne Diseases \(DVBD\)](#)
www.cdc.gov



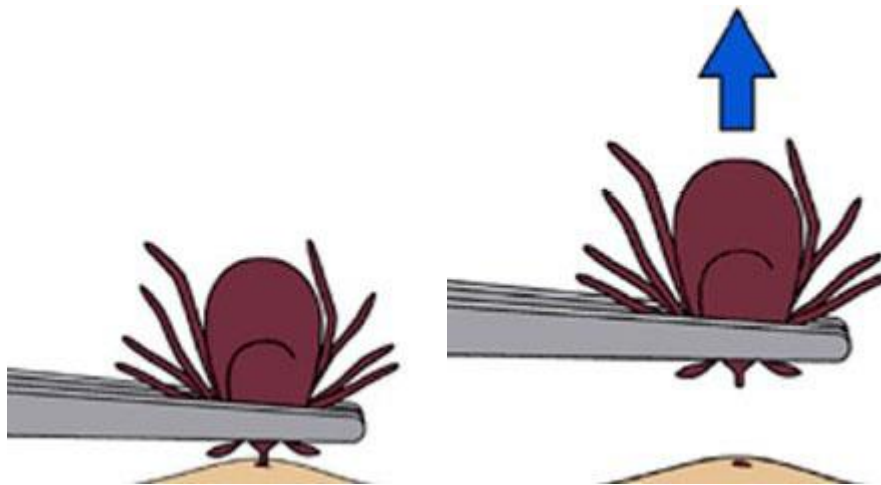
Tick Removal

If you find a tick attached to your skin, there's no need to panic. There are several tick removal devices on the market, but a plain set of fine-tipped tweezers will remove a tick quite effectively.

How to remove a tick

1. Use fine-tipped tweezers to grasp the tick as close to the skin's surface as possible.
2. Pull upward with steady, even pressure. Don't twist or jerk the tick; this can cause the mouth-parts to break off and remain in the skin. If this happens, remove the mouth-parts with tweezers. If you are unable to remove the mouth easily with clean tweezers, leave it alone and let the skin heal.
3. After removing the tick, thoroughly clean the bite area and your hands with rubbing alcohol, an iodine scrub, or soap and water.

Avoid folklore remedies such as "painting" the tick with nail polish or petroleum jelly, or using heat to make the tick detach from the skin. Your goal is to remove the tick as quickly as possible—not waiting for it to detach.



Follow-up

If you develop a rash or fever within several weeks of removing a tick, see your doctor. Be sure to tell the doctor about your recent tick bite, when the bite occurred, and where you most likely acquired the tick.

Source: [Centers for Disease Control and Prevention](https://www.cdc.gov/dvbd/)
[National Center for Emerging and Zoonotic Infectious Diseases \(NCEZID\)](https://www.cdc.gov/dvbd/)
[Division of Vector-Borne Diseases \(DVBD\)](https://www.cdc.gov/dvbd/)
www.cdc.gov

Personal Touch Home Care, Moore Home Care and Southern Touch Health Care, all members of Personal Care Preferred Group, would like to recognize two very special weeks in honor of our wonderful staff.

Happy Nurses Week!



May 6 – 12, 2014

Happy Nurse's Aide Week!



June 13 – 20, 2014

Happy Birthday PCPG Employees!!!

Anderson, Rovelta	4/1
Edwards, Dianne R.	4/2
Mallory, Joy S	4/5
Watkins, Ciara	4/5
Wright, Shakeera	4/5
Mallory, Joy S	4/5
Claiborne, Barbara W	4/7
Weaver, Melissa A.	4/7
Curley, Beverly A.	4/9
Gray, Angela	4/9
Lundy, Joane D.	4/9
Fields, Elaine I.	4/10
Sandlain, Allison E.	4/10
Garner, Millicent	4/10
Lurry, Nancy	4/11
Cameron, Helen V.	4/12
Williams, Leslie E.	4/12
Phillips, Julie M.	4/12
Vincent, Branch A	4/13
Stigall, Stephanie	4/13
Epps, Mary A.	4/14
Hicks, Lillian	4/15
Brodnax, Nellie	4/15
Winfield, Dwight	4/18
Farrar, Jennifer	4/19
Johnson, Latasha	4/23
Roads, Georgia	4/23
Douglas, Cierra S.	4/25
Bullock, Rosa	4/25
Taylor, LaDana D.	4/29
Collins, Schawanda Y	5/1
Davis, Patricia A.	5/1
Gauldin, Kelly	5/2
Barner, Shavon	5/2
Laine, Diane J	5/4

Everett, Barbara L.	5/7
Caruso, Linda	5/8
Everett, Katrice D	5/12
Turner, Van	5/15
Walker, Charlene	5/17
Grein, Debbie U.	5/18
Boyd, Jahnece	5/20
Hughes, Christine D.	5/20
Johnson, Alice E	5/20
McMillian, Louise	5/20
Riddick, Patricia B.	5/21
Thomas, Shirley	5/21
Shaw, Brenda Y.	5/22
Shaw, Patricia	5/23
Powell, Zelinda	5/23
Jackson, Larissa D	5/24
Taylor, Tamara D	5/25
Haith, Nicole	5/25
Johnson, Sharita P.	5/26
Keys, Ethel	5/26
Knight, Charlisa	5/28
Jackson, Tykeko L.	5/29
Bailey, Linda	5/31
Fields, Arleather	6/2
Ivey, Teresa M	6/2
Thomas, J'lisa	6/2
Anderson, Tia	6/2
Davis, Marion V.	6/3
Proctor, Yolanda F.	6/4
Burtchett, Carol A.	6/4
Bolton, Courtney B.	6/5
Moore, Lauren A	6/5
Watkins, Rachel C.	6/6
Smith, Cristie L	6/7
Branch, Dorothy	6/8

Pegram, Dora	6/8
Branch, Dorothy	6/8
Crawford, Mauri E.	6/9
Parham, Robin B.	6/11
Parham, Emily	6/12
Giles-Mabry, Jamica	6/13
Hicks, Nicole	6/13
Turner, Phyllis J.	6/15
Mays, Shameka	6/16
Cary, Towana	6/17
Drake, Ruthie M	6/19
Batts, Brittany A.	6/20
Harris, Natieka M	6/20
Batts, Brittany	6/20
McNair, Danielle	6/21
Thomas, Patricia B.	6/22
Walker, Stephanie P	6/22
Russell, Bertha	6/22
Moss-Vaughan, Sue	6/23
Lipford, Brenda J	6/25
Perry, Charizma	6/25
Sinclair, Rosa E	6/25
Cosley, Wanda	6/27
Yates, Khadija	6/28
Neal, Jamica	6/29
Ruffin, Ann	6/30
Smith, Sharon	6/30
Turner, Annette J.	6/30
Bishop, Susan R	6/30

PCPG Employee's of the Month!

Over the past months, the management staff of Personal Care Preferred Group has been inspired by many of our employees. We appreciate all of their efforts and acknowledge their dedication by recognizing them as an Employee of the Month. The following recipients have been selected for the months of February, March and April. Please congratulate them when you see them.

February 2014 Employee of the Month



Edith Smith has been employed with Southern Touch Health Care Services since 06/18/2013. This may only be a short while, but during this time her Staffing Coordinator, Susan Bishop, feels that her performance has been deserving of recognition. She always conducts herself in a professional manner and she seems to have a clear understanding of the different needs of all of her clients. She is always eager to help out when there is a need. Her reliability and punctuality are commendable. Ms. Smith is definitely an asset to the Personal Care Preferred Group.

Employee's of the Month Continued...

March 2014 Employee of the Month



Patricia L. Davis has been an employee of Personal Touch Home Care Services since 05/04/2008. Her Staffing Coordinator, Wynne Doyle, says that she can always depend on Patricia to help out when there is a staffing conflict. She stated that when she calls her, Patricia will answer, "Where do I need to go? Her responses are generally, "Of course, I will go...give me a few minutes and I will be on my way." At all times, Ms. Davis demonstrates the actions of an employee who wants this Company to succeed and to maintain its promise of being there when family can't!

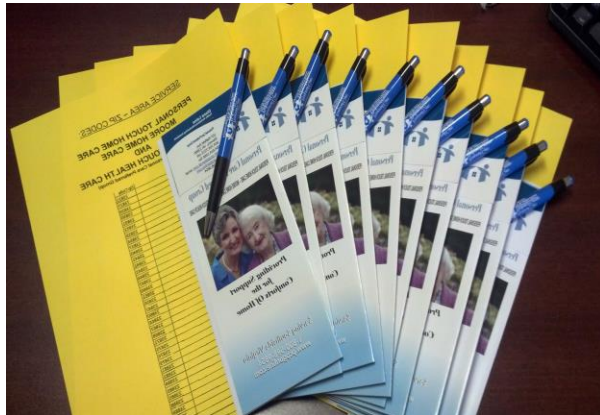
Employee's of the Month Continued...

April 2014 Employee of the Month



Amy Hicks has been employed with Southern Touch Health Care Services since 12/24/2008. In the words of her Staffing Coordinator, Libbie Roberts, “Amy is everything you want in an aide, all wrapped up with a bow”! She is described as performing her duties in a professional and caring manner- always with a smile on her face. Her smiling face leads to smiles on the faces of her clients, who often comment on how glad they are to have Amy helping them. The image promoted by Amy Hicks is the image Personal Care Preferred Group strives for from all of its employees.

Look What Marketing Has Been Doing!



Professional Women's Luncheon



National Social Worker's Month



Professional Women's Luncheon



Shop-Wise-Downtown Franklin Association



Dinwiddie County Expo



Isle of Wight Expo