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## CEO REPORT

*By John A. Thurman, CEO*

Christmas Party Remarks

Given by Mr. Thurman on December 1, 2012



**JOHN THURMAN**  
CEO

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I would like to welcome all of you to the 7<sup>th</sup> Annual Christmas Party. I hope everyone has enjoyed the meal, the gifts, music and fellowship. We have always considered this affair as a family get together. I don't plan to take much time, but I wanted to let you know how much we appreciate all of you working for our group.

I often think about 20 years ago, sitting in that "little building" near the railroad tracks in downtown Stony Creek waiting for that first patient to call. It is hard to believe we have opened about 1300 patients and we now have 400 employees in our family. "Isn't God Good?" All of this couldn't have happened without the dedication of our loyal employees like you. Each of our offices has created a "super" relationship with its staff. I respectfully look at Darlene in our Waverly office as a mother hen looking after her little "chicks." Believe me, this is a caring family!

We appreciate the dedication of our Staffers and the work they do day after day. Weekends are sometime the most difficult to staff. Over the past several years, our weekend staffing is around 95% thanks to our excellent Staffers. Our office staff in Stony Creek is continuing to do a very good job. We just moved into our new building on Main Street in Stony Creek. Each person has their own area of responsibility and they carry them out very efficiently. They all work together as a team. We thank them very much. Our RN's are very important under Elaine Seymour's supervision. We now have 5 RN's on staff.

As in the past, I always like to give you an update on the status of our business. As a shareholder in the future of our company, you deserve to know how things are going. First I will speak on Personal Touch. As you know, hours of care are our main concern. Personal Touch is down 10% from last year, but we are seeing some improvement over the past several weeks. Some of the main reasons are the loss of several patients due to death & other reasons, Medicaid reduction of Respite by 1/3 and the cap of 56 hours on most patients. Moore has been very consistent over the past 10-11 years. Patient volume has stayed about the same. Our new location in Emporia has been very positive and we feel Moore will continue to grow, as more patients become available. Southern Touch is doing well. We are seeing patients hours increase over last year. One growth area has been in Brunswick County. We appreciate the work of our Staffer, Libbie Roberts, in that area. Southern Touch has all of our private patients and represents about 15% of Southern's volume.

About 5 years ago, we created our parent organization, Personal Care Preferred Group. I would like to give you some ideas as to how it has helped our organization. The Stony Creek payroll department prepares all 3 payrolls. If a patient of one of our employees is in the hospital or rehab, the aide can work for one of the other companies. Last year, 75 employees received W-2's from all 3 companies and about 100 employees received two W-2's. The Human Resource department recruits Aides for all 3 companies. We also train Aides for all 3 companies. The Stony Creek office provides administrative services for all 3 companies which help to control and reduce our cost.

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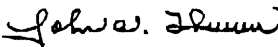
Marketing is very important to any organization that has something to sell. In the health care field, word of mouth is one of the best ways to market our services. Each community we serve has a network of family relationships with clients and Aides. The patient referral program has been a lot of help. We also have a marketing and public relations program that makes a lot of people aware of our services. Most marketing programs are successful if they are consistent. Example: we all got sick of the political ads on TV! A big advantage is that the cost of marketing is divided between the 3 companies which reduce the cost to each company.

Let's look ahead to the Future. All of us are always concerned about the unknown as we face the Future. With our dependence on public funds, we will always be subject to regulations and adjustments from the State and Federal governments. We can expect Audits on a regular basis. This indicates the importance of making sure your Aide records are correct, since a lot of our retractions are related to Aide's records. I would like to thank you for the excellent job you are doing with the new Aide's records, I have observed a few things though. If you mark "No" on the comment section, you do not have to make any comments, done deal. If you make a mistake on your Aide's record, do not write over it. Make a line through it, place the correct number over it, and put your initials and the date you corrected it.

The new Affordable Health Care Act is a concern for all small businesses and their employees. "Managed Care" is a term you will hear more about in the future. I don't believe this will be good for our business. This will put our business in the hands of insurance companies and their objective will be to reduce our payments. We know that the population is living longer and more patients will be available. As costs continue to rise, this will make nursing homes less attractive for everyone. Most people would rather be at home with their families.

Again, thank you for coming, I hope you had fun, and I hope you enjoy your families company during the Holiday season.

Sincerely,

 CEO

John A. Thurman, CEO

## Administrator Report

*By Sue A. Moore, Administrator*

This year Personal Care Preferred Group will be recognizing an Employee of the Month. From this group, the Employee of the Year will be chosen. There are definitive criteria that we will be considering each month. The criteria include, but are not limited to, the following:

- Length of service
- Attendance/Punctuality
- Dependability
- Adherence to agency policies/procedures
- Work Quality
- Communication/Listening Skills
- Client/family communications

The committee will look at nominations that have been submitted by each Staffing Coordinator along with any communications that may have been received from clients or client family members.

Look for the announcement of January 2013 Employee of the Month soon!

# N

## otes From Staffers

### Personal Touch Home Care – Stony Creek & Colonial Heights Office

Hello All,

I am looking forward to a productive and successful New Year!! I assure everyone had a nice Holiday and I know it's somewhat of a relief to get back to our normal schedule. Speaking of schedule, I would like to ask anyone working in the homes of our Clients, please notify the office as soon as you can if you are not going to be able to work. If you need time off, give me at least a weeks' notice so that I am able to staff the client accordingly. Also, if a Client, Caregiver or family member is requesting someone other than the full time PCA, our Corporate Office should be notified immediately.

I so Very Much Appreciate all of the hard work and dedication each of you give each day. If there are ever any questions or concerns, please call me anytime.

Jeanna B. Turner  
Staffing Coordinator

### Personal Touch Home Care – Waverly Office

Waverly CNA'S & PCA'S,  
A Poem by: Dawn Mazzola  
"Only" a CNA?

Who are you to refer to us,  
As "Only" a CNA?

We're the ones who wash and dress  
Our patients for the day.

We're the ones who take the time  
To listen to them speak.

We listen about their lifetime,  
In a forty hour week.

We also give our hands to hold  
When someone's feeling scared.

It's not easy being a patient,  
You're never quite prepared.

We take the time to listen,  
By lending both our ears.

We listen to their worries,  
Or how they've spent their years.

Our arms were made to reach,  
And even wrap around.

To give our patients hugs,  
When they're feeling a little down.

We help our patients do the things,  
They used to do on their own.

Everybody needs some help,  
Even when we're grown.

So who are you to refer to us,  
As "only" a CNA?

We do our best to meet their needs,  
Within our working day.

We chose to do this job,  
The job did not choose us.

We sympathize and empathize,  
Compassion is a must.

We try to keep them comfortable,  
And free of any fear.

We sit along beside them,  
When that time is near.

We hold their hand, stroke their hair,  
Just making sure they know.

They're not alone, an aide is there,  
It's ok for them to go.

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To all the CNAs keep your head held high,  
We're not "only" CNAs.

WE'RE ANGELS IN DISGUISE!!

Darlean Walker  
Staffing Coordinator

### **Personal Touch Home Care – Franklin Office**

I can't believe January 2013 is almost history. The Franklin Office has experienced the flu, bronchial infections, cold weather and a little snow, but we have all pulled together and made it through – so far!

I would like to thank the employees that participated in the Food Drive this year. You made a difference in someone's life with your donations!

As Personal Care Aides/Certified Nursing Assistances, your job does not stop with assisting the client with their daily activities. We must be aware of their emotional state. Self-esteem often suffers when people lose some level of independence because of illness or disability. The care receiver may feel worthless or like they are a burden to their family. Your attitude can have a positive effect on their sense of worth and independence.

Encourage your client to use the skills they have. Skills that are not used will be lost. Encourage him/her to do as much as they can for themselves, with your supervision, of course. Even if you can do things faster, allowing your client to still do for themselves furthers their self-esteem and self-worth. Maybe dividing tasks into small steps, as big steps can lead to getting easily discouraged. Provide plenty of encouragement and positive feedback. Give praise for trying, especially if your client's abilities are limited.

I continue to encourage communication with the office concerning being late or absent for your assignments. It is important that the client's receive coverage each day. Also, I remind you that timesheets are due on Mondays by 12pm. If you have In-Service tests that have not been submitted, please do so as soon as possible.

Each of you is very important to the success of this Company. As I have always said, YOU are our best advertisement!

Please continue to keep Mr. Thurman and his family in your thoughts and prayers.

Wynne Doyle  
Staffing Coordinator

### **Moore Home Care – Emporia Office**

I hope everyone had a joyous holiday season!! Thank you for the donated items received for last year's food drive.

I am finding incomplete timesheets in the mailbox on Monday mornings; several ladies are turning in sheets after 12 noon. It is your responsibility to complete your timesheets correctly and have them in by the cut off time. I will be calling each individual to discuss the problem found on your timesheet and after this discussion I will not process your payroll when you turn in another incomplete sheet. If there is something you don't understand regarding timesheets please feel free to ask for help.

Please remember to turn in each in-service test within 2 weeks of receiving them.

Thank you for all you do and I look forward to a New Year providing excellent service to our clients here at Moore Home Care Services, Inc.

Zelinda Powell  
Office Manager/Staffing Coordinator

### **Southern Touch Health Care – Colonial Heights Office**

Happy New Year to Everyone! Let's strive to make this year the best at PCPG by giving the best service possible to our clients. They are the ones that ensure we have a job. If you are not able to report to work or are running late, please make sure you contact me right away. I will then notify the client and take appropriate action.

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Please make sure your timesheet is in this office by noon on Mondays. You may also drop it off anytime over the weekend and leave it in the black box. Please do not put your time sheet in the black box on Mondays after the office has opened. PCPG has lots of employees and we will not be able to process late timesheets.

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

Food for Thought: Your destiny is not a matter of chance; but a matter of choice. It is not a thing to be waited for; it is a thing to be achieved.

Susan Bishop  
Office Manager/Staffing Coordinator

### **Southern Touch Health Care – Lawrenceville Office**

I would like to thank all of the Aides for a wonderful job last year, and I hope this year is an even better one. We are looking forward to each new step we take. Thanks to all of you that helped work more than one case last year, it really helps those that need a day off or are unable to make it to the case that day.

Just a few reminders:

1. Make sure your time in and out is always correct. No time should be 8:05am; it should be in 15 minute sets. Ex: 8:00 or 8:15. Make up your late time as well.
2. All check marks on the Care Plan need to be marked on the timesheet.
3. You do not have to put a lot of wording in comments. Remember KISS, Keep It Simple Smart.
4. We all know that if you are late, please call. Also, please call if you leave for any reason.
5. We must have time to replace you, even if the client gives you permission. Remember, you must report these things to the office.
6. Timesheets are always due in the office on Mondays by 12 noon. If they are incomplete or late, they will not be processed.
7. Do your timesheets daily. Time can't be made up and you can't change the care plan.
8. When using Respite, the client is to call the office if extra Respite is to be used. We do not always have extra Respite time.

9. Tax time is almost here. Please think about your clients and do not cancel at the last minute. You are required to give 7 days' notice, company policy.

Enough of the reminders, I hope all of you have a very good winter. Keep up the great job you're doing.

Libbie Roberts  
Staffing Coordinator

### **Notes from PR/Marketing Director & Assistant**

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

Hello Everyone,  
This has been a busy 4th quarter for the Marketing team logging in over 100 field contacts and follow up visits through-out the 15 cities and counties of our service area. We constantly are adding new contacts to the list as we strive to increase public awareness of Personal Care Preferred Group and its services. We have joined two organizations in the Petersburg/tri-cities area that offers information to the public for assistance with health related needs, Partners in Health Care and Crater Care Givers Coalition. Again, "spreading the word".

In November we introduced Proclamations in recognition of National Family Care Givers Month to the Mayors of all six towns that we have an office in. We were represented in that areas newspaper with a picture of us, the Mayor and an article. The Mayors all provided framed Proclamations for each of our offices. In December we prepared for the Holiday Season with a fresh new look for the Moore Home Care office front windows. You may have had a chance to ride by and take a look at the winter scene!

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The Ribbon Cutting Ceremony, introducing the opening of our new Corporate Office in Stony Creek, was very successful and we also were recognized in the areas local newspaper. Barbara and I look forward to yet another busy and exciting year working with each of you. Happy New Year to all and SPREAD THE WORD about PCPG!!!



PCPG celebrating the opening of the new Corporate Office during a ribbon cutting on November 29, 2012.

### A Quick Note from Payroll

*By Dianne R. Edwards, Payroll Manager*

Hope everyone had a great Christmas holiday and a happy New Year's celebration with family and friends. I would like to thank each of you for the wonderful job you are doing with your time sheets. Keep turning them in on time and making sure they are completed before you drop them off. Also, remember to keep your paystubs in a safe place at home so when you need them you will not have to call and request them. There are times that it is not possible for me to stop payroll to print a paystub and that may be just the time you need it right away.

January was a very busy time for me with closing and balancing all three companies and preparing for W-2's. We have 356 employees that received more than one W-2 and I printed a total of 647 for all three companies.

Let's all strive to be positive and supportive of one another!! Remember I am always here for each of you, so do not hesitate to call with questions and concerns.

Wishing you all a wonderful 2013!!

### Chief Nursing Supervisor Report

*By Elaine Seymour RN, Chief Nursing Supervisor*

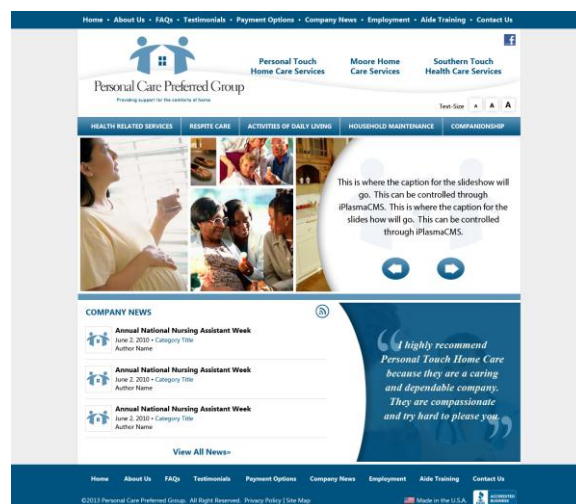
No report at this time.

### A Message from HR

*By Debbie Grein, HR Director*

Hope everyone has had a great start to the New Year! Aflac will be in Colonial Heights, Franklin and Lawrenceville offices on February 1, 2013 and Emporia, Waverly and Stony Creek offices on February 8, 2013 to make changes or sign up. If you want more information please call me in the Stony Creek office, 1-800-598-9854.

## Our Website is Having a Make Over!!



In just a few weeks, visit [www.pcpgonline.com](http://www.pcpgonline.com) to view the newly designed website.

## Remembering a Co-Worker



The Thurman family is very sad at the passing of Gregory S. Thurman. Gregg passed on December 29, 2012. Gregg was living with his wife Cameron in Myrtle Beach, SC at the time of his passing. His son, Austin, is living with his mother in Roanoke Rapids, NC.

Gregg was a Physical Therapy Assistant and this was his true love in the medical field. Gregg worked in this field for several years in hospitals and nursing homes. About 13 years ago, Gregg joined Personal Touch as a Computer Operator working in the Billing Department. Gregg worked full time for several years and then worked part-time in the latter years.

Gregg was liked by most everyone that met him and had a very gentle heart. "As his father, I spent the past 30 years trying to make life better for him. Two days before his passing, I reminded Gregg to keep his personal relationship with God. My heart is at peace knowing that he is now with God and is at rest," John Thurman said.

The Thurman's would like to thank everyone for their prayers and concerns over this time of loss. Gregg will deeply be missed by his family as well as his co-workers at Personal Care Preferred Group.

# 2012 Employee of the Year!!



JoAnn Blizzard, Personal Touch Waverly Office

Excerpt read by Mr. Thurman at 2012 Christmas Party:

This year's Employee of the year has been employed with Personal Touch Home Care Services since August 4, 1999. She is known for her high standard of performance over the years.

Her Staffing Coordinator commented, "If I had more employees like her working here, I would not have any staffing problems." It is obvious that she has a passion for nursing. She cares for her clients and their family members with respect and dignity. She is always courteous and helpful – often taking that extra step to make sure that her client is safe and comfortable. The words of praise that we receive from the clients and their family in regards to the care she has provided -and continues to provide, is a testimony to the concern and compassion that she has for the welfare of others.

In addition to her responsibilities at work, she has raised 3 daughters in her 21 years of marriage.

She represents the organization well as she always strives for excellence in meeting our motto of "providing support for the comforts of home." She is truly an asset to the company.

It is with great pleasure to announce that the 2012 Employee of the Year is Ms. JoAnn Blizzard.

**Don't forget that in 2013, an Employee of the Month will be chosen each month. The Employee of the Year for 2013 will be chosen from the individuals recognized for Employee of the Month during the year.**



# Happy Birthday PCPG Employees!!!

Pitt, Mary	1/1	Sheppard, Rosalind L	2/12	Smith, Melissa	3/18
Pitts, Janice	1/1	Griffin, Tara M.	2/12	Lucas, Hattie J	3/21
Smith, Arleen F.	1/2	Richardson, Jovan	2/12	Lynn, Ora	3/21
Collins, Juanita	1/2	Cullom, Trinity D.	2/13	Pope, Ella	3/21
King, Ruth G	1/3	Jones, Sarah J.	2/15	Lawrence, Brenda	3/21
Macklin, Marion	1/3	Parson, Andree M	2/17	Phipps, Velma L	3/21
Upton, Doris P	1/5	Odom, Roslyn A	2/18	Duck, Allison M	3/22
Haywood, Mildred	1/6	Jackson, Lillian R	2/19	Winborne, LuAnn	3/22
Edwards, Bridgett	1/7	Kanga, Claude M.	2/19	Norfleet, Pamala C.	3/23
Stringfield, Jacqueline	1/7	Thorpe, LaKiesha D	2/21	Brunson, Jacqueline A.	3/24
Harrell, Kelli A.	1/10	Taylor, Yvonne C	2/23	Green, Nakeisha	3/24
Brodnax, Susan	1/10	Walton, Angelique	2/23	Walker, Deborah A	3/25
Julbe, Shirley M	1/12	Moore, Debra L	2/25	Hayes, Rhonda M.	3/25
Richards, Lauren	1/12	Robinson, Shirley V.	2/28	Jones, Cheryl	3/25
Molden, Christine	1/12	Abdullah, Belinda	3/1	Britt, Ann J.	3/30
Skipper, Conceita C	1/14	Walker, Anna	3/2	Pierce, Raven T.	3/30
Harding, Kristen T	1/14	Harris, Corene	3/2	Jones, Margaret	3/30
Pitt, Kimberly S.	1/15	Warren, Tiffany L.	3/3	Peebles, Judy D	3/30
Hicks, Amy	1/18	Ellington, Elaine M	3/4	Crumpler, Latoya	3/30
Kelly, Michelda	1/20	Drew, Tenika L	3/6		
Lynch, Katherine J.	1/24	Bailey, Eunice	3/7		
Parham, Robin A.	1/24	Sculthorpe, Judy A	3/7		
Lundy, Latisha D.	1/24	Jackson, Kaneka N	3/7		
Jackson, Darlene	1/25	Jordan, Alonza	3/8		
McKensie, Kevin L.	1/27	Krenicky, Doris W.	3/8		
Jones, Linda D	1/28	Freeman, Natasha	3/8		
Coburn, Susan E.	2/2	Allen, Freda	3/8		
Roney, Barbara	2/3	Newell, Jekeyiba S	3/9		
Colyer, Joyce H.	2/3	Robinson, Melissa	3/10		
Elliott, Gloria	2/3	Shaw, Lucille	3/11		
Allen, Sandra	2/4	Crutchfield, Sherry	3/11		
Davis, Cynthia D	2/5	Trisvan, Sharon	3/11		
Taylor, Danielle L.	2/6	Davis, Sarah S.	3/12		
Malone, Mary	2/6	Sykes, Gloria J.	3/12		
Roberts, Samuel	2/8	Lundy, Teresa M	3/12		
Lee, Annie	2/9	Wyche, Gail C.	3/13		
Dillard, Javonda	2/10	Chambliss, Cheryl R	3/17		

# PCPG Annual Food Drive!

Thank you to everyone that helped contribute to 2012's Food Drive. Our goal was to meet or even exceed last year's goal of 2,400lbs and in 2012 we collected around 1,000lbs. The food collected was distributed to the Franklin Co-Op Ministry in Franklin, the Samaritan House in Emporia and the Lawrenceville Baptist Church in Lawrenceville. Each one of the recipients was in dire need of food donations and was very thankful for PCPG's donation. Again, a BIG thank you goes out to everyone that continues to help the less fortunate each year by donating during our annual food drive.



**Stony Creek Administrative Staff in front of donated food items**



**Jonathan Bolton, Financial Director & Frank Spaziri, Samaritan House**



**Jonathan Bolton, Financial Director & Veronica Ferguson, Director of Franklin Co-Op Ministry**

# 2012 Christmas Party

