



Personal Care Preferred Group  
Providing support for the comforts of home.

# inTouch

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www.pcpsonline.com 1-800-598-9854

## CEO REPORT

By John A. Thurman, CEO



JOHN THURMAN  
CEO

Dear Employees,

It appears winter time is here based on the cold air on November 14, 2014. It almost feels like Christmas time. I hope you all had a good summer and everything went well.

I always like to give you a status on how our business is doing. We are a little bit above average, but not as good as some of the past years.

I wanted to let you know that we are not going to have the Christmas party this year. I know a lot of us are disappointed. After reviewing the past several years, a lot of our employees were unable to attend for many reasons. On a positive note, you will receive your Christmas bonus on December 5, 2014.

I told you in the last newsletter, Barbara my wife, retired June 30, 2014. Guess what, I plan to retire December 31, 2014. I feel like the past 22 years has been a blessing and it saddens my heart to leave. I have appreciated all of the dedicated work you have done for our patients. I truly believe we have made a better life for a lot of people. I still plan to be around some, you know it is sometimes hard to get rid of some people.

Let's all give "God the Glory." Good luck to all of you and your families. Keep up the good work.

Sincerely,

*John A. Thurman* CEO

John A. Thurman, CEO

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## **Administrator Report**

*By Sue A. Moore, Administrator*

November is National Family Caregivers Month. The 2014 theme is "Care Comes Home." Through our daily care, we see firsthand how much care is provided by the family. Where caring for family can be rewarding, we also know that it can be stressful at times – not only physically, but emotionally and financially as well. According to the Caregiver Action Network, approximately 40% of adults are currently providing care in the home for an elderly or disabled family member. This is nearly a ten percent increase since 2010. Caregiver Action Network also reports that family caregivers provide on average \$450 billion in unpaid medical care each year.

I know every employee we have works hard on a daily basis to make sure that all of our clients have the care they need so they can remain safe and comfortable in their homes. But I ask that each of you take a moment to remember your client's families who also provide care. Without the care many of them provide, our clients would no longer be able to stay home! During the month of November, let's take a moment to recognize our Family Caregivers. When they thank you for the care you give, stop for a minute and say, "You are welcome, but thank you, as well!"

## **Chief Nursing Supervisor Report**

*By Elaine Seymour RN, Chief Nursing Supervisor*

It's hard to believe that this is the last Newsletter for 2014! Where did the time go?

I have something to share with you about Alzheimer's disease. We all know that memory and thought processes are affected, but I doubt that "changing vision" is something we usually consider with the disease. Researchers now know that the "field of vision" in Alzheimer's patients steadily decreases. Think about looking through a cone that becomes smaller and smaller. The peripheral vision and the field of vision becomes less and less. This is what occurs to Alzheimer's patients. In addition "depth

perception" is affected. An Alzheimer's patient may appear to reach for something that appears far away to you but it may look very close to them. These vision changes slowly occur to all Alzheimer's patients. It's important to keep these important changes in mind when caring for these patients.

This is a Time Sheet reminder: WHO signs your Time Sheets is very important. Patients can always sign their own sheets, even if they sign with "a mark" or with initials. However "other signers" must be designated by the RN supervising your patient's case. Do not ask anyone except the assigned signer/s to sign your sheets. If you have a question about WHO SHOULD SIGN, ask your Staffing Coordinator.

I want to wish John and Barbara Thurman much enjoyment in their coming retirement. Finally, I want to wish everyone joy and blessings during the upcoming holidays.

## **Notes From Staffers**

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

I hope everyone is doing well. This year has certainly flown by and it's so hard to believe its November. With the holidays upon us, I would like to express our time-off policy. As I've said in the past, please put in your request to be off as soon as you know you'll be needing time off. We prefer that you give us a two week notice especially if it's multiple days or a week at a time. This is very important because we must prepare and make sure your client is covered. It is also your responsibility as an employee to call or stop by the office to make sure your request has been approved, because depending on the

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client and the circumstances, your request might be denied.

If your client should go in the hospital or out of town and you still want to work, you must call your staffer every morning. If you should choose not to work, we will need it in writing that you will be taking a temporary leave of absence effective the last day you work or until your client returns home.

Timesheets have improved a great deal. Thank you for taking the extra time to look over them weekly. Thank you all for your hard work, dedication and concern for our clients. I appreciate it more than you realize. Happy holidays to you all and please be safe, well and warm.

Jeanna B. Turner  
Staffing Coordinator

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

I would like to say thanks to all of the staff including the PCA's for your warm welcome and acceptance to me. I am new to the team and I am looking forward to working with each one of you.

This is a busy time of the year as the holidays are approaching. I hope everyone has a safe and happy holiday. Thank you for being considerate and mindful of requesting time off in advance, so our client's will be provided with continued services.

Sandra Diggs  
Staffing Coordinator

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

Entering the grocery store a couple of months ago, I was startled by several large displays near the checkouts and exits. There, nestled in between the bins of fresh Halloween treats, were stacks of boxed Christmas chocolates and stocking stuffers. Sometimes it seems that the gap between Christmas and the rest of the year is getting shorter. This eagerness to get a jump on holiday cheer is purely practical from a

retailer's point of view. It's easy to become overwhelmed by the busyness of Christmas. That doesn't mean we have to lose track of the significance of this time of year, or miss out on the opportunities it can present. I challenge each of you to do something for someone that cannot repay you. It doesn't have to involve money or a lot of time, maybe just a phone call or a visit. You could donate canned goods and non-perishable items for the local food banks, which is being collected by each office. Just do something! The joy that you give to others is the joy that comes back to you!

Please take the opportunity to stop by the office and make sure you are caught up with the monthly in-services. Do we have your current mailing address and telephone number? Check your client's care plan to insure that you have a current copy. It is very important that your timesheets match the care plans.

I wish Mr. Thurman much happiness as he "retires" at the end of the year. I put retires in quotes because I know that he will never be more than a phone call away from any of us. Best wishes, Mr. Thurman and thank you for giving me the opportunity to work with you. Finally, I wish each of you a safe holiday season!

Wynne Doyle  
Staffing Coordinator

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

The 2014 holiday season is almost upon us. I want to wish everyone a blessed and joyous holiday season. Please remember the reason for the Christmas holiday.

I am asking all of the Aides that turn in timesheets at Moore's office, to please remember to review your timesheets before turning them in. There are more and more sheets being turned in that are incomplete.

Please remember your in-services ladies. If you pick one up with your paycheck, please turn in the test within 2 weeks of you picking it up. The staff that receives direct deposits please remember to pick an in-service up when you are notified that they are in the office.

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Thank you all for the excellent service you have provided our clients during 2014!! I wish you all a wonderful holiday season.

Zelinda Powell  
Office Manager/Staffing Coordinator

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

I hope everyone enjoyed some summertime activities! Now it's time to gear up for "Old Man Winter!" which I can honestly say is not one of my favorite seasons. Time does have a way of speeding by, so it will be gone before we know it!

Just a few reminders:

Please make sure you use blue or black ink when completing your timesheets. I have pens in the office if you need one. If you have any questions about completing your timesheet, please give me a call. I will be glad to help you.

Please make every effort to be at work at your scheduled time, especially weekends! If you have an emergency and cannot get to work, call your supervisor, not the client! There is always someone available for emergency calls after office hours. Just call your office number and someone will assist you.

Do not give your cell phone number to your client. Any matter that arises should come thru your supervisor. If your client obtains your number, please ask them to call me rather than you when an issue arises.

If you leave your client's home for any reason during your scheduled shift, you must notify your supervisor.

Everyone is expected to work on holidays unless prior arrangements have been made. You must request the day off just like any other time off request. I will notify you if I am able to arrange a fill in and if I cannot arrange a fill in, you will be expected to report to work.

Thank you for doing a good job and maintaining a professional attitude at all times.

I hope you all have a very Merry Christmas and a Happy New Year!

Susan Bishop

Office Manager/Staffing Coordinator

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

Wynne Doyle has been filling in for Libbie during her leave. Please look under Personal Touch-Franklin Office for Wynne's comments. We wish Libbie a speedy recovery.

Libbie Roberts  
Staffing Coordinator

### **Notes from Marketing**

*By Diane Laine, PR/Marketing Director*

My thanks go out to everyone for their patience and assistance during this transition period of Mrs. Thurman's retirement. We are strategically using advertising opportunities along with consistency in visibility at Chamber events, Health Care organizations, Open Houses and public functions to introduce Personal Care Preferred Group and our services to those not yet familiar with us. Just to mention a few of the fall community events and Health Fairs.... Good Sheppard Baptist Church in Petersburg, Horizon Health Care Fall Festival in Ivor, Emporia Peanut Festival Parade (a special thank you to Lemonia Drake and Jessica R. Powell, my float buddies!), Wakefield Homecoming Day Parade, Riverview on the Appomattox Community Health Fair, Franklin Fall Festival (thank you Wynne!) and the list goes on and on. Here are just a few of the pictures. Also, to date over 182 religious organizations and churches throughout our service area have received a packet of PCPG's information. Providing them with brochures for their libraries, speaking to their organizations, participating and/or assisting with their Health Fairs and community events is keeping me busy but increasing public awareness is our goal. If anyone knows of a church or organization in your area that would benefit from our information, please let me know.

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Our largest participating event for the 2014 year will be the Franklin Southampton Chamber Community Expo which will be held on Thursday, November 20 from 3 p.m. to 7 p.m. at the PDCCC Workforce Development Center in Franklin. Over 600 people attended this event last year and I want to thank Wynne for her help, we had a great time! People can take advantage of receiving free information from all the different area businesses, learn about the different services available to them throughout the community and find great holiday gift ideas. If you are available this day please stop by our booth and "take a chance" at winning a **\$50.00 gift card!**

One final note, I see many of our aides out in the community and in homes when I visit. I just wanted to say thank you for all you do. So many people depend on the care you provide and I *love and appreciate* the positive comments I hear.

I wish each of you a safe and happy holiday season and may 2015 bring us all ***Peace, Love and Prosperity....***

### **A Quick Note from Payroll**

*By Dianne R. Edwards, Payroll Manager*

Year end is approaching quickly and I would like to remind everyone to keep me updated with change of addresses for the W-2's. They will go out the week of January 25, 2015. Also with Thanksgiving and Christmas Holiday's close at hand, be sure you read the memo's I will be putting in your check and direct deposit envelopes so you will know when to turn in your time sheet.

### **A Message from HR**

*By Debbie Grein, HR Director*

With the Holidays right around the corner, I hope that all of our employees take a moment to be thankful and hope your holidays are filled with happiness. I hope you take a moment to maybe give to those that need it so much more than even we do. Every little bit helps from

donating can goods to a food bank or maybe a small charitable donation or simply offering your time! It's a good time of year for us all stop and be reminded of the people and things we are thankful for.

Also, we hope everyone is staying warm and well during the change of weather. I want to remind everyone that the company will reimburse you up to \$15.00 if you bring receipt in from getting your Flu shot this year.

### **Holiday Payroll** **Reminders**

- Turn in Timesheet Nov. 23, receive Paycheck Nov. 26 after 12-noon.
- Turn in Timesheet Dec. 21, receive Paycheck Dec. 24 after 12-noon.
- Turn in Timesheet Dec. 28, receive Paycheck Dec. 31 after 12-noon.

\*Please note: a reminder will go out in the prior week's paycheck to remind you of the holiday payroll schedule.

# Food Banks

With the holiday season approaching us fast, let's help our local food banks stock up for the season. Between now and December 2<sup>nd</sup>, please bring in non-perishable items to your local staffing office that can be donated.

Every little bit helps, so please donate what you can. The best gift you can give during the holiday season is sharing, so please share with those that are less fortunate.

We hope each and every one at Personal Care Preferred Group has a safe and happy holiday season.



# Need Our Help



## Common Cold and Runny Nose

### Overview of Common Cold

A cold usually includes a runny nose, sore throat, sneezing, and coughing. These symptoms can last for up to two weeks.

### Causes

#### Common Cold

- Over 200 viruses can cause the common cold
- The rhinovirus is the most common type of virus that causes colds

#### Runny Nose during a Cold

When germs that cause colds first infect the nose and sinuses, the nose makes clear mucus. This helps wash the germs from the nose and sinuses. After two or three days, the body's immune cells fight back, changing the mucus to a white or yellow color. As the bacteria that live in the nose grow back, they may also be found in the mucus, which changes the mucus to a greenish color. This is normal and does not mean you or your child needs antibiotics.

### Signs and Symptoms of the Common Cold

- Sneezing
- Stuffy or runny nose
- Sore throat
- Coughing
- Watery eyes
- Mild headache
- Mild body aches

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## See a Healthcare Provider if You or Your Child has:

- Temperature higher than 100.4° F
- Symptoms that last more than 10 days
- Symptoms that are not relieved by over-the-counter medicines

Your healthcare provider can determine if you or your child has a cold and can recommend symptomatic therapy. If your child is younger than three months of age and has a fever, it's important to always call your healthcare provider right away.

## Antibiotics are Needed When...

Antibiotics are needed only if your healthcare provider tells you that you or your child has a bacterial infection. Your healthcare provider may prescribe other medicine or give tips to help with a cold's symptoms, but antibiotics are not needed to treat a cold or runny nose.

## Antibiotics Will Not Help if...

Since the common cold is caused by a virus, antibiotics will not help it get better. A runny nose or cold almost always gets better on its own, so it is better to wait and take antibiotics only when they are needed. Taking antibiotics when they are not needed can be harmful, and may lead to unwanted side effects like diarrhea, rashes, nausea, and stomach pain. More severe side effects may rarely occur, including life-threatening allergic reactions, kidney toxicity, and severe skin reactions.

Each time you or your child takes an antibiotic, the bacteria that normally live in your body (on the skin, in the intestine, in the mouth and nose, etc.) are more likely to become resistant to antibiotics. Common antibiotics cannot kill infections caused by these resistant germs. [Learn more about antibiotic resistance.](#)

## How to Feel Better

Rest, over-the-counter medicines and other self-care methods may help you or your child feel better. For more information about symptomatic relief, visit the [Symptom Relief](#) section of this website or talk to your healthcare provider or pharmacist. Remember, always use over-the-counter products as directed. Many over-the-counter products are not recommended for children younger than certain ages.

## Preventing the Common Cold

- Practice good hand hygiene
- Avoid close contact with people who have colds or other upper respiratory infections

Source: [Centers for Disease Control and Prevention](#)  
[National Center for Immunization and Respiratory Diseases](#), [Division of Bacterial Diseases](#)  
[www.cdc.gov](http://www.cdc.gov)



# Happy Birthday PCPG Employees!!!

Potts, Bernice L.	10/2	Ashburn, Tawanda	10/21	Bynum, Tureasa L.	11/16	Ford, Lowrine A.	12/4
Gibbons, Celestine E	10/2	Coleman, Judy V.	10/22	Gay, Sonya D.	11/16	Walker, Tiffany A.	12/5
Drummond, Karen D	10/2	Powell, Misha	10/22	Bolton, Jonathan	11/16	Drew, Kimberly	12/6
Blount, Paula	10/3	Carver, Ann	10/23	Riddick, Willie B.	11/16	Monroe, Robyn	12/6
Moody, Marie	10/4	Tucker, Kim	10/23	Williams, Evelyn	11/16	Cole, Annette B	12/8
Stewart, Crystal	10/4	Hines, Chrissie	10/23	Lewis, Cashina	11/17	Meredith, Florrie	12/8
Lucas, Ethel	10/5	White, Anna T.	10/25	Dunn, Tashauna	11/17	Harris, Paulita L.	12/9
Jones, Tara B	10/7	Tomlin, Linda	10/27	Parham, Delphine S.	11/18	Parker, Vivian B	12/10
Crowder, Alma	10/8	Easter, Monique	10/28	Epps, Lashia C.	11/18	Ricks, Farrah L	12/11
Table, Jannette	10/8	Hawley, Brandon	10/28	Hall, Hattie F.	11/19	Layton, Nikeca	12/12
Reid, Regina L	10/9	Peck, Angela G	10/29	Whitney, Millzinner	11/19	Boisseau, Carrie J.	12/15
Haley, Hope	10/9	Trafton, Janice	10/29	Magee, Marilyn	11/19	Bryant, Katina	12/15
Daughtry, Anna M	10/9	Lee, Shardell	10/29	Powell, Helen	11/19	Whitfield, Monchelle	12/15
Goodrich, Katie	10/11	Roberts, Elizabeth	10/29	Moran, Martha	11/19	Pettaway, Veronica	12/15
Williams, Annette P.	10/12	Davis, Patricia L.	10/30	Hicks, Geraldine	11/19	Crowder, Ethel I.	12/16
Prosise, Gerald	10/13	Jones, Greta	11/2	Futrell, Shamika	11/19	Taylor, Shirley	12/16
Lewis, Christine	10/14	Cole, Monay J	11/3	Blizzard, Joann W.	11/20	Mabry, Bridgette	12/16
Lensey, Doris	10/14	Hawkins, Bianca	11/4	Berry, Nicole	11/22	Jones, Maricole W.	12/17
Carroll, Rashida	10/14	Dent, Jennifer	11/5	Chatmon, Latrice L	11/24	Harris, Debra D	12/19
Purdie, Peggy	10/15	Massenburg, Jo A.	11/6	Johnson, Melissa	11/25	Phillips, Ada	12/21
Whitaker, Linda	10/17	Williams, Evelyn	11/6	Dunbar, Barbara	11/28	Jackson, Pamela	12/24
Hazel, Veronica	10/17	Hill, Penny	11/6	Robinson, Iris	11/28	Gray, Linda H.	12/26
Edwards, Melinda	10/17	Turner, Jeanna	11/7	Granderson, Marsha	11/28	Sloan, Christine M	12/26
Ellis, Jannie R.	10/18	Boone, Fiesta	11/8	Lucy, Sharlane	11/28	Doyle, Wynne	12/26
Jones, Hope R.	10/18	Smith, Edith	11/10	Ellis, Sylvia	11/30	Crittendon, Jeanette	12/28
Lane, Lula	10/18	Holloman, Monica	11/12	Taylor, Evelyn	12/1	Ivory, Shirley J.	12/28
Bain, Audrey N.	10/18	Harris, Florence L.	11/12	Harper, Gwendolyn	12/1	Crittendon, Jeanette	12/28
Ellis, Marie A.	10/19	Easter, Tiffany	11/13	Spence, Dominique	12/2	Bradley, Tonia	12/29
Thomas, Mortici	10/19	Vestal, Nikole	11/14	Johnson, Gwendolyn	12/3	Phipps, Consuela	12/30
Boyd, Elvira D.	10/20	Sanford, Temika J.	11/15	Blackwell, Jestine R.	12/4	Rogers, Kathy	12/31

# PCPG Employee of the Year 2014!

**Congratulations Edith Smith!**

**2014 Employee of the Year**



**Edith Smith** has been employed with Personal Care Preferred Group since June 18, 2013 – working for Southern Touch Health Care Services in the Colonial Heights area. Ms. Smith always conducts herself professionally, representing the company in a manner that promotes a positive image at all times. The care she provides is always in a skillful and compassionate manner. The clients and their families offer only the highest words of praise for the level of care she renders. We feel Edith Smith is very deserving of this recognition. Congratulations again Edith Smith.

# Congratulations on Retirement



The employees at Personal Care Preferred Group would like to congratulate **Mr. John A. Thurman** on his retirement, December 31, 2014. Mr. Thurman has been the backbone of the company since 1992 when he founded Personal Touch Home Care Services. His hard work and dedication will surely be missed, but he has instilled these traits in so many of the current employees. Mr. Thurman has changed the livelihoods of so many individuals not only by providing service to clients in their own homes, but by hiring quality employees to staff the client's needs.

Mr. Thurman will occasionally be in the office throughout the upcoming years, but we truly hope him and his wife Barbara will be able to spend time together and enjoy their home in Myrtle Beach and hopefully take some trips. His presence will be missed, but not forgotten.

Please help us give Mr. Thurman a round of applause for his hard work, dedication, commitment, companionship and caring over the past 22 years. Congratulations again Mr. Thurman on your great accomplishment.

# Look What Marketing Has Been Doing!



**Good Sheppard Baptist Church Petersburg,  
Community Health Fair**



**Emporia Peanut Festival Parade**



**Va. House of Delegates Rosalyn Dance at  
Appomatox Health and Wellness Center**



**Riverview on the Appomatox Health Fair-  
Admissions Dir. taking ALS Ice Bucket Challenge**



**Warna Sandlain, PCPG Aide in front of Moore Home  
Care Services decorated for Fall**



**Emporia Peanut Festival Parade**