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CEO REPORT

By John A. Thurman, CEO

Dear Employees,

I hope everyone is doing well. We are sorry some of you were unable to attend our December 7th Christmas party. We missed you. I have enclosed the remarks I gave at the Christmas party.



JOHN THURMAN
CEO

I would like to welcome everyone to our 8th Annual Christmas party. We enjoy seeing everyone and consider this a family gathering.

In the past, I have told you about the financial status of our group, projections for the future of our business and other things. There are no secrets, we have many trials and tribulations ahead of us in the future such as managed care, the Affordable Health Care Act and other areas that have not reached the surface.

Tonight I want to talk to you about our most important asset, "Our Aide Staff." You are very important and without you, we would not have a business. Our business has become so regulated and sometimes it is not fair to our company and our employees. There are a lot of things we do not have control of, but we must comply. Over the past 21 years, our Aides have been very important to us. I have always had an open door policy and welcome any comments and suggestions from any of our staff. Without your dedication and caring nature, we would not have been successful. We have a good name in the communities we serve because of your caring interest.

Many of you have received bonuses because of your referrals of new clients, please continue to do this. Staffing on weekends has always been very difficult. With our Aides working with excellent staffers, our attendance rates have been around 95%. Your caring nature helps our clients, I like to refer to them as our patients, have a better quality of life and don't have to spend their latter years in a nursing home. I thank you many times for what you do. Most of you go into your patients home, not just for a paycheck, but because you care about the welfare of your patient. Other companies may contact you to try and get you to help switch your patient, but in most cases you say no because you are dedicated to our group. We thank you for this.

Our group consisting of Personal Touch, Moore Home Care and Southern Touch, provides over 50,000 hours of care a month and 1,667 hours per day. Without you we could not do this.

Continued on next page...

INSIDE THIS ISSUE

- **CEO Report**
- **Administrator Report & Staffer Reports**
- **Administrative Staff Reports**
- **Heart Disease**
- **PCPG Birthdays**
- **Employee's of the Month**
- **2013 Employee of the Year**
- **Marketing Happenings**

We sincerely appreciate you for completing this important task day after day, month after month and year after year.

Speaking for our RN staff and myself, we feel a sense of pride when we go into a home and see one of our Aides dressed nicely and with their name tag. Most of you know we are now offering 5 tops a week for \$1.50, not a bad deal! To be an outstanding organization, it is important that we look and act professional.

It is important that we do not get into the business of the family. No matter what happens, you will always be blamed. I remember several years ago, some money was missing in a home and the family asked me to take the Aide off the case. The Aide assured me she did not take the money and I believed her. This was a difficult patient and the Aide had done a wonderful job. It was later found out that the grandson had taken the money and purchased baseball cards. The family begged her to come back and she did. As you know, we do have things to occur from time to time and I want you to know that I do support you when you tell me that you did not do something. I do want you to understand though, for your sake and ours, we do have an obligation to investigate these incidents. Licensure regulations and others require us to try and find out what happened and make the proper reports.

It has been our objective to provide any benefits to the group that we can afford. We provide a \$10,000 term life insurance and \$10,000 accidental death policy at no cost to the employee if they meet the requirements and enroll. We have had 3 employees pass away, and their families were able to benefit from this life insurance policy we offer. My son Gregg happened to be one of them. He passed December 29, 2012 and we miss him very much.

The Affordable Health Care Act requires most of you to enroll in a health insurance plan. For several years we have offered 55% reimbursement for the cost of an employee's policy, if they meet the requirements. Only a

few employees have taken advantage of this benefit.

In summary, all of our Aides are important to us. You face difficulties every day and we know this. With God's help, all of us are able to get through these difficult times. Again, we thank you for all that you do. I would like for all of our Aides to please stand and be recognized for all of the great things you do for your patients.

Sincerely,

John A. Thurman CEO

John A. Thurman, CEO

Administrator Report

By Sue A. Moore, Administrator

Staffing? Is it your responsibility? Unless you are a Staffing Coordinator, the answer is **"NO"**!

Personal Care Preferred Group is fortunate to have an excellent team of Staffing Coordinators who work hard on a daily basis to make sure that all clients have the help that they need. It is most definitely not an easy job! Recently I have had numerous concerns voiced by the Staffing Coordinators that they are having a difficult time doing their job because the Personal Care Aides and the Clients are making their own schedules. If you are doing this – **please stop!** You may think you are helping, but you actually may be creating problems! Your Staffing Coordinator is the one who you need to call if you are going to be late or are unable to work your scheduled hours. If your client calls you and requests that you come in at a different time, make sure this is with the approval of your Staffing Coordinator. I realize that many of you work for more than one company under Personal Care Preferred Group and if you are uncertain who your Staffing Coordinator is, please ask! We value a work environment in which we can provide care in an accountable and responsible manner. Being known as the company that provides the highest standard of in-home care is our mission and it is only possible if we work together.

Notes From Staffers

Personal Touch Home Care – Stony Creek & Colonial Heights Office

Happy New Year to everyone! I hope you all had a wonderful holiday and as we embark upon the beginning of this New Year, I would like to start by saying THANK YOU, THANK YOU and THANK YOU AGAIN to all of my dedicated CNA's and PCA's. You all know exactly who you are because I tell you how thankful I am for you, but sometimes I can't say it enough.

I want to address just a few areas. You may not realize how important it is to contact myself, another staff member or one of our offices to let us know when your client goes to the hospital, rehab or a nursing home. This must be done immediately, whether it is by you, a family member or the client. Please let us know as soon as possible so that we can notify the RN and monitor the status of your client's stay. Also, if your client is away for whatever reason, it is your responsibility to call in first thing each morning to notify us that you are available for work. If you choose not to call in, or choose to take time off until your client returns, you must submit a letter stating that you choose not to work until your client returns home or until you notify us that you are ready to return. If your phone number or address changes we need to know this immediately as well.

If you should have any questions or concerns that arise concerning yourself or your client, please feel free to contact me 24/7 at 1 800-598-9854 or 434-246-3110. Thank you again and strive for a successful New Year!

Jeanna B. Turner
Staffing Coordinator

Personal Touch Home Care – Waverly Office

Happy New Year!

This is a start of a new year and I am looking forward working with each and every one of you.

Darlean Walker
Staffing Coordinator

Personal Touch Home Care – Franklin Office

The New Year has arrived. For some reason, January 1st is always an inspirational time in my life – a time to stop bad habits and to make changes. I encourage each of you to reflect upon the year that just passed and decide if there are changes you would like to make. Many of us spend so much time running from job to events, we don't take time for ourselves.

A couple of years ago, I decided I would organize my house. Everything would have a place and when I used that item, I would immediately return it. I put my keys in the same place when I get home. I pack my items for work the next day, before I go to bed. You would not believe the amount of stress this has cut out, just a small change, but with huge benefits.

I know 2014 will be a great year for each of us and this company. I encourage you to get your timesheets in on time. Glance over it before you drop it off to cut down on mistakes. If you do not have a case, remember to check in daily. Also, when I call after hours, it is very important to answer – I will need your help. If your client does not have a copy of their care plan posted, I request that you please stop by and get a copy. It will not only help you with completing your timesheet, but explains your duties to the client and their family members. Please make sure you visit the office to pick-up the in-service packets and if you have tests that have not been returned, please do so as soon as possible. Please be reminded that the company offers a \$50.00 fee to any employee that is responsible for bringing a new client to the company. We need clients!

The Company has an "Employee of the Month" program. I would love to nominate each of you for that honor. Let me know if you feel you deserve that award and why.

I pray that bad weather stays away, but in the event you hear a winter storm approaching, please take a few minutes to insure that your clients have the necessary items needed, especially for power outages. Let family members or the office know if your client is lacking items.

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For the PCA's, maybe put a blanket in your car, a pair of boots, bottled water and a snack in the extreme chance you slip off the road and have to wait for someone. Sometimes these snow and ice storms are quicker than we anticipate and you can never be too prepared!

Happy New Year!

Wynne Doyle
Staffing Coordinator

Moore Home Care – Emporia Office

Happy New Year to everyone! I hope everyone had a blessed and joyous holiday season. I also pray that this New Year will be a prosperous one for all.

There are a few things that I would like to address with you in this New Year. As you know, confidentiality is really important in the healthcare field. Please make sure that you are not violating your client's confidentiality. I have a number of ladies last year come in to read and sign the company employee handbook. If you have not been in to read and sign the updated handbook, please come in as soon as possible. Also, remember that when you receive an in-service, it is mandatory that you return the test within two weeks of receiving it.

The last topic I would like to discuss is communication. Please take some time to talk with the RN supervisor or an office staff member every so often about your client. We are all working on the same team and the same goal which is to keep our clients safe, healthy and informed.

Thank you for the great service you provide every day for your client.

Zelinda Powell
Office Manager/Staffing Coordinator

Southern Touch Health Care – Colonial Heights Office

Happy New Year to Everyone! Let's strive to make 2014 the best at PCPG by giving the best service possible to our clients. They are the ones that ensure we have a job.

Just a few reminders:

1. Our client's confidentiality is of utmost importance. Never discuss anything concerning your client with someone other than the office staff.
2. You must always open your mail from the office, even those of you that have direct

deposit, because we mail important reminders to you on a regular basis.

3. Anytime there is a holiday....New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day....payroll has to be completed early, therefore you need to turn in your timesheet by noon on Sunday or as soon as your shift ends in order to be paid on Friday. Late timesheets will not be paid until the following week.
4. It is your responsibility to make sure you come by the office and pick up and complete your in-service training every month. This is a requirement of Medicaid and your continued employment.
5. 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.

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

Susan Bishop
Office Manager/Staffing Coordinator

Southern Touch Health Care – Lawrenceville Office

Hello everyone! I hope you all had a wonderful holiday. It seems to come and go so fast. The snow was a nice surprise as well as beautiful. I hope everyone had fun in it.

I just wanted to go over a few reminders:

1. Time sheets must be completed daily.
2. Use of cell phones is prohibited.
3. Always inform the office of time out of the house. Even if it's just a few minutes.
4. If you are on a case that has several Aides, please check your time sheets and make sure you don't overlap time on another Aide's time.
5. All time sheets must be completely done. If they are not, they will be returned to you and you will have to take them to Stony Creek if it's after 12 noon on Monday in order for you to be paid the same week.

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6. When asking for time off, you must complete the time off request notice and give 7 days notice. Anyone missing 3 days and not calling will be treated as if you have resigned.
7. You must be able to work within a 30 mile radius.
8. Never drive a client unless you drive the client's car and have completed the proper paperwork.
9. In-services are due two weeks from the time you pick them up. Look for them on my desk each month.
10. Please never get into a fight or a shouting match with the client or caregiver.
11. Phone calls to the Staffer on the weekend should only be about scheduling issues for that particular weekend only.
12. When you are on a case that requires the client not to be left alone, do not ask to leave early or call out.
13. Please take only a small amount of time sheets at a time. I place them in your paychecks weekly.

Thank you all for making sure you are following the reminders above. If you are still in need of an ID badge, please inform me. Also, if you haven't reviewed the new handbook and signed it, please stop by the office to review and sign it. Please remember that this profession allows us to get very close to a client's personal life. Please always be professional when doing this.

I hope everyone has enjoyed the weather, I am ready for spring. Thank you to all of the Aides that make my office great.

Libbie Roberts
Staffing Coordinator

Notes from PR/Marketing Director & Assistant

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

Well another Christmas has come and gone, as well as another company party. Some things never change, some like the food and some don't, but the most important thing is the annual gathering. There will always be those who procrastinate, but GOD IS GOOD! I love doing what I do at our Christmas party, making

a fool of myself at times just to have someone laugh brings me joy. We wonder how long our parties will last or who will not be with us next year, but just to let you know, WE LOVE and APPRECIATE YOU. YOU ARE PERSONAL CARE PREFERRED GROUP. I PRAY EACH AND EVERY ONE OF YOU HAVE THE BEST NEW YEAR POSSIBLE.

We held a "Holiday Decorating Contest" and each Staffing Coordinator was given the challenge of decorating their office for Christmas. They came up with some great ideas and the theme of "Family, Caring for Others and Giving" showed the public what Personal Care Preferred Group is all about. Beauty is in the hearts and minds of each of us and judging the winners of this contest was a challenge. Waverly and Lawrenceville office tied for 1st place! They really showed they had the Spirit of Christmas in their offices. Libby not only provided special gift bags for her staff, but also donated ten \$10.00 gift cards and worked with Food Lion in securing ten certificates for a ham or turkey at a set price. All of this was included in making ten complete dinners for any one that was in need. Both offices had items for the Food Bank and goodies available for staff and the public. Waverly's office portrayed a warm and welcoming home-like atmosphere to the public and looked like a Christmas post card as they showed their patriotism by displaying the U. S. Flag. Emporia, 2nd place, was warm and inviting and had a "winter snow covered forest" theme in the front windows. Franklin, 3rd place, had an office challenge due to space, but showed the Christmas spirit with a Charlie Brown Christmas tree.

The upcoming move for Colonial Heights office seemed to hinder the decorating ideas, but Stony Creek Office made up for that. If there was a category for WOW! They would have won it. There was a "Dancing Elf" wall hanging that incorporated a picture of each person in the office with "Santa Thurman-Clause" as the leader! Hanging from the ceiling were HUGE red and white handmade paper snowflakes down the hall.

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Our thanks go out to each office for all their wonderful ideas and commitment in being a team player during the contest.

We hope all of you had a wonderful Christmas and we look forward to working with you in 2014.

A Quick Note from Payroll

By Dianne R. Edwards, Payroll Manager

I hope each of you is well and starting fresh with 2014 at Personal Care Preferred Group. I just wanted to bring a few reminders to each of you about your time sheets, which will be helpful in processing payroll each week.

- Be sure to use time sheets with the correct company name on it as many of you work for more than one company.
- All aides' time sheets must be completed neatly and correctly
- White-out is not acceptable!
- Make sure the dates at the top and bottom of your sheet are correct and have necessary signatures
- Check marks on the activities completed each day must agree with the care plan.
- Time in, time out and total number of hours worked per day should be correct
- Remember the deadline for all time sheets is 12:00 p.m. on Tuesday in the Corporate Office.

My goal is to make sure everyone gets paid each week so please make sure your time sheets are correct before you turn them in.

If you have a change of address or phone number please contact me so my records will be up to date for us contacting you if needed.

Thank you for all of your hard work and dedication to our Company. If you have any questions or concerns please do not hesitate to call me

Chief Nursing Supervisor Report

By Elaine Seymour RN, Chief Nursing Supervisor

I want to wish everyone a Happy and Healthy 2014!

I don't make resolutions, but rather think about something I can do to improve lives (mine and others.) "Paying it forward" is something that is easily do-able. It can be simple, like smiling at someone or more involved, like paying for a stranger's meal. Whatever way you decide to pay-it-forward, it's well known that "making a difference" makes us happier and healthier. A recent UCLA medical study finds that the happiness we derive from doing good, positively influences our immune system. On a scientific level, people who's happiness comes from doing well for others (rather than self-satisfaction) are better equipped to ward off inflammatory and viral maladies. Who knew that helping a neighbor carry groceries into her home can improve your health?!

A Message from HR

By Debbie Grein, HR Director

Hope everyone's year is off to a great start! Just a quick note to remind employees about our phone policy and drug policy:

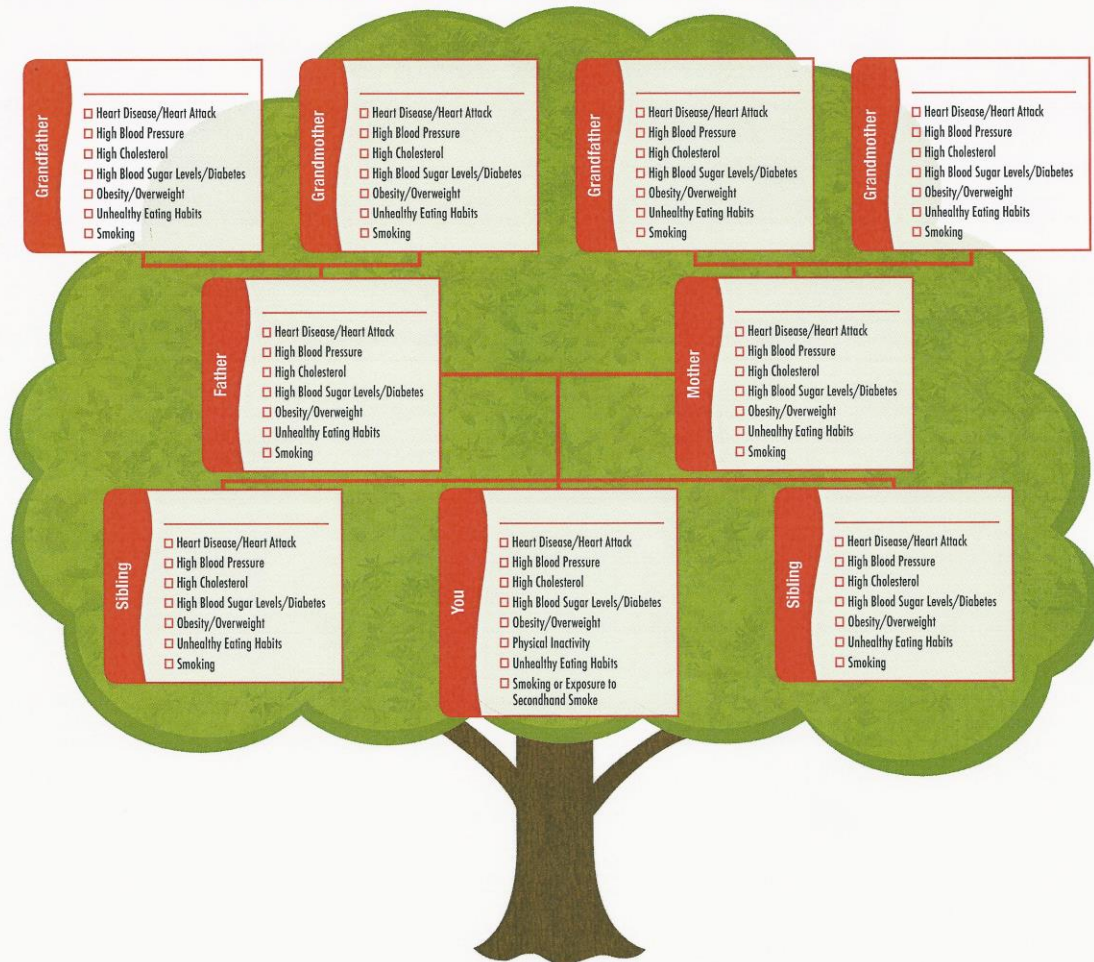
Phone Policy

Employees may not use personal phones or our client's phone for personal use while they are working at any time. If you have an emergency you should call your staffing coordinator or put your staffer's office number down for emergencies and they will call you if needed.

Drug Policy

We are a drug and alcohol free workplace and if you are ever injured, suspected or randomly picked for a drug or alcohol test, it is required that you comply or you will be terminated from the company. Also if you ever test positive, you will be terminated immediately. If you have questions please call me at our main office.

Heart Disease in the Family Tree Means It's Time to Turn Over a New Leaf.



The tendency to develop heart disease can run in the family, passed down through risk factors such as high blood pressure, high cholesterol, high blood sugar levels and obesity.

Now for the good news: Even with a family history of heart disease, you may prevent it through healthy eating habits and frequent physical activity. And you can pass along those habits to the next generation.

It's time to know about your family's health history. It's time to do more to reduce your own risk against the No. 1 killer of women. It's time to Go Red For Women.

Get started today with these easy steps:

1. Map out your blood relatives' health history using this document as a guide.
2. Talk with your healthcare provider about what this means to you and to your family.
3. Start practicing healthy eating habits and frequent physical activity with your family.

For more information, plus a free red dress pin, visit GoRedForWomen.org or call 1-800-AHA-USA1 or 1-800-242-8721.

Go Red For Women is nationally sponsored by



American
Heart
Association



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Happy Birthday PCPG Employees!!!

1/1	Pitt, Mary	2/12	Richardson, Jovan	3/25	Walker, Deborah A
1/1	Pitts, Janice	2/15	Morris, Dorthea A.	3/26	Turner, Ashley
1/2	Hicksfield, Diane	2/16	Haskins, Monica	3/30	Peebles, Judy D
1/3	King, Ruth G	2/18	Odom, Roslyn A	3/30	Britt, Ann J.
1/5	Upton, Doris P	2/20	Jones, Paula	3/30	Pierce, Raven T.
1/6	Haywood, Mildred	2/21	Thorpe, LaKiesha D	3/30	Crumpler, Latoya
1/7	Edwards, Bridgett	2/23	Taylor, Yvonne C		
1/7	Bailey, Jacqueline	2/23	Walton, Angelique F.		
1/10	Wright, Dolly E.	2/25	Moore, Debra L		
1/10	Harrell, Kelli A.	2/28	Robinson, Shirley V.		
1/10	Brodnax, Susan	3/1	Abdullah, Belinda		
1/12	Julbe, Shirley M	3/2	Harris, Corene		
1/12	Richards, Lauren	3/4	Allen, Hattie L.		
1/13	Jowers, Doris	3/4	Ellington, Elaine M		
1/14	Skipper, Conceita C	3/7	Bailey, Eunice		
1/15	Pitt, Kimberly S.	3/7	Sculthorpe, Judy A		
1/17	Smith, Candace R.	3/7	Jackson, Kaneka N		
1/18	Hicks, Amy	3/8	Jordan, Alonza		
1/20	Kelly, Michelda	3/8	Krenicky, Doris W.		
1/23	Robinson, Jessica	3/8	Adams, Alkesha		
1/24	Parham, Robin A.	3/8	Allen, Freda		
1/25	Jackson, Darlene	3/9	Newell, Jekeyiba S		
1/28	Jones, Linda D	3/10	Robinson, Melissa		
1/30	Robertson, Shawna	3/11	Crutchfield, Sherry		
2/1	Batts, Lisa	3/11	Trisvan, Sharon		
2/3	Roney, Barbara	3/12	Sykes, Gloria J.		
2/3	Colyer, Joyce H.	3/12	Lundy, Teresa		
2/3	Elliott, Gloria	3/13	Wyche, Gail C.		
2/4	Thompson, Roy E.	3/17	Chambliss, Cheryl R		
2/5	Davis, Cynthia D	3/18	Smith, Melissa		
2/6	Malone, Mary	3/21	Phipps, Velma L		
2/6	Taylor, Danielle L.	3/21	Lawrence, Brenda		
2/8	Roberts, Samuel	3/22	Duck, Allison M		
2/10	Dillard, Javonda	3/22	Winborne, LuAnn		
2/11	Stevenson, Mary	3/23	Bynum, Pamala C.		
2/11	Barrera, Angela M.	3/24	Brunson, Jacqueline A.		
2/12	Sheppard, Rosalind L	3/24	Green, Nakeisha S.		

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 September, October, November and January. Please congratulate them when you see them.

September Employee of the Month



Van Turner has been an employee of Personal Touch for over two years. He always conducts himself in a professional manner. Van is always willing to participate in company activities, demonstrating his loyalty to the vision and mission of Personal Care Preferred Group. Van Turner represents the Waverly Office with great pride.

Employee's of the Month Continued...

October Employee of the Month



Barbara Everett has been an employee of Personal Touch since May 2011. Barbara has demonstrated her compassion and dedication to those she serves not just in her client's home, but also when in the community. She always wears her name badge with pride and she is always willing to help when a need is identified. Ms. Everett's client has said that he appreciates Barbara being so patient with him. Her Staffing Coordinator has written, "Barbara is an asset to our Company and I look forward to working with her for many years."

Employee's of the Month Continued...

November Employee of the Month



Belinda Abdulla has been employed with Personal Touch since June 2010. Ms. Abdullah is extremely dependable. She always carries a positive attitude in a professional manner. Ms. Abdullah is willing to help out when there is a need; often driving a considerable distance to provide services to a client. She is definitely an asset to our company.

Employee's of the Month Continued...

January Employee of the Month



Kathy Rogers has been employed with Southern Touch since November 2010. Ms. Rogers has been described as kind and always professional in the care that she provides and in the manner in which she dresses and conducts herself. She understands the important service that she provides by never being late and rarely taking time off. When she does need a day off, she always gives plenty of notice to insure that her client has coverage.

Her client has been quoted as saying, "When I go to Heaven and I first speak with Jesus, I will ask him to bestow on you (Kathy) all of the blessings you have given to me."

Ms. Rogers is very humble, stating that her client, "has really got to her heart", but that her job is easy – just doing what she has been trained to do.

A special thanks to Kathy Rogers for her service and dedication to her clients and to Personal Care Preferred Group.

2013 EMPLOYEE OF THE YEAR



The 2013 Employee of the Year has been employed with Personal Touch since November 25, 2003. She is not only faithful to her clients, but also to her fellow employees by being the first to lend a helping hand when needed. You can be assured that when she greets you it will be with a smile and a pleasant attitude. The best way to describe her is by a letter written by a family member of the client she cares for, "We could not let this year begin without sharing our feelings about one of your awesome employees...We wanted to thank you personally for sending her to us...We also appreciate you allowing her to remain with us all of this time. She arrived at a very critical time in our lives and we believe it was part of God's plan...She has given much needed assistance and has continued to go above and beyond her many work duties...We value Mrs. Blount, Personal Touch and you. Many thanks and blessings."

CONGRATULATIONS **PAULA BLOUNT** FOR BEING 2013'S EMPLOYEE OF THE YEAR!!

Look What Marketing Has Been Doing!



Emporia Beef Barbeque! PCPG information booth



PCPG shared health care information with the Alpha Kappa Alpha Sorority at St. Paul's College in Lawrenceville, VA on November 2, 2013



Family Day was held on October 5, 2013 in Wakefield, VA. PCPG Staff rode in the parade and PCPG was recognized for it's bench donation



The Franklin Chamber Business Expo was held at Paul D. Camp Workforce Center in Franklin, VA on November 21, 2013. Over 600 people attended the event



On September 28, 2013, the Emporia/Greenville Peanut Festival was held. PCPG's float won 2nd place



PCPG celebrated their annual Christmas party on December 7, 2013 at the Golden Leaf Commons in Emporia, VA