



inTouch

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11042 Blue Star Highway/PO Box 305, Stony Creek, VA 23882
www.pcgonline.com 1-800-598-9854

CEO REPORT

By John A. Thurman, CEO



JOHN THURMAN
CEO

winter. We saved on utility cost, and spring is just around the corner.

As usual, I try to give you an update as to how our are going through a little slow period, mostly because we have lost several patients due to death, nursing homes and relocations. Most new patients are starting at 20-28 hours per week and not replacing 42-56 hours.

We are always concerned about the impact the State Budget & General Assembly have on our business. We have been told we may receive a three (3) percent increase.

We are still involved with Medicaid audits. Southern Touch had a Medicaid audit in December 2011. Personal Touch may be going to court over our last audit.

The aides' record, time sheet, is being revised to reflect check off boxes in the remark section. If you mark yes, a comment will have to be made. We are planning some in-service programs related to this change.

We are making plans to relocate the Stony Creek office. The new location will be in downtown Stony Creek next to Jones' Grocery Store. We are starting renovations in May 2012 and should take about 3 or 4 months to complete the project. We are planning to have an open house and everyone will be invited.

I hope everyone had a nice Easter and will enjoy the nice weather in the future.

Sincerely,

John A. Thurman, CEO

INSIDE THIS ISSUE

- **CEO Report & Administrator Reports**
- **Staffer Reports**
- **Administrative Staff Reports**
- **Flu Awareness**
- **Spring Checkup**
- **PCPG Birthday's**
- **Relay For Life**

Administrator Report

By Sue A. Moore, Administrator

Once again Personal Care Preferred Group will be conducting a survey to evaluate our client satisfaction with the services that we provide. Through these surveys, it lets our clients know that we value their opinion. We have learned that feedback from those we serve is a crucial aspect of a successful business.

This year instead of mailing a survey to each client, we will be conducting a telephone survey. This survey will be carried out by members of the administrative team of Personal Care Preferred Group. Questions will be directed to the client or their designated primary caregiver. The information that we collect will be helpful in making improvements in our service.

It is no secret that there is a great deal of competition in the field of personal care and it is the client that decides if they stay with our company or move on to a competitor. Hopefully we will gain valuable information to give us a significant advantage over our competition.

The primary goal of Personal Care Preferred Group remains the provision of quality care to all of our clients to sustain their faith in our company. This cannot be achieved without the continued hard work of all of our employees – starting with our Personal Care Aides and extending all the way to the CEO.

N

otes From Staffers

Personal Touch Home Care – Stony Creek & Colonial Heights Office

Keep in mind summer is approaching us, so if anyone needs time off please fill out our request off form and get it to me as soon as possible. I would like a 2 weeks' notice but at least 1 week in order for me to approve time off. Comments on timesheets look much better, just watch your dates and continue to look over to assure everything is complete for payroll purposes.

Please keep in mind if you have an unexpected situation occur and cannot report to work always contact your local office first. Feel free to use our toll free number and for those who do not know that number, it is 800-598-9854.

Thank you once again for all your hard work and dedication to our company. Have a great summer and be safe.

Jeanna B. Turner
Staffing Coordinator

Personal Touch Home Care – Waverly Office

Darlene Walker has been out for a few weeks due to illness. Juanita Collins has been filling in for Darlene while she has been out. We wish Darlene a speedy recovery and look forward to her returning to work. We would also like to thank Juanita for filling in and doing a good job in Darlene's absence.

Personal Touch Home Care – Franklin Office

I was at a loss for a topic for the newsletter this quarter, so I did some research and found that

attendance in the workforce seems to be a very hot topic. Attendance and punctuality go hand-in-hand. In my opinion, the best trait an employee could probably have is their dependability and that includes being at work, and being there on-time.

Attendance in our line of work is most important. Being habitually late or missing work affects others. When you are absent, there is a chance the client will be alone for the entire day. Although, most of our clients have reliable back up plans with their family members, there are some clients that are not fortunate to have family close by and depend upon us to assist them with their daily routines. When you are late arriving at work, the client may become agitated because they are afraid you will not be there, or the family member may become frustrated because they cannot arrive timely at their job or appointment.

Of course, we do not expect you to work if you are truly ill. We also realize that emergencies occasionally come up that require tardiness. In these cases, it is extremely important to let your supervisor know as early as possible so that appropriate action can be taken to cover for you while you are out. Unfortunately, though, being constantly late for work, or missing it altogether, are easy habits to fall into. Each time it happens, it gets a little easier to do it or accept it again.

You are very important to our company. You represent us and your dependability speaks well for yourself and for our company and it is greatly appreciated.

On another topic, the comments continue to improve. Your comments are our updates and we receive valuable information from them. I ask that you continue to provide the necessary information in your comments.

Finally, as summer approaches, remember the heat can be just as dangerous as colder temperatures. Drink lots of fluids and remind your clients to stay hydrated.

Wynne Doyle
Staffing Coordinator

Moore Home Care – Emporia Office

To everyone who turns their time sheets into the Moore Home Care office:

Please remember to check your time sheets thoroughly before turning them in. There are numerous sheets found with incorrect dates, missing or inadequate notes and even missing signatures and dates. When your client or a family member signs your timesheet but does not place the date

Notes From Staffers Continued...

after their signature, it is your responsibility to bring it to their attention or date it for them.

Thanks to all who work so hard providing the best care to their clients and who also make sure that their timesheets are neat, complete and turned in every Monday by 12 noon.

A reminder to the employees who have direct deposit that you must come into the office and pick up an in-service every month. If you are missing any so far this year, please call the office to make arrangements to catch up.

Thanks for all you do!
Zelinda Powell
Office Manager/Staffing Coordinator

Southern Touch Health Care – Colonial Heights Office

Thanks to all the aides for striving to be the best that you can be. We all have a job to do and if we work together as a team, our mission can be accomplished.

I appreciate your willingness to put everything else aside when I need your help on a case....especially on the weekends!!! Remember, if we do not have clients, we do not have a job nor a paycheck! Our job is to make sure everyone is treated with respect and given the care they deserve. The company will give you a \$50 referral bonus if you bring a client to us!!! Contact me for more details!

I look forward to seeing all of you on a regular basis, if you have direct deposit, please make a point to stop by the office at least once a month so I can keep you up to date on everything and you need to always pick up your "In The Know" in-service training, which is a Medicaid requirement. I also have discount coupons to Busch Gardens and Water Country USA....stop by and pick some up and have some fun!!!

Just some food for thought:

Don't cry over the past, it's gone.
Don't stress about the future, it hasn't arrived.
Live in the present and make it beautiful!

Have a safe and happy spring/summer!
Susan Bishop
Office Manager/Staffing Coordinator

Southern Touch Health Care – Lawrenceville Office

Everyone just a few reminders:
Time slips are due in the office by 8:00am Monday morning. Slips must be filled out daily and have correct time on them. If you're late coming in, make up the late part. Example: If you are 15 minutes late, stay after 15 minutes. Make sure your slip reflects that time also. If you need time off you may pick up request off forms from the office. There is a 7 day notice required prior to you taking off. Everyone is required to work every other weekend so please try not to cancel at the last minute for the weekend. Each client needs to have all hours they received covered. Never ask a client if you can have off. You must call the office first. I'd like to thank all of you for doing a great job of following the care plans and making sure all clients receive the best care possible. It's great having clients and their family members say how wonderful our aides are.

Please make sure if you change your cell number or address that you inform the office ASAP. If you need to reach me after hours remember just call the office number, 434-632-1809. Please limit the calls to staffing issues only!

Have a fun filled summer and keep up the great job.
Libbie Roberts
Staffing Coordinator

Notes from PR/Marketing Director By Barbara Thurman, PR/Marketing Director

HELP NEEDED WITH PCPG WINDOW DECALS
We need our aides to pick up PCPG stickers from their staffers office and put them on the back window of their car. The corporate staff has already begun placing them on their car. Mr. Thurman, Jonathan, Jeanna and I have had

ours on for several months. When you place them on your car, Please, call and give your staffer your name so I may put your name in our next newsletter. Placing the decal on your car let's people know you are proud of your job
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and are loyal to your company.

Well its warm weather and I know some of us will be going to the beach, going to the lake or maybe a ball game. But most important is our families, so don't forget the sunscreen and be safe. I am trying to do the advertising work Hall did for our company, so keep me in your prayers and I will try to have some fun too. Check out our benches at Food Lion in Emporia and Lawrenceville and at Martins in Chester. They have our logo and ad on them.



Pictured above is the PCPG sticker available to employees.

A Quick Note from Payroll

By Dianne R. Edwards, Payroll Manager

I hope each of you are well and starting fresh with 2012 at Personal Care Preferred Group. I'll just bring to each of you a few reminders about your time sheets that 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 in order to be paid in a timely manner!**
- **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**
- **Comments should state details of what was done during the week for the client (not the client had a good week or respite hours were requested)**
- **Remember the deadline for all time sheets is 12:00pm 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

In the tough economic times that we're living in, it's sometimes difficult to feel thankful. The following list first appeared in an Ann Landers advice column:

Things to be thankful for:

Be thankful for the clothes that fit a little too snug, because it means you have enough to eat.

Be thankful for the mess you clean up after a party, because it means you have been surrounded by friends.

Be thankful for the taxes you pay, because it means you're employed.

Be thankful that your lawn needs mowing and your windows need fixing, because it means you have a home.

Be thankful for your heating bill, because it means you are warm.

Be thankful for the laundry, because it means you have clothes to wear.

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Be thankful for the space you find at the far end of the parking lot, because it means you can walk.

Be thankful for the lady who sings off key behind you in church, because it means you can hear.

Be thankful when people complain about government, because you have freedom of speech.

Be thankful for the alarm that goes off early in the morning hours, because it means you're alive.

A Message from HR

By Debbie Grein, HR Director

This year we are sponsoring a team in the Sussex Relay For Life event on June 23, 2012. The event will start at 12 noon and end at 12 midnight. We would love to have our employees join our team and walk for a good cause. When you join our team you are asked for a \$10.00 donation to sign up. You will receive a tee shirt to wear. Relay For Life is a life-changing event that helps communities across the globe celebrate the lives of people who have battled cancer, remember loved ones lost, and fight back against the disease. I know that all of us have been affected in some way by cancer, so please show your support and walk with us. If you have any questions please give me a call at the main office 434-246-3110.

I would just like to remind everyone that Friday May 4, 2012 is the deadline for money if anyone wants to go to the Squirrels Baseball game May 17, 2012.

Have you seen us in Emporia?



Check out our billboard on Rt. 301 South in Emporia near Mitchell Trucking.

Seen our website?

Visit us at:

www.pcpgonline.com



FLU AWARENESS

Regardless of the size or type of your business, planning and taking action **now** can help protect your business and employees from the flu.

PLAN NOW

Review your current pandemic flu plan or develop a new plan.

- Involve your employees in development and review of the plan. Share the plan and policies with your employees.
- Engage your state and local health department to confirm channels of communication and methods of dissemination of local outbreak information.
- Consider ways to allow sick employees to stay home without fear of losing their jobs.
- Develop flexible leave policies to allow employees to stay home to care for sick family members or for children, if schools dismiss students or child care programs close.
- Share best practices with other businesses in your community. Work with companies in your supply chain as well as chambers of commerce and local associations to improve response efforts.
- Add a “widget” or “button” to your company Web page or employee Web site so employees can access the latest information on the flu:
 - www.cdc.gov/widgets
 - www.cdc.gov/SocialMedia/Campaigns/H1N1/buttons.html
 - www.hhs.gov/web/library/hhsfluwidgets.html
 - www.flu.gov/news/socialmedia
- Purchase supplies such as tissues, soap, and alcohol-based hand rubs to encourage healthful habits in the workplace.
- Plan for how business can continue if many employees must stay home. Designate and train other employees in the event someone becomes sick to make sure you can continue your critical functions.

TAKE STEPS NOW

Take steps now and continue during the flu season to help protect the health of your employees.

- Encourage all employees to get vaccinated for seasonal flu and H1N1 flu. Also encourage employees who are at higher risk for complications from H1N1 flu to receive the vaccine. People at higher risk for H1N1 flu complications include: children younger than 5 years old, but especially children younger than 2 years old; people aged 65 years or older; pregnant women; adults and children who have asthma, neurological and neurodevelopment conditions; chronic lung disease; heart disease; blood disorders; endocrine disorders, such as diabetes; kidney,
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liver, and metabolic disorders; weakened immune system due to disease or medication; and people younger than 19 years of age who are receiving long-term aspirin therapy. See CDC's information on [people at higher risk for flu complications](#).

- Provide resources and a work environment that promotes hand washing and covering coughs and sneezes. Provide tissues, no-touch trash cans, hand soap, and alcohol-based hand rubs. Offer education on hand washing and covering coughs and sneezes in an easy-to-understand format and inappropriate languages. Visit [Flu.gov](#) to find tools businesses can use.
- Advise all employees to stay home if they are sick. Make sure fever is gone without the use of fever-reducing medicines (any medicine that contains ibuprofen or acetaminophen).
- Employees who get sick at work should go home as soon as possible. If the employee cannot go home immediately, he or she should be separated from other employees.
- Encourage sick employees at higher risk of complications from flu to contact their health care provider as soon as possible. It's very important that antiviral drugs be used early to treat flu in people who are very sick (for example people who are in the hospital) and people who are sick with flu and have a greater chance of getting serious flu complications. Other people may also be treated with antiviral drugs by their doctor this season.
- Clean surfaces and items that are more likely to have frequent hand contact with cleaning agents that are usually used in these areas. Additional disinfection beyond routine cleaning is not recommended.

Content source: [Centers for Disease Control and Prevention](#)



How to Do a Spring Health Checkup

Before the joys and obligations of summer hit—why not take a look at your own health as part of your “spring checkup?” You are probably doing it for your house; car and garden—so why not do it for YOU? Bodies need maintenance just like any other fine running machine. Get yours tuned up today!

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Here are some ways to do it.

Instructions

- 1 Make a list of all your chronic (if any) health issues such as high blood pressure, cholesterol and back pain. Now review your list and write down the last time you had your healthcare provider examine each of these with you. Be honest. Six months is the maximum time anyone with a chronic health problem in need of medical care should go without a checkup.
- 2 Review your immunizations. Are they up to date? Especially look at the last time you had a tetanus shot. If the answer is you “don’t remember,” then the action is get one!
- 3 Clean out your medicine cabinet. Take out all of your prescribed medications, place them in a bag and bring them with you to your spring health checkup. This is a great way for you and your healthcare provider to review the medications you are on to determine if you still need them or if there are new alternatives that have been “hiding” in the back of your medicine cabinet and need to be renewed with a fresh supply or simply tossed. Do the same with your over-the-counter medications.
- 4 Examine your health maintenance testing needs such as mammogram, colonoscopy and bone density scan. People seem to take much better care of their cars than themselves. Invest in your health.
- 5 Once you have completed all of the above, call and make an appointment with your primary healthcare provider. Let the receptionist know that you are bringing in your meds and want to review your health needs so that they can schedule an appropriate amount of time for your visit.

By Richard Ferri, eHow Contributor
Google-eHow.com



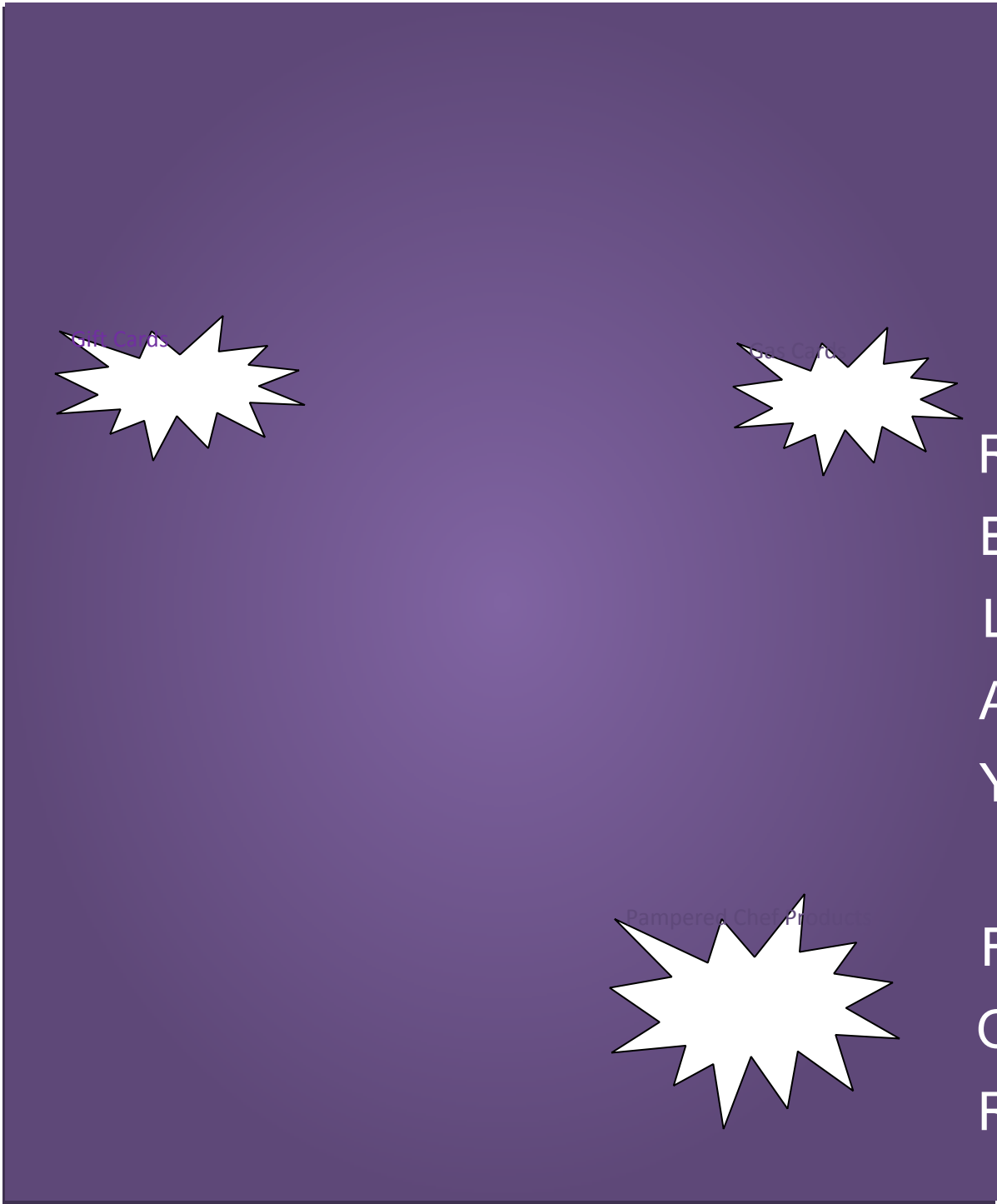
Don't forget to sign up and show your support for Relay For Life!

Call Debbie Grein at 434-246-3110 for questions.



Happy Birthday PCPG Employees!!!

Anderson, Rovelta	4/1	Everett, Barbara L.	5/7	Smith, Cristie L	6/7
Edwards, Dianne R.	4/2	Caruso, Linda	5/8	Powell, Kiara L.	6/7
Seward, Renae	4/2	Jones, Dianne	5/9	Green, Cassandra	6/8
Wright, Shakeera	4/5	Scott, Desiree	5/9	Pegram, Dora	6/8
Mallory, Joy S	4/5	Griffin, Terry	5/9	Crawford, Mauri E.	6/9
Claiborne, Barbara	4/7	Cain, Earlene E	5/13	Myrick, Joyce A.	6/10
Wilson, Lisa	4/8	Mosby, Mallori	5/13	Parham, Emily	6/12
Lundy, Joane	4/9	King, Francine	5/14	Hicks, Nicole	6/13
Gray, Angela	4/9	Delatte, Kim	5/14	Giles-Mabry, Jamica	6/13
Ruffin, Clarissa S.	4/10	Turner, Van	5/15	Goode, Akendria	6/13
Fields, Elaine I.	4/10	Myrick, Terrie	5/16	Monroe, Tanya	6/13
Garner, Millicent	4/10	Walker, Charlene	5/17	Turner, Virgie	6/13
Sandlain, Allison E.	4/10	Stith, Laurie	5/17	Mays, Shameka	6/16
White, Marquita L	4/11	Eason, Tiffany N.	5/18	McNair, Danielle	6/21
Smith, Tausha C	4/11	Grein, Debbie	5/18	Taylor, Shanicka	6/21
Lurry, Nancy	4/11	Boyd, Jahnece	5/20	Hightower, Edna M	6/22
Phillips, Julie M	4/12	Hughes, Christine D.	5/20	Russell, Bertha L.	6/22
Williams, Leslie E.	4/12	Johnson, Alice E	5/20	Thomas, Patricia B.	6/22
Cameron, Helen V.	4/12	Carter, Alma	5/21	Lawrence, Tacarro	6/24
Stigall, Stephanie	4/13	Thomas, Shirley A	5/21	Sinclair, Rosa E	6/25
Vincent, Branch A	4/13	Riddick, Patricia B.	5/21	Hall, Stephanie	6/25
Epps, Mary A.	4/14	Parham, Timika	5/22	Blowe, Keena L.	6/25
Brodnax, Nellie	4/15	Prince, Monique L	5/22	Cosley, Wanda W	6/27
Hicks, Lillian	4/15	Shaw, Brenda Y.	5/22	Peeples, Sadie M	6/28
King, Wendy	4/16	Powell, Zelinda	5/23	Neal, Jamica	6/29
Lara, Ailisa	4/17	Greene, Tonya	5/24	Cook, Anna E.	6/29
Patterson, Detra	4/17	Taylor, Tamara D	5/25	Chappell, Sarah	6/30
Winfield, Dwight	4/18	Keys, Ethel	5/26	Ruffin, Ann	6/30
Wade, Carol	4/18	Jones, Brittany	5/31	Turner, Annette J.	6/30
Butts, Karen D.	4/19			Smith, Sharon	6/30
Smith, Ernestine B	4/19	Ivey, Teresa M	6/2	Bishop, Susan R	6/30
Roads, Georgia	4/23	Fields, Arleather	6/2		
Bullock, Rosa	4/25	Davis, Marion V.	6/3		
Taylor, LaDana D.	4/29	Proctor, Yolanda F.	6/4		
		Bolton, Courtney B.	6/5		
Barner, Shavon	5/2	Moore, Lauren A.	6/5		
Hatch, Keshonda S	5/4	Bush, Rachel C.	6/6		



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