



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

inTouch

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PCPG Employee Christmas Party 6:30 p.m., Saturday, December 5th

The holidays are upon us! Be on the look out in your mailbox in the next few weeks for your invitation to the annual PCPG Employee Christmas party. This year's event will take place at Southside Virginia Education Center Golden Leaf Commons at 1300 Greenville County Circle, Emporia, (right off Exit 17 on I-95). As those of you who have attended before can attest, this event is a wonderful opportunity to relax and have fun with your coworkers, celebrate the holiday spirit and win some fun prizes.

After you receive your invitation, be sure to either mail or drop off at any PCPG office the reply portion by November 25th, indicating whether you plan to attend or not and whether you'll be bringing a guest. There will be extra invitations at each of our offices, as well. Thanks in advance to replying promptly to the invitation. All replies received—whether they state you will attend or not—will be entered into a drawing to win a prize. The winner does not need to be present at the Christmas party to win.

Happy holidays. . .and we hope to see you at the Christmas party!

Sincerely,
Barbara Thurman, Public Relations
& Marketing Director

CEO Report

Our business continues to do well, and I hope you are doing well, too. I would like to bring you up to date on a few important items.

We are in the process of doing a client survey, and we are getting some positive remarks concerning our staff. Please encourage your clients to return these survey forms. We plan to share this information with you as it becomes available.

Also, we are looking into providing life insurance policies for all our employees. We plan to provide \$10,000 life insurance, at no cost to each of you. You will have an opportunity to purchase additional insurance, at your cost, and through payroll deductions. You may also want to cover family members. Plans are to have this in place by January 2010.

Barbara Thurman is working on this year's Christmas party, the date of which is Saturday, December 5, 2009. It will be held at Southside Community College Center, located in back of Greenville County Governmental Center. We hope you plan to attend. More details are to follow.

I would like to share some personal information with you. Barbara and I went to Washington, D.C. to discuss healthcare issues with Congressman J. Randy Forbes, VA 4th Congressional District, and others. We discussed our business and told him about our dedicated staff.

We also visited our daughter, "Doctor Nance," in Denver for a few days. We enjoyed seeing the beautiful mountains in Colorado.

Keep up the good work. Together we will continue to be the best Personal Care Company in Virginia.

Thank you.

Sincerely,

John W. Thurman CEO



JOHN THURMAN
CEO

New Free Insurance Policies Explained

By now you've probably heard the good news about our newest employee benefit. The recently announced Prudential Life Insurance basic term life insurance in the amount of \$10,000 and basic accidental death and dismemberment insurance in the amount of \$10,000 will be provided free of charge to all PCPG employees who work 20 hours a week or more.

The insurance will begin this January and will not cost any of you even a penny. The company will pay 100 percent of the cost for these two new policies, and you don't even have to enroll. You'll be automatically signed up just by being a PCPG employee!

PCPG is also offering you discounted rates if you'd like to purchase additional coverage, or if you'd like to add your spouse or children to the policy. There's no medical background checks involved! This additional coverage, should you wish to purchase it, will be automatically deducted from your paychecks.

A Prudential Life Insurance representative will be at each PCPG location one day in November and December to answer any of your questions or to sign you up for additional coverage for you or your family. I strongly urge you to stop by and meet with the representative in order to make sure you fully understand the policy and to see if additional coverage is right for you.

Should you still have further questions about the new insurance policies after talking to the representative, please don't hesitate to contact me at 1-800-598-9854.

Sincerely,
Debbie Grein
Human Resources Director

Prudential Life Insurance Representative Schedule

EMPORIA OFFICE - November 6
LAWRENCEVILLE OFFICE - November 13
WAVERLY OFFICE - November 19
STONY CREEK OFFICE - November 20
FRANKLIN OFFICE - December 4
PETERSBURG OFFICE - December 10
COLONIAL HEIGHTS OFFICE - December 11

Please note that the representative will be at each office from 8:30 a.m. to 4:30 p.m. each day listed above. As a PCPG employee, you can meet with him at any of the offices; you are not limited to meeting him at the office you work out of.

Client Survey Results

The goal of Personal Care Preferred Group is always to provide services to improve the quality of life for those individuals who we serve. To learn how we're doing and identify issues that may be affecting our delivery of care, we have initiated a new client survey. The survey data has provided valuable insight into how the clients that we serve feel about our performance.

Overall the results were positive. When asked, "How would you rate the quality of service you receive," 70 percent responded "excellent;" 26 percent "good;" and four percent "fair." In regards to rating treatment from their Personal Care Aide, 73 percent responded "excellent;" 26 percent "good;" and one percent "fair." The area where improvement seemed to be needed involved the timeliness and reliability of Personal Care Aides. Our clients also expressed their desire to be kept better informed of changes with their service providers.

We plan on being proactive by listening to what issues and concerns have been voiced by each client or client representative who took the time to complete the survey. By determining what actions we can take to improve our delivery of service, we hope to create the spark needed to not only provide quality care, but to develop a stronger and loyal client relationship.

Sincerely,
Sue Moore, RN
Administrator



If you haven't seen our company website in a while, check it out!

WWW.PCPGONLINE.COM

A Quick Note From Payroll Manager

I would like to commend each of you for the great job you continue to do with your timesheets.

Please be sure they are complete before you turn them in so your paycheck will not be delayed. The end of the year is fast approaching. Please be sure to keep me updated with any address changes. And remember. . . my door is always open for your questions or concerns.

Sincerely,
Dianne R. Edwards
Payroll Manager



A Brief Run-In With Rev. Jesse Jackson

While John and I were in Washington, D.C., we had the great fortune to run into none other than Rev. Jesse Jackson. Rev. Jackson was eating his breakfast poolside at the hotel, right next to where we were finishing up our breakfast. I asked him if it wouldn't be too much of a bother if I could get a snapshot of him. He was reluctant at first, but when I explained that I would share his photo in our employee newsletter, he agreed. Fortunately I had my cell phone with me, which has a built in camera. This is the shot I took. If any of you would like copies of this shot, please contact Human Resources Director Debbie Grein at 1-800-598-9854.

Barbara Thurman,
Public Relations &
Marketing Director

What Some of Our Clients Are Saying

(Excerpts from recent PCPG client surveys)

"I have only good things to say about my personal care Tech., Ms. M. Cleaton. She gave and gives the continuous professional care to my son above and beyond the call of duty. To him and us she is like part of our family. I can only say many thanks to Personal Care Preferred Group. They have come into our life at a time of much need. Thanks."

- Mildred Mays

"Personal Care has been much more professional, caring, adaptable, and compassionate than any of the four agencies used by my mother during her 14-month illness!"

- Lee Bendall

"Joann Blizzard has been wonderful as a Personal Care Aide and has become a close friend and 'family member' to my mother."

- Dale Cupp

"I would be lost without my aids. They keep me on my toes, and they've been very wonderful to me and my wife and brother-in-law. . . They are my guardian angels."

- Arthur Berryman

"Personal Care Preferred Group is a caring and very dependable agency. They are always there to listen, understand and are very helpful. I would recommend them to anyone."

- Mary Jane Harrell

"It's great to have someone to come inside your home to help you so you don't have to go to the nursing home."

- Eugene Allen, Sr.

"I was out sick since March 27, 2009 and during that time Personal Touch has been a very real help. Aside from being an employee here, I had people who seemed to really care for my well-being; from my aides Leslie Holloway and Tonia Bradly to Elaine Seymour who sat with me and talked for a few every time she came out. . . I truly thank God for Mr. Thurman, who has been a blessing in more ways than one. God is a very present presence in this company. Thanks, too, to Darlene in Waverly. May God continue to bless each of us collectively and individually."

- Marie B. Boone

"My aide has worked with me for about ten years, and she has been a blessing to me and my family. I can depend on her to be here with me and take care of me. . . She goes beyond the call of duty. I appreciate her very much"

- Joseph Stith

"I am most satisfied as I can possibly be with the company and most of all with the care giver I have. . . Thanks for your services and the ability to employ such fine and qualified personnel."

- Shelton Norwood, Jr.

"Wonderful responses to concerns and inquiries about care and personal service. We are very pleased with the care and concern that our aide, Marsha Pearson, provides to our father."

- Patricia House

The Secrets To Success They Didn't Teach You In School

Despite what your teachers may have told you, there's more to being successful than just getting good grades. Here's a list of "subjects" no one ever taught at school but which actually prepare you for success in real life. Make sure you get an A+ in each of them!

- The magic of a positive attitude.
- Setting and exceeding goals.
- Establishing pride on the job.
- Understanding people.
- Taking responsibility.
- Effective listening.
- Effective communication.
- Embracing change.
- Building friendships and long-term relationships.
- Making effective decisions.
- Working as a team.

CDC Says "Take 3" Actions To Fight The Flu. These actions will protect against 2009 H1N1 too!

Flu is a serious contagious disease. Each year in the United States, on average, more than 200,000 people are hospitalized and 36,000 people die from seasonal flu complications.

This flu season could be worse because there is a new and very different influenza virus causing illness called 2009 H1N1. CDC expects both 2009 H1N1 flu and seasonal flu to cause illness, hospital stays and deaths this season and is preparing for an early and possibly severe flu season.

The Centers for Disease Control and Prevention (CDC) urges you to take the following actions to protect yourself and others from influenza (the flu):

Take time to get a flu vaccine.

- CDC recommends a yearly seasonal flu vaccine as the first and most important step in protecting against seasonal influenza.
- While there are many different flu viruses, the seasonal flu vaccine protects against the three seasonal viruses that research suggests will be most common.
- Vaccination is especially important for people at high risk of serious flu complications, including young children, pregnant women, people with chronic health conditions like asthma, diabetes or heart and lung disease and people 65 years and older.
- Seasonal flu vaccine also is important for health care workers, and other people who live with or care for high risk people to keep from making them sick.
- A seasonal vaccine will not protect you against 2009 H1N1.
- A new vaccine against 2009 H1N1 is being made.
- People at greatest risk for 2009 H1N1 infection include children, pregnant women, and people with chronic health conditions like asthma, diabetes or heart and lung disease.
- Ask your doctor if you should get a 2009 H1N1 vaccine.

Take everyday preventive actions.

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.
- Avoid touching your eyes, nose and mouth. Germs spread this way.
- Try to avoid close contact with sick people.
- If you are sick with flu-like illness, CDC recommends that you stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities. (Your fever should be gone without the use of a fever-reducing medicine.)
- While sick, limit contact with others as much as possible to keep from infecting them.
- Follow public health advice regarding school closures, avoiding crowds and other measures to keep our distance from each other to lessen the spread of flu.

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Take flu antiviral drugs if your doctor recommends them.

- If you get seasonal or 2009 H1N1 flu, antiviral drugs can treat the flu.
- Antiviral drugs are prescription medicines (pills, liquid or an inhaled powder) that fight against the flu by keeping flu viruses from reproducing in your body.
- The priority use for antiviral drugs this season is to treat people who are very sick (hospitalized) or people who are sick with flu-like symptoms and who are at increased risk of serious flu complications, such as pregnant women, young children, people 65 and older and people with chronic health conditions. (Most people have been able to recover at home from 2009 H1N1 without needing medical care and the same is true of seasonal flu.)
- Antiviral drugs can make illness milder and shorten the time you are sick. They may also prevent serious flu complications.
- Antiviral drugs are not sold over-the-counter and are different from antibiotics.
- For treatment, antiviral drugs work best if started within the first 2 days of symptoms.
- Flu-like symptoms include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. Some people may also have vomiting and diarrhea. People may be infected with the flu, including 2009 H1N1 and have respiratory symptoms without a fever.

Visit www.cdc.gov/h1n1flu/ to find out what to do if you get sick with the flu and how to care for someone at home who is sick with the flu.

Reprinted from Centers for Disease Control and Prevention



Newt Gingrich Honors John Thurman As Virginia's Entrepreneur of the Year

Former Speaker of the House and General Chairman of American Solutions, Newt Gingrich, recently honored John Thurman as American Solutions' 2009 Entrepreneur of the Year from Virginia. Speaker Gingrich recognized Mr. Thurman at an American Solutions awards dinner on September 23, 2009 at the Capitol Hill Club in Washington, DC.

American Solutions is a tri-partisan citizen action network of over 1.5 million members. Its goal is to create the next generation of solutions that will ensure that the United States remains the safest, freest and most prosperous country in the world.

"While Washington politicians are busy pushing for job-killing health care and energy taxes, it's important that successful businessmen like Mr. Thurman are recognized for doing what it takes to create jobs. America is nearing ten percent unemployment, and creating new jobs is necessary for economic recovery. Unlike Washington, business leaders like Mr. Thurman realize that America does not work if Americans are not working. I look forward to working with Mr. Thurman on advancing real solutions to help create more jobs and get our economy moving again."

2nd Annual PCPG Food Drive! Office That Raises Most Food To Win FREE Office Party!

This year more than ever, area food banks need our help! That's why PCPG is holding its Second Annual Food Drive at all seven of our locations. All canned and non-perishable food items will be accepted and are in great demand. Last year our food drive netted over 1,000 food items that were donated to social service departments within our service area. This year we want to top that!

The PCPG location that collects by December 18 the most food in relation to that office's staffing level will once again win an all-expenses-paid office party. Last year the Waverly office was the winner. We commend them for their efforts but challenge the other six offices to steal their title this year. To ensure those in need benefit the most from our food drive and to better your chances of winning the office party, please encourage all of your coworkers, friends and relatives to donate as much food as possible.

Thanks for your help in making those in need have a happier and healthier holiday season.

Happy Birthday to Our Employees!

October Birthdays

1-Oct	Dalphine Branch
2-Oct	Karen Drummond
2-Oct	Celestine Gibbons
2-Oct	Bernice Potts
3-Oct	Paula Blount
3-Oct	Dondra Fields
3-Oct	Sue Moore
4-Oct	Jennifer Drake
4-Oct	Crystal King
4-Oct	Clarice Vincent
5-Oct	Ethel Lucas
9-Oct	Anna Daughtry
9-Oct	Regina Reid
11-Oct	Katie Scott
12-Oct	Maria Mason
12-Oct	Annette Williams
14-Oct	Doris Lensey
14-Oct	Christine Lewis
17-Oct	Jennifer Rhoads
19-Oct	Mortici Cleaton
20-Oct	Elvira Boyd
22-Oct	Judy Coleman
23-Oct	Ann Carver
23-Oct	Leslie Holloway
23-Oct	Rachel Ridges
23-Oct	Latrelle Taylor
26-Oct	Ashlee Edwards
27-Oct	Celestine Easter
27-Oct	Linda Tomlin
28-Oct	Nikkita Sumler
29-Oct	Elizabeth Roberts
29-Oct	Janice Trafton
30-Oct	Patricia Davis
30-Oct	Amanda Jones
30-Oct	Erika Worthington

November Birthdays

2-Nov	Greta Jones
2-Nov	Juliette Link
2-Nov	Christine Seaborne
3-Nov	Aletha Hoffer
6-Nov	Jo Massenburg
7-Nov	Jeanna Turner
8-Nov	Amy Sloan
12-Nov	Florence Harris
15-Nov	Shaniqua Turner
17-Nov	LaAletha Knight
18-Nov	Latishia Pierce
19-Nov	Hattie Hall
19-Nov	Millzinner Whitney
24-Nov	Mattie Morgan
25-Nov	Charles Townes
26-Nov	Amy Woodruff
28-Nov	Iris Robinson
30-Nov	Elizabeth Horton
30-Nov	Jennifer Wyche

December Birthdays

1-Dec	Jestine Blackwell
2-Dec	Burudisha Curley
2-Dec	Dominique Spence
6-Dec	Kimberly Drew
6-Dec	Robyn Monroe
6-Dec	Terria Moore
7-Dec	Julie Ellsworth
7-Dec	Yatasha Hatch
8-Dec	Annette Cole
8-Dec	Teresa Holden
11-Dec	Traci Lewis
11-Dec	Beverly Schenandoah
12-Dec	Nikeca Layton
12-Dec	Roberta Thomas
13-Dec	Genise Chatman
14-Dec	Janet Boone
15-Dec	Veronica Pettaway
16-Dec	Ethel Crowder
16-Dec	Faith Mallory
16-Dec	Celestine Rashed
16-Dec	Shirley Taylor
20-Dec	Thashima Hayes
20-Dec	Sharon Kizer
20-Dec	Shirley Williams
21-Dec	Ada Phillips
21-Dec	Tonia Smith
22-Dec	Denise Joyner
22-Dec	Terri Strother
22-Dec	Linda Williams
23-Dec	Patricia Bland
23-Dec	Florence Johnson
24-Dec	Pamela Jackson
25-Dec	Annie Mayfield
25-Dec	Mary Williams
26-Dec	Crystal Bynum
26-Dec	Linda Gray
26-Dec	Christina Haynesworth
26-Dec	Beatrix Moody
26-Dec	Christine Sloan
27-Dec	Ashby Anderson
27-Dec	Joanne Jordan
27-Dec	Kim Spruill
29-Dec	Tonia Bradley
29-Dec	Mary Parker
29-Dec	Renee Williams
30-Dec	Latoya Eley
31-Dec	Kathy Rogers

Happy Birthday to all of the PCPG employees who celebrate a birthday during October, November or December. Please note that if we do not have your birthday listed above and it falls during this time, it means it is not entered into our system. If this is the case, please call Debbie Grein at 434-246-3110 to update this information.

Thank you.