



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

inTouch

Volume 11 Issue 3 • Summer 2008

I would like to thank all the Waverly ladies for the surprise dinner at Virginia Diner on June 6th. It's a pleasure working with all you! Continue to keep up the good work. You are truly appreciated.

—Darlean Walker
Waverly Staffing Coordinator

To all the CNA's and PCA's, I just want to thank you all for doing a wonderful job! We are all here to serve a purpose for someone in need. And by doing that, they are thankful and grateful for the wonderful and generous things – especially those things that go above and beyond. From me to you – I thank you all. Keep up the great job you are all doing.

Truly appreciated,
—Katrina Butts
Colonial Heights Staffing Coordinator

CEO Report

I appreciate having an opportunity to communicate information to our employees that is important to both the employees and the company.

Our merger is going well, and we have employees working for all three companies, Personal Touch, Southern Touch and Moore Home Care. I think we all agree weekly payroll is going well.

I know that gas situation has made life more difficult for most of our employees. We continue to try and staff you as near your case as possible. We plan to review the gas allowance to see if it can be increased.

Medicaid continues to audit providers and has an objective to take money back from providers. You must realize we are all in the same boat, and we need your help in areas of records. All employees need to sign and date their aide records (time sheets). Make sure your client signs and dates them as well and that you make appropriate comments. Just remember what Medicaid takes back from us also affects you.

Hope you enjoy the summer, with school being out, and families getting together. Barbara and I wish you a good and safe summer, and remember, God loves us all.

Sincerely,
John Thurman, CEO

Nurse Supervisors Report

I want to thank the C.N.A.'s who have responded to my letters asking that they make changes on their timesheets. It has helped so much in improving the quality of our timesheets. Thank you.

I would like to mention to you the proper way for a patient to sign a timesheet with an "X". After the patient's "X," indicate that this is his or her mark by following the example to the right.

If you have any questions about this please call me. (434) 430-6671

Thanks,
Elaine Seymour

X	John Doe's mark	/	ES
CLIENT'S MARK	CLIENTS NAME		YOUR INITIALS

Top 10 Reasons To Work at PCPG:

10 FREE TRAINING

We provide *free personal aide training*, plus other continuing education that is required to maintain certification.

9 BE PART OF A GROWING INDUSTRY

The need for *personal home care services* is predicted to increase by 40 percent as Baby Boomers reach senior age and need some assistance with daily activities.

8 WEEKLY PAY

We try to think of everything possible to *make life better* for our staff.

7 FLEXIBLE WORK SCHEDULE

We can create a *full-time or part-time* schedule that suits your needs.

6 PAID HOLIDAYS

You deserve it!

5 BEING PART OF A TEAM

We work together to *provide excellent care* to each of our clients.

4 ANNUAL SALARY REVIEW

All employees are *reviewed annually and rewarded* based on performance and client comments.

3 MAKING A DIFFERENCE

Providing personal care means that you have the opportunity to *make a positive impact* on someone's life.

2 OUR CLIENTS

They constantly express their *gratefulness* and welcome us into their families.

And the #1 Reason You Should Work at Personal Care Preferred Group...

1 HAVING A JOB YOU CAN BE PROUD OF

Providing personal care to people in need is *a job you can be proud to have*, and working for the area's leading provider is something else you can be proud about.

Our Most Important Employees

I recently heard this story about Disney amusement parks.

Can you guess which group of employees Disney thinks is the most important at their theme parks?

It's not Mickey Mouse...or the employee wearing that costume.

It's the cleaning staff! Disney believes that their most important employees are the ones who use a broom and dust pan everyday.

Why?!

The cleaning staff is the most visible of all employees. Whenever visitors have a question about the theme park, they ask the cleaning staff. Besides keeping the park clean, they are experts on answering visitor questions and requests for directions.

The cleaning staff at Disney amusement parks have great customer relations skills and are the face of the company, just like you are the face of Personal Care Preferred Group. On most days you are the only members of our team interacting with our clients. You are representing our company in a way that we can't do with advertising or promoting at health fairs – you do it with a smile and a caring heart. To our clients, you ARE Personal Care Preferred Group.

You are our most important group of employees! Thank you for taking on this responsibility – and for doing it so well!

Thanks,
Barb Thurman, Public Relations & Marketing Director

If you haven't seen our new company website, check it out!

WWW.PCPGONLINE.COM