



The Pinnacle View

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Updates from the President

We appreciate everyone's patience with the recent changes in the mail services. The post office hub in Rocky Mount was recently closed and mail was taking at least 1-2 days to get to its destination. There were several employees who did not receive paychecks on time for at least one pay period. We are attempting to process the paychecks earlier and mail one day in advance. However, this will require everyone getting their time sheet into the office in a timely manner, being no later than noon on Monday following the end of the pay period. As stated in a previous memo we cannot guarantee that you will receive your paycheck by Friday anymore. Therefore, if you need your check by the pay date on Friday you need to make arrangements to have it picked up. Also, even though we are processing and mailing the checks out early they are still dated for Friday. Please do not go to the bank until Friday and attempt to cash or deposit, if we see this is happening or if the bank calls us we will have to stop mailing the checks out earlier.

Again, we appreciate everyone's hard work at making Pinnacle a quality company

Best Regards,
D. Michael Best, President

Payroll Platform

If you are faxing your timesheet in the office please make sure you call and verify that it was received. It would also be a good idea to request a copy of your timesheet when dropping them off.

Also please keep in mind that there is a \$2.00 charge for requesting additional paycheck stubs.



Thank you

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Office Closed

Good Friday
04/03/2015
Memorial Day
05/25/2015



Nurse's Nook

What is Infection Control? Why does it require reporting? And to whom do you report?

Infection control refers to policies and procedures Pinnacle Home Care, Inc. has in place to minimize the risk of spreading infection and to decrease the incidence of infectious diseases. These diseases are usually referred to as viruses and bacteria that may spread by human to human contact, animal to human and human contact with an infected surface, airborne tiny droplets suspended in the air or other common vehicles such as food or water. Due to the risk of healthcare providers acquiring infections and passing onto others there are guidelines established we all must strictly follow. When you know that you have to come into contact with a bacteria or a virus you must seek treatment to protect yourself and others. The goal is to define defenses that can prevent exposure to others. Some common ways to prevent the spread of diseases are to stay home if you are sick, see your primary care doctor immediately, wash hands often, take antibiotics only as directed, stay informed and if you are receiving treatment and returning to work contact the agency's Registered Nurse with your information. This may include date of sickness, medication and dosage prescribed and a general description of your illness.



Q's Quadrant

In an effort to increase morale the administration staff have decided that we will choose one staff EVERY month to recognize and show that we appreciate everything you do. In order to receive this acknowledgment you must meet all of the following criteria:

- Timesheets and Documentation must be turned on time
- You must not have any disciplinary notices on record within the last 18 months
- Your personnel file must be in compliance per our policy

Along with getting mentioned in the news letter every quarter you will also receive a personal gift from your supervisor

Please remember that documentation is due by the 5th of every month and it should be completed in black ink. Also when someone besides yourself is turning in documentation or timesheets for you they need to bring them in a sealed envelope.

Quality Assurance

Interested in how we are performing as an agency? Want to learn more about how we ensure Quality in the work we do and services we provide? Attend a quarterly Quality Assurance meeting. The next meet will be in April. Please contact Natalie Poole if interested (limited space available).

Reminders to Ensure Quality:

- Have a suggestion? Leave us a note in the suggestion box in the front office, or come by my office.
- Complete documentation and timesheets on a daily basis. This ensures we have the most accurate Information in regard to client's progress toward their goals, and gives Staff credit for the work they do!
- Double Check your work. This helps ensure accuracy and saves time in Staff making corrections.



Communicate. Need help? Have a question? Have suggestions? Let us know!



Human Resources

It's about that time again!!! First annual in-service meeting will be held in June this year. The date is June 25, 2015. As that time approaches there will be a sign up sheet at the front desk with different time slots to choose from. Make sure that you choose a time that is best for you. Remember, if you can not make it to this in-service training there will be another one held at a later time. But it is YOUR responsibility to make sure you complete these trainings either as a group or individually. I am working on something really fun this time!



The staff at Pinnacle Home Care would like to wish the following employees a very Happy Birthday!!

January

Baisley, Jeanine M	01/21
Bardlavens, Larry	01/26
Bolafka, Denise G	01/29
Cahoon, Margaret B	01/11
Douglas, Charles D	01/23
Hill, Mary M	01/01
Hudson, Paige E	01/01
Inge, Tammy Jo	01/24
Jones, Eddarious M	01/26
Lindsey, Marcell A	01/29
Martin, Emily	01/25
Murphy, Dyonna	01/09
Pettaway, Tiffany M	01/02
Royall, Ashleigh V	01/15
Schaffer, Ann C	01/23
Smith, Brandi G	01/16
Smith, Pamela P	01/22
Todd, LaWanda C	01/19
Webster, Damion	01/08

February

Bardlavens, Aisha S	02/06
Bicknell IV, John S	02/11
Booth, Lynette	02/14
Bynaker, Robert A	02/03
Curtis, Linda M	02/16
Hudgins, Camilla P	02/24
King, Lorraine	02/29
Knight, Selena	02/16
Lambert, Marion E	02/15
Mendez, Israel	02/06
Newton, Ruth E	02/23
Patterson, Danielle R	02/14
Pinchuk, Tori	02/17
Reed, Deborah L	02/01
Roberson, Janice F	02/12
Sandoval, Laura K	02/11
Simpson, Theresa	02/25
Stroud, Tracie L	02/09
Tripp, Cassandra B	02/12
Ward, Taheerah A	02/15
White, Richelle M	02/25
Bowe, Shondalyn L	02/08
Witherspoon, Kevin R	02/18

March

Bland, Tamesha R	03/10
Byrum, Leah P	03/22
Carter, Michelle H	03/28
Davis, Sabre T	03/22
Ferrell, Evelyn	03/21
Freeman, Lokesha B	03/25
George, Lakesha B	03/27
Heath, Deborah	03/31
Lawlis, Chasity L	03/04
Lenhart, Meghan	03/30
Lingley, Yvonne J	03/19
Little, Lois A	03/29
Mason, Terrence R	03/07
Moore, Jimi E	03/09
Poole, Natalie	03/06
Schaffer, Michille M	03/14
Shelton, Lachovia	03/11
Smallwood, Eric R	03/03
Spruill, Amber W	03/23
Strickland, Latesha M	03/18
Ward, Lula C	03/26
Williams, Barbara B	03/27
Williams, Haylie J	03/15
Young, Tracy	03/24