



Pacific Newsletter

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VMRC Edition

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First Quarterly Newsletter

By Leticia Robles

Pacific Homecare proudly presents the first edition of its Quarterly Newsletter! The purpose of the newsletter is to provide updated information to all of our Consumer Families, Respite Providers and VMRC Employees. Our goal is to keep everyone informed of any changes and/or additional services offered.

We hope that you enjoy it!

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First Aid / CPR Classes

Per the Department of Developmental Services of the State of California, all Respite Providers must have a valid First Aid/CPR certificate card before they could be employed by an agency. If you have a valid card, please send a copy to our office as soon as possible, otherwise, you must take this class. No exceptions are allowed.

The First Aid/CPR classes are free for all Respite Providers of Pacific Homecare Services. All classes are held on Saturday or Sunday from 8:30 am to 4:00 pm at VMRC Offices. Respite Providers are free to take their First Aid/CPR class at any other location, however, it will be at their own expense.

Upcoming classes in Stockton:

Saturday, September 29th (English)
Saturday, October 13th (Spanish)
Saturday, October 20th (English)

Upcoming classes in Modesto:

Sunday, September 30th (English)
Saturday, October 13th (Spanish)
Saturday, October 27th (English)

You can register online at www.phrespice.com or by phone at (209) 323-2020. We will contact you within 48 hours for confirmation and details.

We Care About What You Think

In our efforts to improve the quality of our service, we are conducting a customer satisfaction survey. If we have your e-mail on file, you will receive the survey via e-mail, otherwise, you will receive it through the mail. We ask that you please take a minute of your time to complete the survey and return it to our office. The surveys will be completely anonymous so that you can feel comfortable putting all of your thoughts and ideas down. We thank you in advance for helping us conduct this survey and improve our service to you.

Don't forget, if you have not taken your First Aid/CPR Class you MUST sign up IMMEDIATELY!"

Direct Deposit Now Available!

Pacific Homecare is happy to announce that you can now have your paychecks directly deposited into your checking or savings account. That's right - no more trips to the bank and no more waiting for checks to arrive in the mail! Simply complete the form found on our web site:

http://www.phrespice.com/pdf_files/Direct_Deposit.pdf or call our office for a copy of the form.

Please Note - that in order to use this service, you must have the following:

1. Bank checking or savings account
2. E-mail address

In-Service Trainings

In order to comply with Title 17 regulations, all Respite Providers are mandated to take 5 hours of in-service training. Topics will include but are not limited to the following:

1. Safety in the Home
2. Behavior Management
3. Working with Autistic Children

When, Where and How Do I Take the Trainings?

In-service trainings will begin November 1st. All trainings will be conducted via the internet. All providers will be given a user name and password. If you have a personal computer at home and have access to the internet, you can take the classes at your leisure. If you do not have a personal computer, you can do one of the following:

1. Go to the library and sign-up to use one of their computers
2. Call our office and make an appointment to use our computer.

If you are a Respite Provider, please be on the look-out for the In-Service Training Information Package which will be sent out to you in a few weeks.



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Deadlines! Deadlines!

Don't forget that ALL timesheets are due on the 5th of every month by 5:00 p.m. Timesheets can either be mailed, faxed, emailed or dropped off at our mailing address. In order to comply with VMRC regulations, all timesheets that are over 90 days late will NOT be accepted. So PLEASE, get your timesheets in!