

# RELIABLE

## Health Care

*Providing the highest quality care  
for the residents in our facilities.*

Reliable Newzz Quarterly

4<sup>th</sup> Quarter 2009



### New Year's Resolution

Happy New Year everyone! As an employee owned Company I want to impress upon each of you some ideas to make your company continue to be successful. Remember, we are here to serve the residents who are in need of the care we provide, and are the reason for our existence. We want to implement culture change to make the lives of these residents more enjoyable by working around their schedule and choices not ours. Think for a moment how you would like to be treated in a similar scenario.

Reliable has been a small close company that values its employees every day. I implore each of you to make this company feel like one big family with mutual respect for one another. A family that does all we can to enrich the lives of the residents we serve. Please remember to follow the golden rule and treat your fellow employees the way you want to be treated. There is no place in a family atmosphere for backstabbing, talking about co workers in a demeaning way and gossiping. These are all hurtful and accomplish nothing but ill will. Join me in a New Year's resolution in making a conscious effort to avoid gossip, saying anything bad about our co workers and making an extraordinary effort to be nice to everyone. I promise you that you will reap what you sow as niceness begets niceness.

As we move into culture change for the residents we serve we will find a happier more content resident that will make our jobs much easier as we build an environment of companionship for them as though we are one big family.

Let's all work together to make Reliable the best family oriented business ever. Please keep other peoples' thoughts and feelings in mind when meeting, greeting, working with, and answering the phone etc. Again Happy New Year and get ready for an incredible journey of change.

Thank you,

Andy Morris, CEO

### RELIA – BALL RESULTS



Holding true to Reliable tradition, this recent Christmas season was filled with fun, excitement, thankfulness and of course with unity. This year the corporate staff pulled out all the stops and had one of the most exciting games yet.....Relia-Ball !

All employees had the opportunity to play and we're excited to highlight the contestants that scored the highest.

### Dade Health & Rehab Trenton, GA

Congratulations to: Mary Harper, Samantha Hudson, Terese Sampson and Bobbie Bradford.



### Fifth Avenue Health Care Rome, GA

Congratulations to: Jim Silmon, Shelley Scruggs, Carla Thomas, Ella Mae Clifton and Suzanne Stanley.



**Molena Health & Rehab  
Molena, GA**

Congratulations to: Dianne Pate, Mary Weaver, and Gorcielle Jackson.



**Chulio Hills  
Health & Rehab  
Rome, GA**

Congratulations to: Rita Townsend, Sylvia Cronon, Lucy Pierre, Judy Mitchell and Nykenge Gordon.



**RHC at Lakewood  
Atlanta, GA**

Congratulations to: Milton Glass, Cheryl Meadows, Sophia Brown, Maggie Kelly, Jackie Omulo and Eugenia Yankson.



**Friendship Health & Rehab  
Cleveland, GA**

Congratulations to: Deidra Bowden, Claudette Jones, April Richardson, Carolyn Trammell, Beth Nave, Margie Lawrence, Tara Jones,



Frankie Powell and Linda Steinbrecher.

**Gateway Health & Rehab  
Cleveland, GA**

Congratulations to: Nancy Savage, Betty Gerrells, Kristy Morgan, Jeanette Barham, Gail Foster and Jackie Holloway.



**Cedar Springs  
Health & Rehab  
Cedartown, GA**

Congratulations to: Patrica White, Terry Farrister, Shirley Timms, Roy Lee and Mary Whatley



**Quotes of the Quarter**

Treat everyone with politeness, even those who are rude to you - not because they are nice, but because you are.

Praise is like sunlight to the human spirit. Tell a coworker thank you every day. You will be amazed at what a difference you can make.

