

*In Touch*

# Newsletter

"Little Hands, Big Achievements"



## The Spotlight

Anya graduated from Southern University in 1997 with her B.S. in Speech-Language Pathology and Audiology. Upon graduation she relocated to Houston, Texas and taught Special Education for one year before returning to Baton Rouge to receive her Master of Education in Communication Disorders in 2000. After graduation Anya returned to Houston and has been working as a speech therapist for 13 years. She has worked in several different capacities, which include the school, rehabilitation, nursing homes and home health. She has been able to work with both pediatrics and geriatrics.

Anya has been married to her husband, Andre', for 10 years, and has been blessed with five children and four grandchildren. It's not surprising to know that her favorite book is The Holy Bible. Anya enjoys watching her favorite movie, Steel Magnolias, and her favorite sport, football. Her favorite foods include spaghetti and fried chicken! Mmmm! Some of Anya's hobbies are working out, running, walking, shopping, & spending time with family and friends.

**Note from Anya:** "My experience with PTT has been awesome. I enjoy working with everyone, both in the office and in the field. I have learned a lot from the people that I have encountered over the years and look forward to many more here at PTT."



“Be the change that you wish to see in the world.”

—Mahatma Gandhi—

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## Food For Thought

### Definition of Communication:

The imparting or exchanging of information or news. Means of connections between people or places, in particular.




### Benefits of Kindness in the Workplace:

Better communication is important because it can provide more engaged employees, higher workplace morale, & greater efficiency and productivity.

### Tips to improve workplace communication:

- **Clear & Direct:** Be certain the information you need to convey – whether it is spoken or written – is clear or directly communicated. Use language that is specific and unambiguous. Check that the receiver understands the message as you intended. Avoid acronyms when there's a chance they will be unclear.
- **Actively Listen:** Becoming an active listener means you make a conscious effort to truly hear what the other person is saying – in their words as well as their body language. Practice holding off thinking about how to respond or interrupting until you have thoroughly heard what they are saying. It should come as no surprise that the best communicators are also the best listeners.
- **Be Respectful:** This means using the other person's name, looking them in the eye, and nodding to aid in demonstrating you understand what they are saying. If you are communicating in writing, reread before sending your message to ensure it could not be misinterpreted or taken as disrespectful. When on the phone, don't multitask even you think the person on the other end of the line doesn't know that you are.
- **Stay Positive:** Regardless of the conversation, try to keep it positive. Even the harshest feedback can and should be delivered in a positive, supportive, team-centric manner. When you are on the receiving end, avoid getting triggered by difficult messages. Keep in mind the bigger picture and the long term implications.

## SEPTEMBER 2013

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
						1
2 	3	4	5	6	7	8 
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28 	29
30						<a href="http://www.PersonalTouchTherapy.net">www.PersonalTouchTherapy.net</a>

### September Birthdays!

❖ Johnny O'Connor – September 16<sup>th</sup>



### Feedback

Personal Touch Therapy welcomes your comments and opinions. You can contact us via the following:

Mail: 340 N. Sam Houston Pkwy E., Suite 246  
Houston, TX 77060  
Phone: (713)510-5699  
Fax: (832)932-1629  
Email: [info@personaltouchtherapy.net](mailto:info@personaltouchtherapy.net)



Walk now for Autism Speaks is a fun-filled, family friendly event and is our single most powerful force to fund vital research that will lead us to the answers we need.

Autism is the fastest growing serious developmental disorder in the U.S. Every 11 minutes, another family receives the devastating news that their child has an autism spectrum disorder. Help us change that! Start fundraising today. Whether you strive to join the "Grand Club" (walkers that raise \$1,000 or more) or sell lemonade to boost your total or create your own unique event, you become a part of the solution!

Whether this is your first walk or the 10<sup>th</sup>, take the first step and register today. You will not only raise funds, but you will become a part of a fun and supportive family-focused community.

Register for the 2013 Houston Walk Now for Autism Speaks on [www.WalkNowforAutismSpeaks.org](http://www.WalkNowforAutismSpeaks.org)

### Announcements

We've now made it easier than ever for you to submit referrals! Visit our website [www.PersonalTouchTherapy.net](http://www.PersonalTouchTherapy.net) and by clicking the referral tab you will now see an online referral form that is incredibly user friendly and so easy to complete. All you will need is the patient and physician information and you're done! We do all the leg-work! Should you have any questions about this process please feel free to call our Office Manager, Lynn Menzies at (713)510-0489 or <mailto:lmenzies@personaltouchtherapy.net>. Thank you for your referrals and for the opportunity to serve your patients as our own!

We will be closed on Monday, September 2, 2013 in observance of the Labor Day holiday. We will reopen on Tuesday, September 3, 2013 to normal business hours of 9-5 pm. In case of an emergency, please call (832)421-2527.

**Personal Touch Therapy Word Search**

U	O	J	A	F	F	B	T	T	V	E	P	H	Q	Y
U	E	C	R	U	A	N	N	Z	V	C	C	O	K	T
L	H	M	C	H	T	E	A	A	V	U	G	M	G	U
A	Y	U	F	U	I	I	L	E	O	F	Z	E	D	K
C	T	R	C	T	P	U	S	T	H	T	M	H	M	X
I	N	S	A	K	A	A	L	M	S	P	E	E	C	H
S	G	P	I	T	D	A	T	L	C	D	B	A	G	G
Y	E	S	I	P	N	F	M	I	V	X	C	L	O	N
H	R	O	R	O	A	G	B	O	O	Y	D	T	A	N
P	N	X	S	V	V	R	Z	K	A	N	J	H	L	E
C	I	R	T	A	I	D	E	P	O	Q	A	V	S	Z
R	E	A	N	S	K	B	B	H	I	Z	N	L	L	D
P	B	W	O	J	W	F	O	Q	T	H	I	F	X	M
D	E	V	E	L	O	P	M	E	N	T	A	L	K	K
H	O	N	F	S	U	Q	Z	I	O	W	R	F	F	Y

AUTISM  
DEVELOPMENTAL  
EVALUATION  
GOALS

HOME HEALTH  
OCCUPATIONAL  
PATIENT  
THERAPIST

PERSONAL TOUCH  
PHYSICAL  
SPEECH  
PEDIATRIC

\*For the solution to the Personal Touch Therapy word search visit the "ABC's" board on our Pinterest page!

**LET'S GET SOCIAL!**

InTouch Newsletter by:  
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For more information regarding this  
or any other company publications  
visit: [www.personaltouchtherapy.net](http://www.personaltouchtherapy.net)