



# Shadowfacts

SHADOWFAX NEWSLETTER

JANUARY 2021

## Happy New Year!

*"Usually we look forward to the new year being here.  
This year, we're simply looking forward to the old one being gone!"*

*Anonymous*

### Some great quotes for the new year...

"You are never too old to reinvent yourself."

Steve Harvey

"Your present circumstances don't  
determine where you can go. They merely  
determine where you start."

Nido Qubein

"Although no one can go back and make a brand  
new start, anyone can start from now and make  
a brand new ending."

Carl Bard

"It takes courage to grow up and become  
who you really are."

EE Cummings

"I always get to where I'm going by walking away  
from where I've been."

Winnie The Pooh

### **Wellness Initiative**

The deadline for completing the  
Wellness Initiative requirements is  
Jan. 31, 2021.

Your completed tracking sheet and all  
supporting documentation is due to  
the HR Dept. on or before Feb. 12.

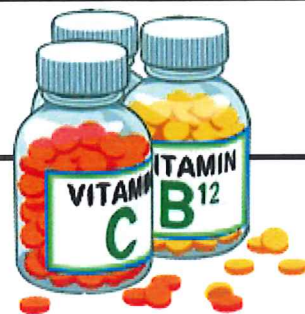
### **Benefits Open Enrollment Meetings Coming Up!**

Meeting dates to be announced soon!

Mandatory for everyone who is  
ELIGIBLE for benefits.



# Medication Education



## Environmental Factors That Contribute to Medication Errors

### Inadequate Lighting

When preparing medications, choose an area that is sufficiently well-lit.

### Cluttered Work Environment

It is important to create a clear, clean area with enough space to put all the tools that you will need to administer medications.

### Distractions and Interruptions

If an interruption happens during any step of med administration, stop what you're doing, secure the medications, and try to minimize the distraction/interruption. When starting administration again, start from the beginning & perform all 4 checks!



## Over the Counter Medication Reminders

- All OTC medications administered to an individual must have prior approval from a physician.
- All OTC medications must be labeled with the original label.
- Staff should frequently check OTC medication expiration dates to ensure compliance.
- All OTC drugs must be documented at the time of administration by the staff member administering the medication on the MAR.
- Approval for OTC medication forms must be completed by a physician & updated annually.



# Training Information

**Relias!**  
Coming This Month!

Adam



Josh



from the Training Office

Beginning January 6, Relias will be our new system for completing online training through the Staff Portal. You will log onto the portal as usual, but will choose "Learning Center" for doing all your trainings. Instruction on the new system will be available in various forms—whatever works best for you! Personal instruction will be available as well.

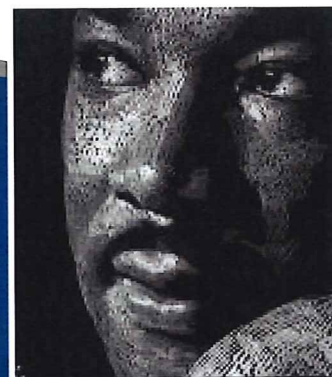
Relias is the leading provider of online continuing education for healthcare, senior care, and disabilities professionals. Its continuing education library is accredited by dozens of national and state licensing boards, and covers an extensive array of learning tools.

This new system of online educational courses and training programs will simplify how you complete your training and keep track of what needs to be done and when. Administration, documentation, tracking, reporting—everything will be simpler.

As you begin to use this new system, you will quickly see that it is an improvement over the systems that have been used in the past. Stay tuned for details!

**"The ultimate measure of a man is not  
where he stands in moments of  
comfort and convenience, but where  
he stands at times of challenge  
and controversy."**

***Dr. Martin Luther King, Jr.***  
*From Strength to Love, 1963*



***January 18, 2021***

***Remembering  
Dr. Martin Luther King, Jr.***



## Safety Corner: What To Do Before The Storm Arrives

*You can avoid problems and dangerous situations by being educated and aware, as well as with just a little thoughtful preparation and planning. Here are some simple ways you can get ready for the worst weather conditions and unexpected circumstances, while hoping they don't happen!*

- Listen to your radio, television, or NOAA Weather Radio for weather reports and emergency information.
- Prepare to survive on your own for at least three days. Assemble a disaster supplies kit. Be sure to include winter specific items such as rock salt to melt ice on walkways, sand to improve traction, snow shovels and other snow removal equipment.
- Make sure you have stocked up on food and extra drinking water.
- Dress for the storm: Wear several layers of loose fitting, lightweight warm clothing rather than one layer of heavy clothing. The outer garments should be tightly woven and water repellent. Mittens are warmer than gloves.
- Wear a hat; most body heat is lost through the top of the head.
- Cover your mouth with a scarf to protect your lungs.
- Be careful when shoveling snow. Overexertion can bring on a heart attack; a major cause of death in winter. If you must shovel snow, stretch before going outside and do not overexert yourself.
- Watch for signs of frostbite: loss of feeling and white or pale appearance in extremities such as fingers, toes, ear lobes or the tip of the nose. If symptoms are detected, get medical help immediately.
- Signs of hypothermia include uncontrollable shivering, memory loss, disorientation, incoherence, slurred speech, drowsiness, and apparent exhaustion.

## Staff Profile of the Month: Jeff Tate

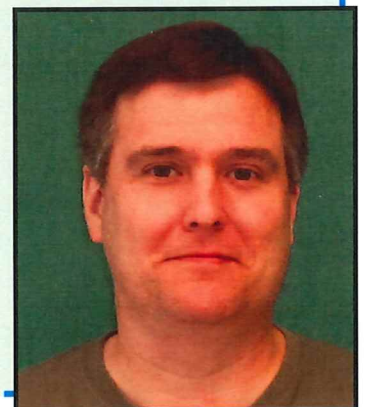
**Congratulations to Jeff Tate** for being the Staff Profile of the Month! Jeff has been on staff at Shadowfax for two and a half years. He is currently a Program Specialist for the Day Program at Tremont Street, but started out as a Scheduler for the CPS program. Before coming to Shadowfax, Jeff was a Social Studies teacher for both the Central and York City School Districts.

**Jeff currently lives in West Manchester Township**, but he was born in Carlisle. He spent part of his childhood in East Providence, Rhode Island, but moved back to York after graduating from East Providence High School. He got his bachelor's degree in Social Sciences from Penn State University.

**Jeff is close to his family.** His mother also works for Shadowfax, in the Residential Programs, and his father previously worked at Pattison Street. He also has a sister, Tracy. Another close member of the family is his cat named Buttercup, which is affectionately known as "Big Fat Butterball Turkey"!

**Jeff's favorite color is red**, and his favorite food is BBQ chicken. He also loves to eat at Benihana, and enjoys roses and cacti. "Down time" will find him hiking, enjoying music, deep in conversation with family or a friend, playing soccer, or mycology (the study of fungi). But his favorite leisure activity is just hanging out at Chickies Rock enjoying the view of the Susquehanna River.

**One of the highlights of Jeff's life** was playing goalie for his ice hockey team, The Woonsocket North Stars, as a teenager. They went on to win the state and New England championships in 1991. Looking to the future, Jeff says that he just wants to grow as a person, and become better at what he does. When asked what he likes best about working at Shadowfax, he said that he enjoys interacting with the individuals, and learning from his fellow staff members. Thank you, Jeff, for all that you do, and for investing all that you have to provide a better, stronger, and more meaningful life for those around you. We appreciate you!





# Welcome New Staff !



**Ashley Groft**  
Residential  
Awake overnight - 26

**Teena Hoy**  
Financial Dept.  
Bookkeeper

**Cristal Johnson**  
Residential  
Awake overnight - 880

**Venessa Threatt**  
Residential  
LPN

**Julinette Suero**  
Residential  
Part-time 27.5 - 26

**Alexis Holland**  
Residential  
Part-time 27.5 - 40

**Jedelys Ramos**  
Residential  
Awake overnight - 26

## Beneficiary Designations Annual Reminder

It's a good time of year to make sure the beneficiary information for both your life insurance and 403(b) plans is current, especially if they have experienced any life changing events such as marriage or divorce.

Keeping the information current with the HR Dept. will ensure that money is allocated correctly in the event of a tragedy. *(All full-time staff receive life insurance coverage upon completion of 90 days of employment.)*

## Managing Your Retirement Account

- Get account information fast! Provide your email address and sign up for selected electronic communications.
- Log onto [www.empowermyretirement.com](http://www.empowermyretirement.com). Click on your name in the upper right of the screen, and simply go to "Communication Preference" to make your election.
- You can simplify your life by rolling over your accounts from previous employer plans by calling 1-800-338-4015.
- You can also keep beneficiary information up to date by going online!



## *Years of Service Celebrated*

Congratulations to the following  
Staff who hit a benchmark for  
years of service at Shadowfax!

### **35 Years:**

**Julie Landis  
Teri Linebaugh**

## **Congratulations Referral Bonus Recipient!**

The following staff is currently  
receiving a referral bonus:



**This could be you!**

**Referral Forms are available at  
Pattison Street or Tremont Street.  
See information below...**

## **Employee Assistance Program**

Mazzitti & Sullivan sponsors  
the Shadowfax Employee  
Assistance Program.

**All Staff** are eligible for  
this benefit. Forms are  
available at Tremont St.

For confidential help, call  
1-800-543-5080, or email  
[info@mseap.com](mailto:info@mseap.com)

## **Referral/Recruitment Bonus**

Refer a hard-working, reliable, caring,  
and conscientious person by filling  
out a referral form within 3 days of  
when they apply. If hired & they work  
at least 90 days you'll receive:

**\$275 Bonus**  
**paid over 6-month period**  
(as long as the person remains on staff)

**Referral must be submitted to HR  
within 3 days of receipt of the ap-  
plication.** Forms are available on the  
Staff Portal, or at the reception desks.



# Body Mechanics

Training is  
Now Required  
For All Staff

&

# Mandt A

Training is  
Now Required For  
Staff that work  
with individuals

*Please go into the  
"Learning Center"  
in the Staff Home  
and sign up for  
a training in 2021.*

# Going Green

## "I Want To Be Recycled"

During 2020, we are presenting a series on common household items & their recycling processes.

## Foam

### WHAT IS IT USED FOR?

Foam cups, take-out containers, coolers, packaging used to protect electronics during shipping, & building insulation are just a few of the uses of expanded polystyrene foam.

### WHY IT WANTS TO BE RECYCLED.

Recycling foam #6 reduces the amount of solid waste that goes to our landfills and conserves natural resources.

### HOW CAN I RECYCLE IT?

Foam #6 (as it is called) is a thermoplastic, which means that it can be recycled over & over. Through advances that have made foam recycling more efficient, some cities have started adding foam to their curbside and drop-off collection programs. There are over 200 drop-off locations across the country and that list is growing. Packaging peanuts are made with a variety of materials, thus is it best to reuse them or donate them for reuse.

### WHAT DOES IT BECOME?

Recycled cartons are turned into products you use every day, like tissues, paper towels, toilet paper, writing and office paper. They also become environmentally friendly building materials, like ceiling and roofing tiles.

*From iwanttoberecycled.com, "Recycling Explorer"*

**403(b)**

## Staff Can Attend Quarterly 403(b) Meetings

with Brock Hively, held at Pattison St. Contact Amy Brillinger, Director of HR at (717) 848-4349, for the date & time of the next meeting.



*The Shadowfax Corporation*

386 Pattison Street, York PA 17403 (717) 854-7742 [www.shadowfax.org](http://www.shadowfax.org)

*To set the standard for quality in the human service field through consistent demonstration of dependability, integrity, and commitment to our stakeholders.*

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## Finding a Primary Care Provider

Your medical plan doesn't require you to have a Primary Care Provider (PCP), so why should you have one? Having a PCP helps you and your family develop a relationship with a provider who will help manage your day-to-day health needs. This long-term relationship can help you stay healthy and lower medical costs.

A PCP who knows your overall health picture will teach you how to protect your health, treat you if you're sick, and make recommendations for more advanced care when needed. Finding the right PCP for you may take some time, but it can improve your wellbeing in the long run.

What is a Primary Care Provider? PCPs are healthcare professionals. They are often doctors, but nurse practitioners and physician's assistants may also fill this role. They are the first person you should talk to when you have any medical problems that aren't emergencies. Over time, your PCP will become your partner in health, guiding your journey through the healthcare system.

If you're in good health and don't have any health conditions, you should still see your PCP on at least an annual basis to have a physical exam. Having a yearly checkup with your PCP is covered by your insurance, and it helps identify health conditions you may be unaware of. Some serious health conditions like high blood pressure or type 2 diabetes might not have noticeable symptoms in the early stages, but they can have a major impact on your health over time if left untreated.

An annual exam with your PCP can detect these conditions so you can take action to minimize the effects. Your PCP can help you develop a treatment plan that's right for you, with your goals, medical history, and individual needs in mind. This type of proactive approach may prevent health emergencies. Your PCP can also provide referrals when you need to see a specialist.

So how do you go about finding a primary care provider? You'll probably want to start by taking a look at providers who are in the network with your insurance plan. Highmark's MyCareNavigator tools make it easy to search online or call to speak to a representative who can help. Go to [mycarenavigator.com](https://mycarenavigator.com) or call 1-888-258-3428 to get started.

You may also want to check with friends and family for recommendations. It's important to find a PCP you feel comfortable with. Your friends can let you know what a provider is like, so you can find someone you can relate to. Family members may have a similar medical history, so finding a provider who has helped them might



lead you to a good match. And you can get the scoop on what the office is like and how easy it is to get an appointment when you need one.

If you have a medical condition, you may want to look for doctors who are board certified in that area. Board certification is an additional step doctors can take to show they are experts in their specialty - meeting nationally recognized standards and passing an exam, and then keeping up to date to continually improve the care they deliver. While all doctors have to be licensed, board certification is not required, but rather a higher standard that they choose to attain and maintain.

You can find out if the doctors you're considering are board certified at [Certification Matter](#). Doctors can receive certification in primary care areas such as OB/GYN, pediatrics, family medicine, and geriatric medicine, so they can support you and your family at all stages of life.

After you've narrowed down a few providers, check to see if their practices are accepting new patients. While you're checking into this, consider the interactions you have with the rest of the team at the office. When you speak to someone on the phone, what are they like? Do they treat you with respect and address your needs? Does the practice offer online tools to schedule appointments and view test results, if that's your preference? Or if you prefer to speak to someone, does the staff take the time to speak with you? Is the location of the office convenient for you, and do they have hours when you're available? Do they offer telemedicine visits? Think about what's important to you, and ask whether the practice can meet your needs. Don't be afraid to advocate for yourself! You want to find a place where you feel supported so you can develop a relationship that will foster your wellbeing and continued good health.

After you find a PCP, make sure you keep your scheduled appointments, and be open with your provider about any health concerns you have. Everything you discuss with your provider is confidential. Before you go in for a visit, it may help to write down any questions you have about your health, so you remember them in the office. Your PCP is like the quarterback of your healthcare team. When you check in with them through your routine visits, you'll get the direction you need to avoid getting tackled by serious problems.

Studies show that adults who see a primary care provider have 19% lower odds of premature death than those who only see specialists. And they avoid costly trips to the emergency room because they're getting their care on a regular basis.

So if you don't have a primary care provider, take some time to find one. When you have a PCP you trust and feel comfortable with, the benefits will be worth that effort.



# SAVE THE E.R. FOR EMERGENCIES

## SAVE TIME AND MONEY



When you want quicker non-emergency care than you can get from your doctor, consider skipping the emergency room and going to a network urgent care center. You won't have to wait for hours in a crowded room and you pay less - up to three times less for the same care that you would get in an emergency room.

### WHAT IS AN URGENT CARE CENTER?

An urgent care center is a freestanding, full-service, walk-in health care clinic that offers service seven days a week and extended hours. Appointments are not required. Urgent care centers offer the same services as primary care providers, plus some testing services such as x-rays and blood tests.

### URGENT OR EMERGENCY CARE – WHAT'S THE DIFFERENCE?

Go to an urgent care center for minor accidents like burns, cuts, strains and sprains, or common medical problems like the flu, colds, earaches, sore throat, allergic reactions and infections.

Go to an emergency room for more serious, life-threatening situations such as chest pain, shortness of breath, difficulty breathing, high fever with a stiff neck, broken bones, mental confusion and major injuries.

Choose the most appropriate setting for your care. Save time and spend less for the same care.

To locate a network urgent care center, go to your member website or call the Member Service number on the back of your ID card.



### OTHER WAYS TO SAVE

Choose an x-ray/imaging center or a local independent lab for imaging and blood tests. It's quicker, more convenient and more efficient – and can cost up to 30 percent less than at a hospital.



## **THE SHADOWFAX CORPORATION 403(B) PLAN**

### **SUMMARY OF MATERIAL MODIFICATIONS**

The purpose of this Summary of Material Modifications is to inform you of a change that has been made to the The Shadowfax Corporation 403(b) Plan effective 07/01/2020. This change has affected the information previously provided to you in the Plan's Summary Plan Description. The revised portion of the Summary Plan Description is described below.

#### **ELIGIBILITY FOR PARTICIPATION**

The Plan document has been amended and/or restated into a new Plan document. If you were eligible to participate in the prior Plan, you will continue to be eligible to participate in this Plan without satisfying any additional age or service requirements.

#### **Am I eligible to make Elective Deferrals and Roth Elective Deferrals?**

Once you meet the eligibility requirements below, you will be eligible to make Elective Deferrals.

#### **CONTRIBUTIONS - EMPLOYEE**

#### **Does the Plan allow me to make Elective Deferrals?**

Yes. Provided you have met the eligibility requirements and passed the entry date as specified in the section titled "Eligibility for Participation" you may contribute Elective Deferrals to the Plan.

#### **Do I pay taxes on any Elective Deferrals I make?**

You will have the option to have the Elective Deferrals you make taken out of your pay either before or after taxes are withheld. For those Elective Deferrals you choose to have taken out pre-tax, you will generally pay taxes on this amount when you take it out of the Plan.

For those Elective Deferrals you choose to have taken out after-tax (Roth Elective Deferrals), you will pay taxes on this amount when you contribute them to the Plan. However, provided the distribution is "qualified" the earnings on these amounts will not be taxed when they are removed from the Plan. A Roth Elective Deferral distribution is qualified when (1) it has been at least 5 years since the first Roth Elective Deferrals were contributed to the Plan and (2) you are at least 59 1/2 year of age, become disabled, or have



died. Roth Contributions are made in the same manner as pre-tax Elective Deferrals. You must designate how much you would like to contribute on a pre-tax basis (normal 403(b) contribution) and how much you would like to contribute as an after-tax Roth Contribution. You are not required to make any Roth Contributions. You may designate all of your Elective Deferrals as pre-tax contributions.

## **DISTRIBUTIONS - IN-SERVICE**

## **DEFINITIONS**

### **Elective Deferrals**

Elective Deferrals are the amount of your Compensation that you chose to deposit into the Plan under a salary reduction agreement you complete with the Employer.

Elective Deferrals can be contributed either on a pre-tax basis or an after-tax basis. After-tax Elective Deferrals are referred to as Roth Elective Deferrals.