



Shadowfacts

SHADOWFAX NEWSLETTER

AUGUST 2021

Shadowfax is moving into the digital world... Step By Step!



You may have noticed that we embarked on a journey toward a complete digital transformation of our operating, compliance, quality and management systems in July. Shadowfax invested in SETWORKS, a system that digitizes (replaces paper documentation) all aspects of case management in compliance with ODP requirements. We also invested in CHARTMEDS, a system that digitizes most aspects of medical care for individuals in our care (replaces paper documentation). We will fully implement these two systems this summer, to be fully converted from paper systems to digital systems by Labor Day, September 6. This will be the day when our labors will become simpler, standardized, saved for quality review, etc. The world of Shadowfax will change in many ways with these digital systems, for the better!

There is a lot to learn between now and Labor Day to make digitalization a reality at Shadowfax. We appreciate the learning and the adaptations that must take place to set the stage for our future on the digital highway. Please be patient, persistent (don't give up!), open to new methods, and honest in your feedback and training needs as the summer progresses.

As I often say in our Town Hall meetings, please let your leaders or me know your suggestions to make these new systems fit our mission here at Shadowfax. We are working closely with the software companies that supply the systems to revise them to our needs. It is important to accomplish this early in the implementation so that we may make the changes in time for the training sessions we are organizing.

Please do not miss your assigned training session, and please use the system immediately after your training, so that the training becomes a part of the way you operate. The transition from paperwork to digital work can be very comfortable IF we all accept that this is vital to the future of our beloved Shadowfax.

Thank you for your continued support,

Chris Nigon

Managing Consultant & Senior Adviser to the Board of Directors

Members needed!

Employee Giving Committee

Contact: Mel Watts

(717) 854-7742 or

melw@shadowfax.org

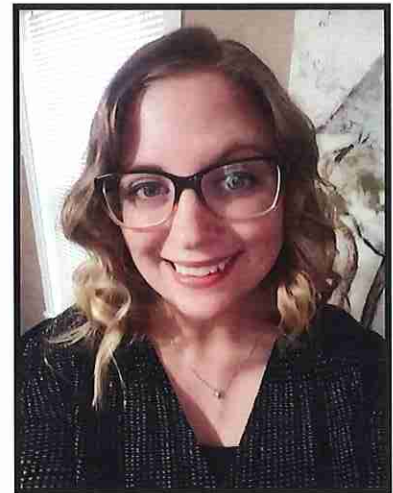


Quality Management Dept.

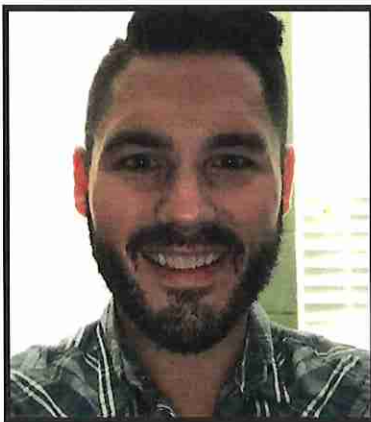
As part of the continuous quality improvement initiative Shadowfax has created a Quality Management department. We want to give everyone a chance to get to know this team a little bit better, so we have included a brief work biography below of each member of this team.

Amanda Glatfelter, Quality Assurance Specialist

Amanda began working in the Human Services field in 2013 as a residential direct support professional. She continued her career in residential services as a program supervisor which included training Safe Crisis Management and Medication Administration. Amanda came to Shadowfax in 2018 as an Incident Manager and was promoted in 2020 to Quality Management Coordinator. She is currently certified as a Medication Administration Trainer, Certified Investigator, and is ODP Quality Management Certified. She is now leading the Quality Management Team as the Quality Assurance Specialist with a focus on quality and compliance to enhance the supports provided by Shadowfax.



Lucas Adams, Quality Management Coordinator



Lucas entered the Human Services field in 2007 and began working as a residential direct support professional until 2010, and again in 2012 to 2013. The year in between he worked as a therapist at a partial hospitalization education center. In 2013 he was promoted to supervisor of group homes, remaining in that role until transitioning to Shadowfax in 2019 to become an incident manager. During his time as a residential supervisor, he was also a Safe Crisis Management instructor, First Aid and CPR instructor and Personal Responsibility Education Program facilitator. Lucas is currently a Certified Investigator, and ODP Quality Management Certified. He is also in the process of becoming a Medication Administration Trainer. Lucas is now fulfilling the role of Quality Management Coordinator.

Continued...

Darren Mitchell, Incident Management Coordinator

Darren has been working professionally in the IDD/MH Human Services field since 2004. Darren has served many roles such as residential Associate director and Program Specialist for many years as well as working in adult day program services specializing in Job coaching, CPS and Programing. Darren has years of experience working in Autism services and was one of the founding members in creating the first Autism Day Program for adults in the state of Pennsylvania. Darren joined Shadowfax in 2019 as an Incident Manager and is a Certified Investigator and ODP Quality Management Certified.



Mike Allison, Incident Management Coordinator



Mike has worked in the Human Services field for the last 18 years. During this time, he has performed many roles, including direct support professional and Supervisor at a residential psychiatric facility for children, He was also a Safe Crisis Management instructor, Program Specialist at an adult day program and a Residential Manager of multiple group homes that provided services for the IDD community. Mike came to Shadowfax in 2021 and is a Certified Investigator.

Elizabeth Dellinger, Quality Manager

Elizabeth worked in a behavior support role for 9 years, assisting children during the school day. While in that position, she obtained certifications in using safe and proper restraints, and assisted the guidance counselors in implementing Individualized Education Plans. When she first came to Shadowfax 2 years ago, she worked in HR. Elizabeth is now in the new position of Quality Manager, with goals to make Shadowfax a leader in the Human Service field, to the benefit of our individuals and staff. She is currently certified as a Medication Administration Trainer and is working on Quality Management certification.



From the Training Office



Wayne Keith
Training Manager

Marlo Sell
Assistant
Training Manager



Contact us with your questions
about training! 717-848-4349

New Trainings In Relias

Body Mechanics - Additional trainings have been scheduled. Please check your due date in Relias, and sign up for a training before you are due!

Hoyer Lift Training - Live-event trainings on Hoyer are scheduled at Tremont in the Fitness Center. If you have not had this training, please go into Relias and schedule. (Hoyer training is now required for all DSP staff. A bed, recliner, and Hoyer lift were purchased for these trainings at Tremont. Hoyer lift practicums will be required for all staff who work in a home that uses the Hoyer on a regular basis. The practicums will be scheduled in respective homes.)

Diversity, Equity & Inclusion Training - These trainings have been registered into Relias, so please sign up soon! Everyone is required to attend this training.

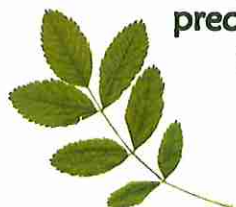
Just a friendly reminder! If you sign up for a training and later realize that you cannot attend on the day and/or time that you signed up for, please go into Relias and withdraw from the training. Many trainings have limited seating, and if you are a “no-show”, you have taken a seat in the class that someone else may have wanted.



DIVERSITY EQUITY INCLUSION

“We can impact the world dynamically when we bring our differences together in unity. Just like tension in a bowstring causes an arrow to be shot with more power and precision, the tension between two different people will increase their influence. Whether their influence will be positive or negative depends on whether they respect each other’s differences or oppose each other in disagreement.”

Tammy Melton in Refining Relationships



How Do Medication Errors Occur?



Communication

Rushed communication with next shift.
Not speaking up when there is a question or concern about a medication.

Information

Not reviewing MARs prior to administering medications. Incorrectly identifying an individual. Failure to follow all steps of medication administration.

Environment

Managing multiple tasks while trying to administer medications.

Storage

Leaving meds in unlocked storage areas.

When In Doubt...

You can always contact your nurse!

**DO NOT SACRIFICE SAFETY
FOR TIMELINESS!!**

Wellness Initiative Reminder!

We are past the halfway point for getting your criteria completed for the Wellness Initiative, which can save you money during the plan year next year if you have Shadowfax health insurance. The tracking sheet with all the information needed is available on the Staff Resources page, or you can call HR at (717) 848-4349 to have one sent to you.

Educational Activities, to satisfy that part of the criteria, are currently being planned and scheduled. Information will be sent via email very soon.

Paystubs

Paystubs will no longer be mailed Thursday evenings. From now on, they will be available for pick-up on Fridays, from 11a-4p. After 4p, they will be mailed.



The Shadowfax Facebook page is getting a facelift! Watch for updates and changes!

Mileage Reimbursement Increase

Effective 7/12/2021, the rate increased from \$.50/mi to \$.56/mi. Staff must have prior approval from the supervisor to drive their personal vehicle for corporate business, per the Auto Usage Policy.

Safety Corner: Summer Bug Safety

Warm weather brings with it flowers and bugs. Summer bugs, like bees and mosquitoes, often bite or sting. A few of them carry diseases that can infect humans. Knowing how to avoid being bitten or what to do after you've been bitten is useful!

How To Prevent Bug Bites

There are a number of things that you can do to avoid bug bites especially if you are going camping, hiking or walking in the woods.

- Use insect repellent. Be sure to follow the instructions on the label and to remember to use a higher SPF of sunscreen.
- Avoid walking in brush or tall grass when hiking.
- Wear clothing to cover your skin and tuck it in.
- Full brimmed hats protect your head and the back of your neck.
- Tuck pant legs into socks.
- Wear light-colored clothing.
- Wear gloves if you are working in the garden.
- Remove standing water that attracts mosquitoes
- Check yourself and others periodically for ticks and remove any that you find.



How To Treat Bug Bites:

Most people will only have a localized reaction to bug bites, but some people have allergic reactions. These individuals will need appropriate medical care quickly. But bug bites are mostly annoying. To help prevent infection and to make you feel better if you are bitten:

- Remove the stinger if you were stung by a bee or wasp.
- Clean the area with soap and water.
- Apply ice to the area to decrease the swelling.
- If it itches or it begins to look worse rather than heal, contact your health care provider.

Staff Profile of the Month: Renee Null

Congratulations to Renee Null for being the Staff Profile of the Month! Renee has been with Shadowfax for a total of six years, and is currently serving as a DSP Lead for Residential Program 310. She worked in home care before coming to Shadowfax, and has a nurturing heart to take care of vulnerable adults.

Renee is a graduate of William Penn Senior High School and has attended HACC for Human Services. She lives in York with her daughter, who is 17, and her son, who is 14. The family includes their dog, Milo, who is 12 years old.

Renee loves to eat at the Olive Garden, and especially enjoys seafood. She loves sunflowers and roses, and enjoys spending time with her children. Her very favorite thing to do is to "go on little trips" with her children to see new and different things. Her goal for the future is to get started back to school to finish her Human Services degree.

Renee says that her favorite thing about Shadowfax is being with the individuals. When asked if there was anything else that she wanted to share, she said, "I love my job!!" Renee, we're glad you're with us; you're a big part of the supporting structure that makes Shadowfax what it is. Thank you for your hard work and dedication. We appreciate you!





Sara Quay
Res Program Specialist



Koal Law
Day CSS Full-time



Michael Allison
IM Coordinator



Alison Falcon
HR Admin Assistant

Promotions!

Congratulations to the following staff who were recently promoted:

Amanda Glatfelter - Quality Assurance Specialist

Lucas Adams - Quality Mgmt. Coordinator

Allison Strathmeyer - Day AD (Tremont)

Richard Sweitzer - Maintenance



Whole Shoes Required in the Workshops



Starting Mon Aug 2, everyone entering the workshops at Pattison & Tremont Streets must wear a whole shoe. Sandals, clogs, flipflops, open-toe shoes, etc. will no longer be permitted. This new procedure is an added safety measure. Please notify everyone who may need to enter the shops. A memo is being sent out, and signs will be posted on all doors entering the shops.

Foot covers will be available for visitors who must go into the shops but were unaware of our procedure. Visitors will also be able to meet with individuals

SAVE THE DATE

9/15/2021

As part of National DSP Week

Shadowfax will hold an

All Staff Picnic

Location: John Rudy Park

Red and White Pavilions

Drop-in Time: 11am to 6pm

For a day of good food and lots of fun,
more details to follow...



Back To School!

We still have plenty of summer left, but if you have kids, it's time to start preparing for returning to school already! Whether your children are in grade school or have moved on to secondary education, this is a good time of year to make sure they're up to date on their routine checkups and immunization schedule.



If your children are covered under your Highmark plan, preventive care is covered at no cost from all in-network providers. If your children are covered by another insurance plan, preventive services are typically covered, but be sure to check with the preventive schedule associated with their plan for specific coverage details.

While you're scheduling appointments for the kids, it's a good time to make sure you're current with your recommended preventive care as well. Log into your Highmark member account to review the preventive schedule and make sure you're current on all screenings recommended for your age group.

Why not schedule a dental cleaning and eye exam at the same time? Your dental plan covers diagnostic and preventive services at no cost, and the cost of these services doesn't count toward the annual plan maximum. Eye exams are covered on an annual basis as well.

Keeping up to date on all preventive care is one of the easiest ways to stay healthy and stay on top of any health issues you have. Having routine care when you're not sick also helps you build your relationship with your Primary Care Provider, and that sets you up for a lifetime of good health. So while you're picking out new backpacks and school supplies, take the time to schedule these important exams.



Printers For Sale

We have HP Office Jet 3830 printers/scanners available for sale (used) for a cost of \$35.00. If you are interested please call Cathy at (717) 854-7742.



Years of Service Celebrated

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

5 Years - Alli Strathmeyer

25 Years - Jami Plank

Referral/Recruitment Bonus

Refer hard-working, reliable, caring and conscientious people by filling out referral forms 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)

Referrals must be submitted to HR within 3 days of receipt of the application. Forms are available in Staff Resources, or at reception desks.

Employee Assistance Programs

Mazzitti & Sullivan

(available to all Staff)

Reliance

(ACI Specialty Benefits)

(available to Full-time Staff)

Sponsored by Shadowfax Employee Assistance Programs.

Info is available on the website.



Your Prescription Benefits



If you're enrolled in our Highmark medical plan, you also have prescription coverage, **but your prescription benefits are not managed by Highmark.**

Beginning 3/1/2021, your prescription plan will be administered by PharmAvail Benefit Management. What does that mean for you if you take prescription medications?

You should have received a new ID card from PharmAvail for prescriptions. You will no longer be able to use your Highmark ID card at the pharmacy, as your medical and prescription plans are administered separately.

Did you misplace your new PharmAvail ID card? No worries! You can easily go to PharmAvail's member portal and print a temporary ID card. To do so, go to www.pharmavail.com and click the link for member login at the top of the page to begin. From there, click Register now and enter the requested information. You'll need the following to create your account:

- your full name
- your member ID # or social security number
- your pharmacy group #, which is **02537545**
- your date of birth

That's all you need to set up your account! If you have any problems or questions about your benefits or you're unable to set up an online account, you can call AIA, Alera Group's Benefit Hotline for assistance. We can help confirm your enrollment status and set up your member account.

We are available from Monday through Thursday from 9 to 4 (EST) or Friday from 9 to 3 (EST), or by email at AIA_BenefitHotline@alera.com. AIA's team is ready to help you with any benefit questions you may have!



If you work over 1,000 hours in a one-year period, you are eligible for the 403(b) retirement plan match!

This is free money!

To sign up, call HR at (717) 848-4349.

(You must work 12 months before the match begins.)

Beneficiary Information

All full-time staff receive life insurance coverage on the 1st of the month upon completion of 90 days of employment. Be sure to keep your beneficiary information current for both the life insurance and 403B plans. Keeping the information current with the HR Dept. will ensure that money is allocated correctly in the event of a tragedy.

Thank you!

403(b)

Staff Can Attend Quarterly 403(b) Meetings

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

Going Green

"I Want To Be Recycled"

During 2021, we are presenting a series on common household items & their recycling processes.

Yard Debris

WHAT CAN BE RECYCLED?

Trimnings and leaves, Christmas trees, small brush, grass clippings, weeds

WHY IT WANTS TO BE RECYCLED.

Yard debris currently makes up over 13% of waste sent to landfills. Composting turns yard trimmings into nourishment for the soil and can be used as mulch. That keeps materials out of landfills where they take up space and release methane, a potent greenhouse gas.

HOW CAN I RECYCLE IT?

Yard debris can be composted right at home. Add them to a compost pile outdoors along with food scraps. Some communities collect larger brush or have collection points and then turn these yard trimmings into mulch that is offered to residents.

WHAT DOES IT BECOME?

Grass clippings that are left onsite will decompose and return nutrients to the soil. Leaves can be used as mulch around trees and shrubs to retain moisture. Yard trimmings can be added to your outdoor compost pile. Recovered wood can be used for mulch, fuel, compost, animal bedding, and even in manufactured products such as particle board.

From iwanttoberecycled.com, "Recycling Explorer"



The Shadowfax Corporation

386 Pattison Street, York PA 17403 (717) 854-7742 www.shadowfax.org



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

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Support The Shadowfax Corporation. When you shop at <https://smile.amazon.com/ch/23-2368549> Amazon donates.

MAZZITTI & SULLIVAN EAP



*Your Success
is Our Passion*

Your Employee Assistance
Program Benefits

Provided by



Your EAP Benefit

- Is 100% confidential
- Covers **three** virtual, face-to-face, or telephonic sessions with a counselor, per person attending
- Services also cover **all** residents of the home
- Monthly newsletters
- Access to additional resources such as legal, financial, support groups, housing, etc.
- Sessions are renewable as long as you have a two-month break in counseling
- Services are accessible 24/7/365

Work/Life Services

To access online resources, please visit www.mseap.com and click "Member Login" in the top right corner. Use the access code **Shadowfax** to sign in, or create your own account. Live Chat is also available on the website!

When can the EAP help?

Mazzitti & Sullivan is here to help you through many difficult situations, including but not limited to:

- Marital & Family Related Issues
- Children & Adolescents
- Anger, Stress, & Time Management
- Grief & Loss
- Alcohol & Substance Abuse
- Elder Care Concerns
- Domestic Abuse
- Addictions
- Job-Related Stress

Frequently Asked Questions

When should I use my EAP?

Anytime! If you or your family are experiencing a difficult time in areas of stress, anxiety, depression, family-related issues, substance abuse, or any other problem area, we are available 24/7.

Who is covered?

All household members are welcome to use the program, even if you, as the covered employee, do not. Household members may contact us directly.

Questions?

Call **1-800-543-5080**

TTY/TDD **1-855-264-3248**

www.mseap.com