

# Shadowfacts

Shadowfax  
Corporation

April 2023



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

## Save the Date for Give Local York

We want this to be the biggest day in giving history, help us make this a reality!

When? May 5th during First Friday!

Where? Downtown York, our booth will be on North Beaver Street!

Continue reading on page 3

## Inside this issue:

NADSP	2
Give Local York	3
Town Hall	
March EOM	4
New Hires	
Training	5
Safety	6
Med Corner	
Forms	7
Go Green Column	8
Wellness Coaching	9
Care Worker Recognition	
M&S EAP	10-15

## Save the Date for the Upcoming Town Hall Meetings

6/28 @ 10am and 6pm

9/20 @ 10am and 6pm

12/12 @ 10am and 6pm

Continued on page 3

## Save the Date for the Mandatory All- Staff Meeting

When? 10/18

Time? 9am-3pm

Where? Heritage

More information to come

# Shadowfax Professional Development Credentialing Program

## Credentialing Program

In partnership with the National Alliance for Direct Support Professionals

**Congratulations to the following staff, who have earned e-badges this month!**

<b>Name</b>	<b>E-badge earned</b>
<b><i>Michelle Williams</i></b>	DSP 50 Hours Accredited Education
<b><i>Tyrene Vinson</i></b>	FLS 25 Hours Accredited Education
<b><i>Courtney Knaub</i></b>	FLS 25 Hours Accredited Education
<b><i>James Morthland</i></b>	<i>Crisis Intervention</i>
<b><i>Kendra Emenheiser</i></b>	DSP 10 Hours Accredited Education
<b><i>Kendra Emenheiser</i></b>	DSP 25 Hours Accredited Education
<b><i>Doanique Willis</i></b>	DSP 10 Hours Accredited Education
<b><i>Courtney Knaub</i></b>	<i>First Aid badge</i>
<b><i>James Morthland</i></b>	<i>First Aid badge</i>



Shadowfax is participating in Give Local York for the first time, and we need YOUR support! Any money donated to Shadowfax through Give Local York will go towards Shadowfax's general budget.

### About Give Local York

In 2022, Give Local York made history by raising \$4.17 MILLION for 292 nonprofits in our community... during a time of unprecedented uncertainty. Mark your calendars for May 4 & 5, 2023 as Give Local York returns and we work together to make this the biggest day of giving in York County history!



## Save the Date for the Upcoming Town Hall Meeting

**Meetings will be held in the morning (10am) and evening (6pm)**

On June 28th, September 20th, and December 12th!



Ben will send out a link to submit questions in advance of each meeting date. The same agenda will be addressed at the morning and evening sessions on each date.

# March's Employee of the Month



*Congratulations to Francheska "Franny" Pantoja for being selected as March's Employee of the Month!*

Franny began her journey in the medical field, working as a medical assistant for 10 years. Last year, Franny decided to make a career change and decided to save lives in a different way; helping those who are in the most need but are helped the least.

"I have a lot of patience, love, and care to give and want my time to be used in the best way possible"-Franny.

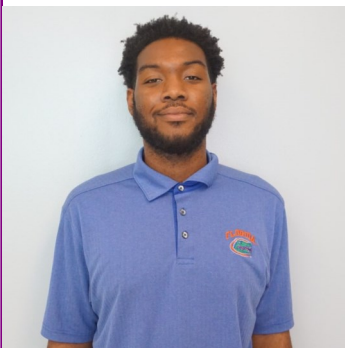
Why Shadowfax?

"I love what the company does every day for the individuals in our community, and I am more than excited to be a part of it"-Franny.

Outside of work Franny enjoys being outdoors—hiking, swimming, and even walking in the rain! She also enjoys reading, listening to music, and spending as much time as possible with her 3 children.

Congratulations Franny! You rock!

# Welcome New Hires!



De 'Vontae Hall  
DSP-FT  
Program 20



Michelle Spera  
DSP-FT  
Program 48



Ashley Brabham  
DSP-A/O  
Program 48



Trasia Cate  
DSP-FT  
Pattison



# From the Training Office



## Upcoming training dates

### MANDT A

9:30am

4/26

5/8

5/17

6/9

### Diabetes

5/10 @ 9:30 AM

5/16 @ 1PM

6/16 @ 9:30AM

### Body Mechanics

4/25 @ 9:30AM

5/9 @ 9:30AM

5/18 @ 12PM

### Other than Oral

5/2 @ 1PM

5/19 @ 9:30AM

### Red Cross Part 2

5/4 @ 9:30AM

5/4 @ 1PM

5/22 @ 10AM

## Digital Communication

### We are here to help!



[safetycommittee@shadowfax.org](mailto:safetycommittee@shadowfax.org)

Have a safety concern? If you see something, say something right away! Make it your top priority to keep Shadowfax safe for all!



[sftraining@shadowfax.org](mailto:sftraining@shadowfax.org)

This email address goes directly to the Training Dept., Marlo Sell and Olga Zurita. Please get into the habit of contacting us both.

# Safety Corner



Window safety week is observed on the first full week of April each year. NSC and the Window Safety Task Force provide materials you and information you can use to share the window-safety message!

## Window Safety

### *A Window Could Be Your Lifeline in an Emergency*

Windows can save lives when used as emergency escape routes.

According to most residential building codes, bedrooms and other sleeping areas must have a secondary means of escape in case of fire or smoke, and that exit is often a window. Just having windows designated for escape is not enough; they also must be safe and accessible.

### TIPS

- Create a home fire escape plan that includes two exits from every room in your home, through a door and a window.
- Practice your fire escape plan during the day and at night, as many home fires occur at night.
- Practice opening and closing windows that may be designated as emergency exits.

# Avoiding Med Errors



Communication is KEY! In order to best care for our individuals it is imperative that communication be timely and accurate. Communicate all medication changes to the team in a timely manner and if there is more than one staff member working in a program clearly communicate who is responsible for medication administration.

## Employee of the Month

Have you nominated someone for Employee of the Month yet? Who is your favorite co-worker—someone who demonstrates the mission of the company by consistently serving the individuals with dedication and sacrifice? A nomination form is available on Bamboo—under files—staff forms. Fill out the form and send it to the HR Department. Must be submitted by a peer.

## Manager of the Quarter

- Do you know a manager who has done:
- An outstanding accomplishment that benefited your (or any) department,
  - An extraordinary service to internal and/or external customers and/or clients,
  - Exemplifies inspiring teamwork, or leadership that aligns with our mission?

Please vote on or before  
All submissions are sent directly to Human Resources.

### *Years of Service Celebrated*

**Congratulations** to the following staff who have hit a benchmark for years of service at Shadowfax!

#### 15 Years

Nicole Bilajac

#### 10 Years

Belinda Spangler

#### 5 Years

Barbara Sentz

## Social Media

Do you follow Shadowfax on Facebook or LinkedIn?  
If not give us a follow!

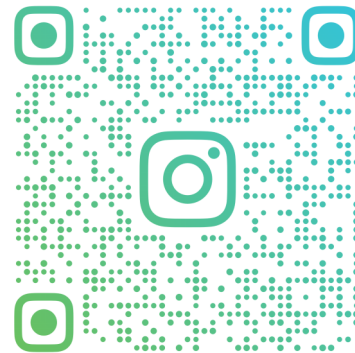


Shadowfax Corp



Shadowfax Corporation

Attention: Shadowfax is now on Instagram!



SHADOWFAXCORP

## Referral 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:

**\$500 Bonus**

**Paid over 6-month period**

(as long as the person is on staff)

Referrals must be submitted to HR within 3 days of receipt of the application.

Forms are available in Bamboo.

# Go Green Column



GO GREEN IN THE CITY, yes YORK CITY.

When? April 22, 2023

Time? 10:00 AM-3:00PM

Where? Downtown York

A fun, family-friendly festival that celebrates green, healthy, and local living and will feature more than 60 vendors, live music, food, children's activities and much more. Go Green in the City has drawn more than 6,500 attendees during past events!

Want to get involved? Volunteers are needed! Email the Event Manager, Megan Whittle, at [mwhittle@yceapa.org](mailto:mwhittle@yceapa.org) if you or someone you know is interested!



## Wellness Coaching

### Wellness Coaching

Do you ever feel like you need some personalized support to help you reach your wellness goals? Highmark can help! Highmark offers personalized Wellness Coaching as a part of your medical plan. A coach can create a customized plan or recommend a program to help you lose weight, quit smoking, sleep better, reduce stress, or manage chronic conditions. For example, if you'd like to talk with a coach about a personalized weight management program, they can help you with things like finding the right nutrition approach, mastering food labels and portion sized, staying on track with an exercise plan, planning meals and shopping for food, breaking down barriers and behaviors that slow progress, and keeping weight off long-term.

They also offer a program called Aim for Change that is designed to help build the skills you need for a healthy lifestyle. In this program, your wellness coach can help you learn nutrition basics and tips to improve your diet, physical activity basics and strategies to move more, how nutrition and activity contribute to weight management, and strategies for the challenges and obstacles you might encounter.

Utilizing wellness coaching is also one of the options in the Lifestyle Improvement Activities portion of Shadowfax's 2023 Wellness Initiative. Please be sure to provide documentation and the date of completion on your tracking sheet for credit.

Call 1-800-650-8442 Monday - Friday to get connected with a coach or visit [www.HighmarkHealthCoachBlueShield.com](http://www.HighmarkHealthCoachBlueShield.com) to learn more.

## White House Announces April is Care Workers Recognition Month



Earlier today, the White House announced April is Care Workers Recognition Month. The announcement shared, "Our message this month to care workers across America is simple: The work you do matters. You are there for families when they need you most — providing comfort, strength, and compassion that inspires us all. Your devotion to the people and communities you serve represents the best of America's character, and we will always stand with you, ensuring you are seen, valued, and rewarded fairly for the work you do."



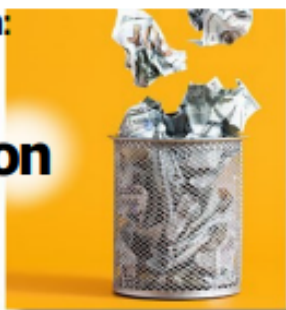
# FrontLine Employee

Wellness, Productivity, & You

## Alcohol Awareness Month: Dispelling Myths about Addiction

**M**YTHS and misconceptions still fuel stigma about alcoholism (now called "alcohol use disorder" or AUD).

Are you surprised by any of these myths? 1) "Only 'heavy drinkers' develop alcohol use disorders." Fact: Moderate drinkers can experience health problems related to alcohol, such as liver disease, high blood pressure, and certain cancers. 2) "AUD is a choice." Fact: People do make the choice to drink, but they do not choose to become addicted, which is a disease process. 3) "AUD only affects adults." Fact: Teenage-only alcoholism treatment programs have existed for over 50 years. 4) "You can cure an AUD by going cold turkey." Fact: Delayed withdrawal symptoms can occur weeks, months, or years after the last drink, and they often explain relapse. (Note: Learn more: Alcoholism.org [search "myths"])



## Workplace Posture and Musculoskeletal Disorders

**D**on't develop a musculoskeletal disorder (MSD) because of the way you sit at work. Check yourself. The common sitting mistakes are slouching, crossing your legs, leaning forward, and sitting too long. Don't settle into a posture that just feels relaxed; instead, check whether it is also ergonomically safe and preventive. Here's some motivation: One study found that proper posture at work can help you think more confidently, and this may lead to greater productivity and benefits for you and your employer. That's additional motivation to check yourself!



## Prove Your Productivity as a Hybrid Worker

**R**emote workers can be more challenging to evaluate, but here is how you can worry less. 1) Set clear, measurable, gradable goals with your employer. Know how you are being evaluated. 2) Communicate regularly to keep your employer informed with regular check-ins and status updates.

3) Track and document your time to show your full effectiveness. 4) Be able to explain not just the amount of work you do but also the results you achieved. (This is often how productivity is measured.) 5) Be proactive with opportunities to go above and beyond, but more important is knowing what "outstanding, invaluable work" means to your employer.



Tax Season...

## Help with Tax Questions

**A**pril is tax season, so here are a few free resources you may not know exist. And they are staffed by IRS-certified volunteers. 1) Volunteer Income Tax Assistance: Available if you make \$57,000 or less, have a disability, or have limited English language speaking skills. 1-800-906-9887, or visit IRS.gov. 2) Tax Counseling for the Elderly. Free tax help for people aged 60 and older. Contact IRS.gov, or phone 1-800-906-9887. 3) AARP Foundation Tax-Aide: Help with taxes for low- and moderate-income taxpayers aged 50 and older. Visit [www.aarp.org](http://www.aarp.org), or call 1-888-687-2277. 4) Check with other non-profits in your community, especially associations, churches, and libraries.



## Repairing a Workplace Relationship

**Y**ou've had an argument with a coworker and feel the need to repair a rough patch in your relationship. How do you proceed? 1) Start with giving yourself a pat on your back. Someone needs to make the first move, so let it be you. When you're ruminating about the conflict, it can be challenging to focus on work, leading to a reduction in productivity and efficiency. Start with a statement such as "I want to talk with you about the other day." Next, take responsibility—for your part in the argument. Apologize for words, actions, tonality, or non-verbal behaviors that caused discomfort. Say you want to move forward, and listen completely to your coworker's perspective. This active listening may help you grasp their point of view, but more importantly, it may encourage your coworker to reciprocate. Focus the discussion on the things you both care about and are trying to achieve. Consider agreeing on how to handle conflict in the future—your relationship "protocols" for managing conflict. Here's a key thing about coworker conflict: It might feel difficult to make the first move toward repair, but conflict left unresolved can create a toxic work environment, where tensions are high and communication becomes even more strained. Hint: Don't let positive relationships at work "just happen." Instead, consciously build on them and nurture trust, and you will observe that they are more resilient under stress.



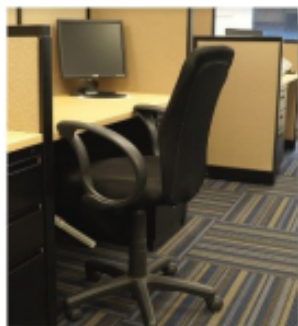
## Stress Management Tips from the Field: Work Mistakes Happen

**B**ig mistakes can cause panic to well up inside you. Don't panic; instead, manage them with a cool head. 1) Own up to your mistake. It is the fastest way to move forward toward finding a solution. 2) Apologize to those affected by the mistake because a sincere apology rebuilds trust. You'll discover a nearly universal truth—that people want to forgive and move forward. 3) Understand why the mistake happened, and take time to reflect on what went wrong so you can avoid it in the future. 4) Develop a plan to fix the mistake and rectify the situation. 5) Be visible in the process of implementing the solution, and others will observe and remember how committed you are to fixing mistakes and moving forward. 6) Move on. You've learned from the experience. Don't dwell on mistakes. Forgive yourself because your organization needs you back.



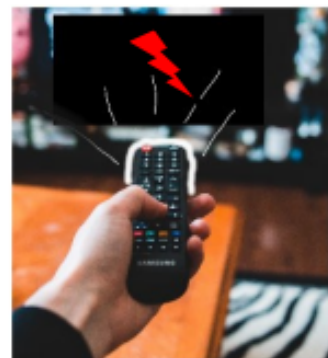
## Absenteeism: #1 Cause Is Depression

**A**re you missing work for any of the following reasons? Lack of energy and motivation, making it challenging to get out of bed; not being able to concentrate at work, and feeling more exhausted if you try to do so; feelings of worthlessness or guilt, making you feel you aren't good enough to be at work; fatigue, headaches, or stomach issues that seem to zap your energy; or feeling so anxious and nervous about interacting with others that you stay home. Any of these may be related to depression. Talk to your Employee Assistance Program, a doctor, or another professional. An assessment takes only minutes, and there are helpful ways to get you back on the job. Depression is the #1 issue contributing to absenteeism, according to the U.S. Centers for Disease Control, and the behaviors above are the most common symptoms.



## Should You Consume Less News?

**B**roadcast news can be distressful, but if it's causing too much unease, be more strategic about consumption. Set aside a specific time daily to catch up, but only to your limit of exposure. You'll avoid "doom scrolling"—the behavior of frequently checking news, especially online, to see what is being publicized. You'll feel more in control. Engage in mindfulness and meditation to reduce anxiety. Easily learned, these stress management techniques can quickly calm your mind and are powerful resilience tools for general stress management. Mindfulness involves the skill of focus, while meditation involves focusing on your breath or a mantra to help quiet your mind. Learn about meditation and mindfulness techniques. Find expert articles at [Wikihow.com](https://www.wikihow.com).





# FrontLine Supervisor

Employees: Your Most Valuable Resource

■ **My primary concern as a supervisor is whether the work is getting done, but I am hesitant about pressuring workers — the fear being that pressuring them and interfering with work-life balance will prompt thoughts of quitting. What's the solution?**

**Holding employees** accountable is important, but it's equally important to not make them feel overwhelmed or micromanaged. Here are some tips: (1) **Communicate about communication:** Start by clearly communicating your desire to avoid communicating with them in such a way that routine follow-up is misperceived as undue pressure or dissatisfaction. This will lessen their anxiety when you do inquire about progress or completion. (2) **Set clear expectations:** Start by communicating clearly about what you expect from your employees but use a participative approach where they can help decide deadlines. Key: Be sure employees have what they need to succeed. This helps them take ownership for completing work on time. Don't follow up only about deadlines and progress. Also have frequent follow-up about resource needs, process questions, and problem-solving. Another key: If you model being on time with your work, and staying on task, you will influence workers to do the same and will ultimately have to follow up less.

■ **I created a letter of reprimand for my employee because of severe tardiness. He has always refused the EAP, but when I offered to put the letter aside if he felt the need to attend the EAP, he readily agreed. He hasn't been tardy since. What did I do right (or wrong) since this took so long?**

**Rather than continuing** to recommend and plead with your employee to go to the EAP, you offered an appropriate disciplinary measure to be held in abeyance if the employee wanted to attend the EAP. (This is a pull strategy versus pushing your employee to attend.) The "either this or that" option motivated your worker to get help rather than accept the possibility of having a disciplinary letter in his file with its ramifications. The approach you used is sometimes called "performance-based intervention." Key to progress was your decision to end the badgering of your employee without success. Often in situations like this one, the employee knows they need help for a personal problem, but denial and procrastination contribute to a chronic cycle of non-change. You finally decided that change was non-negotiable. It is a key to the success of the strategy you used. Praise the positive changes but be prepared to intervene again if attendance issues return.

■ **I believe I could benefit from understanding more clearly what employees say are their main complaints about supervisors. What does survey research show?**

**An Interact/Harris poll** of 1,000 U.S. workers in 2015 showed consistency with virtually all similar research, that communication issues topped the #1 complaint of employees. But this is only half the story. Delving deeper, these communication issues seem to separate themselves into nine major areas in order of how common they appear among supervisors. 1) Not recognizing an employee's achievements;

2) Not giving clear directions; 3) Not having time to meet with employees; 4) Refusing to talk with subordinates; 5) Taking credit for others' ideas; 6) Not offering constructive criticism; 7) Not knowing employees' names; 8) Refusing to talk with people on the phone or in person; and 9) Not asking about employees' lives. Imagine how easy it is to identify or discover whether any of these issues apply to you and how simple it might be to improve on any of them.

Top Complaints from Employees About Their Leaders, Harvard Business Review, June 24, 2015

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■ **Are some employees less likely than others to be successful with professional counseling? I think a few of my employees would never be successful at the EAP because they seem to be very difficult people.**

**Although some difficult** employees under your supervision may appear less capable of being successful in counseling, the opposite could easily be true. All employees deserve an equal chance to improve job performance, so be careful not to allow biases to influence your decision concerning referral. Some employees may lack motivation to change, but this can be overcome by motivational counseling techniques. Other employees may lack willingness to trust a counselor, but with time spent focused on building trust and confidence, the primary problem can be addressed. Stigma is often addressed with education and awareness. Some employees with personality disorders may be more difficult to engage in counseling, but this tends to be a small minority of employee-clients, and much depends on the rigidity of defense mechanisms and willingness to engage in problem solving. Never assume resistance to counseling means a person is hopeless or beyond help.

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■ **I am certain that my employee's performance issues are related to untreated ADHD, although as a supervisor I can't make this determination. However, I found an article online that absolutely defined his problems perfectly. Should I at least give it to him?**

**You should document** the performance issues of your employee and make a referral to the EAP. Use a formal referral process if the changes you want are not forthcoming. It is not recommended that you give your employee material from the Internet that is meant to help him self-diagnose. Employees with ADHD (or any chronic condition with overt symptoms), usually know about their condition because others in their personal lives have confronted them about issues relating to it. There is great incentive at work to deny or hide personal problems, especially if they affect performance. It follows that you would not be the one who finally shines the light on his issues brightly enough to motivate him to get help when others have not.

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NOTES

## Living a Life in Balance

Do you feel like your life is too complicated? Are you often torn between your work and home responsibilities?



"If so, you're not alone, and you don't have to despair," says Odette Pollar, president of Smart Ways to Work, a personal productivity firm in Oakland, Calif., and author of *Take Back Your Life*. "You can gain peace and relief by making a conscious effort to reduce the complexities in your life and achieve balance."

Given all you have to do, it's easy to lose sight of what's probably your ultimate goal: to enjoy your life as you follow through on your personal and professional responsibilities in satisfying ways.

Here are Ms. Pollar's suggestions for successfully balancing your time and life.

### Learn to Streamline

Speeding up and trying to force more and more into the same blocks of time isn't the best way to have more time in your life. According to Ms. Pollar, the best way to "get it all done" is to have fewer things to do by consciously streamlining your ongoing responsibilities.

Being selective about your choices and how you spend your time is important. And it's vital to keep your perspective and establish realistic expectations for yourself.

"Regaining balance starts with the awareness that something is out of kilter, that you have too much going on," she says. "From there you can identify what you want less of in your life."

### Ask Yourself Questions

You can achieve balance by setting your priorities and creating a life around them. This is a long-term process and requires thought and insight.

As a way to get started, take some time to list three to five answers to these questions:

- What physical needs are important to you and why?
- What emotional needs are important to you and why?
- What mental needs must be filled to make you content?
- What causes the sense of frustration or depression you may feel?
- What does success—both personal and professional—mean to you?

Your answers will provide information you can use to make changes in your life.

### Determine What You Want

Before making any big changes, consider the results you want to achieve. This will give you a starting point from which to choose a direction and set goals.

For example, you might want to:

- Enjoy work and have enough energy left at the end of the day to enjoy your home life.
- Cultivate a better relationship with your children, partner, friends and extended family.
- Do more things you'd like to do and feel more content.



By reacquainting yourself with your needs, desires and feelings, you can make a plan with a systematic approach by achieving your goals.

### **Respect the Process**

Achieving balance is an ongoing process that requires your regular attention. As you move forward, talk with others about how they have achieved balance in their lives and share your success.

As you continue on your road to a more satisfying life, remember the following:

- ◇ Keep your job and your life in perspective. Success at the expensive of relaxation and enjoyment is not success.
- ◇ Take yourself less seriously. Learn to see and appreciate the lighter side of life.
- ◇ Learn to say “no.” Be firm without apology or guilt.

## April is Loss & Limb Difference Awareness Month



*The theme for 2023 is “Inspire to Elevate.” Here’s how to get involved.*

1. ***Change your Facebook cover photo:*** The Amputee Coalition has created a cover photo that you can use to show your support and help raise awareness about the event.
2. ***Share the Facts:*** Did you know more than 60% of amputations are preventable?
3. ***Host your own Paralympic Games:*** The Paralympic Games may be over, but it’s not too late to host your own sporting event. It’s a great opportunity to learn about paralympic sports, and try events like archery, boccia, or goalball.
4. ***Exercise for a good cause:*** Exercise is an important way to reduce your chances of developing diabetes and cardiovascular disease.
5. ***Donate your vehicle:*** Did you know you can donate your car, motorcycle, RV, boat or commercial vehicle to support the Amputee Coalition?
6. ***Shop and support individuals with limb loss/difference***

