

# Scenic View

Passavant Memorial Homes Family of Services • 2017



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## A Message from the CEO and President

Rick D. Senft

It gives me tremendous satisfaction to be able to once again bring you this sincere message of appreciation on behalf of Passavant Memorial Homes Family of Services ("PMHFOS"). This past year has brought with it a variety of opportunities for PMHFOS to develop our organization's role in benefiting the lives of individuals with intellectual disabilities and behavioral health needs, and for that we are both humbled and honored. It is our mission and commitment to provide the highest level of care and supports to those that we are privileged to serve, and this would not be made possible without our dedicated and compassionate employees. Our organizational objective is to earn the trust and respect of all the individuals and families that our services reach on a daily basis, and to create an environment where every individual can enjoy life to the fullest extent.

It's remarkable for me to look back and see how far this organization, and society as a whole, has come since I first entered this field over 35 years ago. One thing in particular, that gives me great pleasure is the Commonwealth's continued efforts to facilitate community integration for all individuals with intellectual disabilities. Reflecting upon some of the stories highlighted within this year's Scenic View edition, it is abundantly clear to me the many wonderful things that can be achieved by everyone working collaboratively. Every individual has their own expectations and aspirations, and I continue to be impressed by the innovative ideas and solutions that our staff are able to implement to ensure that these hopes and dreams are not only met, but exceeded.

Through Passavant Memorial Homes, Passavant Development Corporation, Accessible Dental Services, Life Enrichment Trust, and the Passavant Memorial Homes Foundation, we are able to touch the lives of more than 11,000 individuals across the nation. By providing these holistic array of services, PMHFOS not only aims to remove barriers for individuals with intellectual disabilities and their families, but also facilitate community involvement and participation. With the ongoing stewardship that the devoted Boards of Directors provide to each of our businesses, I am both energized and encouraged that now, more than ever before, we are positioned to be able to assist individuals to be successful in achieving their unique goals.



Rick D. Senft  
CEO and President

## PMH Success Stories

### Passavant Lifesharing Provider Recognized for Outstanding Service at Conference

Debbie Brewer began her Lifesharing journey when Passavant Memorial Homes started an initiative to grow their Lifesharing Program. PMH approached this growth by exploring existing relationships between individuals and their direct support workers. At this time, Debbie was a Residential Program Director for several homes, but had an excellent rapport with a wonderful gentleman named, Mike.

When Debbie met Mike, he was shy, reserved and made little eye contact. He was attending the day program five days a week and sometimes completed janitorial work. Debbie and Mike quickly became friends and as she learned more about Lifesharing, she felt pulled toward having Mike become part of her family. She approached her husband, Tim, with the idea and they made the necessary preparations to have him join their family. Mike visited Debbie and Tim's home a few times and enjoyed his time with them. On the third visit, they asked Mike if he'd like to come live with them and without hesitation, he agreed. Mike officially moved into the Brewer's home in January of 2009.

Debbie helped Mike transition out of the day program by helping him secure two competitive jobs, one at a local pizza shop and one at a nursing home, where he loves earning a paycheck. He feels a sense of pride every time he cashes one. Through the love and support of his Lifesharing family, Mike is now more confident and outgoing. At church, Mike is the first person out of his seat as he makes a wide arc around the room, shaking hands, initiating hugs and conversing with others. These are all things that he used to be prompted to do. He's also become a wonderful self-advocate, seeking out his providers and Program Specialist to discuss issues and concerns.

Debbie and Mike are active members in Lifesharing coalitions across Western Pennsylvania and during these meetings, Mike shares his perspective on Lifesharing and all the joy it has brought to his life. In 2015, he participated in a panel discussion at the Lifesharing Conference where he answered questions about his life and all the wonderful ways he's changed and grown since being with the Brewers.

Debbie and Tim are wonderful and attentive caregivers to Mike and are actively involved in their church and community. The family travels frequently and some of their favorite trips have been to Lake Edinboro and Disney World. Other family activities include; a ceramics studio in the basement of their home where the family loves painting pieces and going out on their boat in warm weather. To say that Mike loves his Lifesharing family, would be an understatement.

Through their commitment to increase awareness and participation in the Lifesharing Program, Debbie and Tim were recognized in October by the Allegheny County Lifesharing Coalition at the Lifesharing Information Fair with the Excellence in Lifesharing Award. This award serves to recognize this family's commitment, dedication, and effort to enrich and enhance each other's lives daily. We are truly proud of the wonderful example this family sets forth each day. Congratulations and well-deserved!



### PMH - Hartman Vocational and Employment Center (HVEC) Volunteers at Bridges Hospice

Through researching new volunteer opportunities, the HVEC chose Bridges Hospice, an organization that provides care and resources for people and families with terminally ill loved ones, to partner with in providing new volunteer opportunities to individuals from the HVEC. We found that like the HVEC, Bridges Hospice is very client driven, and our mutual positive energy and regard for our respective clientele were an ideal match.

Ms. Lisa Dillo, RN and Volunteer Coordinator, visited the HVEC to meet the staff and individuals to review the possible candidates for the volunteer program and to discuss the orientation, volunteer days, and times conducive for an amicable schedule. Thus far, the pairing has been a smooth and beneficial one for both Bridges and the HVEC and within just a few weeks of volunteering, Bridges Hospice included the HVEC in a luncheon, as part of its "Volunteer Appreciation Week".

Positive feedback from Bridges includes how their office staff look forward to seeing us and how delighted they are with our commitment and the sprightly disposition of our individuals and staff. Continuing dialog with Bridges has identified future opportunities in other capacities throughout the agency and we look forward to building upon our partnership with them.

## Hands-on Efforts as a Community to Strengthen and Support our Programs

### Helping Hands for Hurricane Harvey

Passavant Memorial Homes Family of Services (PMHFOS) partnered with Interfaith Ministries (IM) for Greater Houston to do our part as an organization in providing support to those affected by Hurricane Harvey. IM envisions a community working and acting together in response to the needs of Greater Houston to create a more respectful, connected, and caring society and services the needs of refugees, persons with disabilities, and the senior population. This is a vision that aligns with our mission and vision at PMHFOS. Together PMHFOS staff and individuals, worked diligently at collecting two pallets weighing more than 900lbs of needed items to support those in need during this time. The individual's drew and colored encouraging pictures and words of inspiration on the labels placed on the items and boxes to provide encouragement to those while learning the importance of giving and also serving others. It was a wonderful way for all of PMHFOS to come together as a community and support our nation in a time of need.



### Passavant Expands to Bedford-Somerset Counties

On October 1, 2017, Passavant Memorial Homes (PMH) expanded its services by assuming operations of eight homes in which 19 individuals from the agency formally known as Cornerstone Community Services resided. The expansion afforded PMH the opportunity to provide quality supports while supporting independence and creating additional opportunities to individuals we are privileged to support in the Bedford-Somerset areas.

Leading up to October 1, 2017, Passavant worked closely with the Developmental and Behavioral Health Services (DBHS) team to ensure a smooth and seamless transition. Meetings were held with each individual and their teams in the months leading up to the transition date to ensure the teams were continually updated with all ongoing transitional activities and were guided through all pre-admission requirements.

In addition to orientation and on the job training, house meetings were held for each of the homes to ensure that staff understood the regulations, policies, procedures and job responsibilities. The meetings were extremely positive and staff welcomed the opportunity to ask questions and meet the management team where they were also provided contact information to utilize for questions and guidance 24 hours a day/7 days a week.

As the programming team continues to assess all individuals in the areas of health and safety and activities of daily living, we value the relationships that we have built with not only the consumers, but also their families and staff. We remain committed to maintaining communication with the individual's teams and are providing on-going daily management visits to show support to the individuals and staff, to answer any questions, to identify any needs and to ensure a continued successful transition.

### New Interactive Outdoor Environment

Pales, pots, pans, lids, muffin tins, and wooden spoons were not used to bake, but rather to encourage laughter, smiles, creativity and joyful music as the sounds of splashing water filled the new beautiful recreational center on a hot summer day. The fun was contagious!

Imagine you experience the world with limitations of movement, vision, hearing, cognitive ability, constrained space, behavioral difficulties, perception issues and other challenges that create obstacles to learn and simply take in life.

The creation of the outdoor sensory environment provided an opportunity to bridge those barriers. The brand new recreational area provides the children a safe space to explore, discover, and investigate the world around them despite the barriers. The benefits of such an environment are well worth the time and effort it took to create.

Thanks to the many Passavant volunteers and the proceeds from the Annual Golf Outing an interactive outdoor environment rich with interactive play and sensory stimulation was created for all to enjoy.



### PMH Pitches In

This summer, PMH Employees volunteered their efforts through the Pitch In for PMH initiative to help beautify all four PMH campuses along with identified houses. The Rochester, Harmar, Mt. Pleasant and Greensburg campuses were completed this summer. It was a great way for staff who typically do not work together daily to work as a team and have fun while beautifying the campuses for our individuals, families, staff, and visitors to enjoy.



### PMH Steps It Up

Passavant is proud to once again have been a participating company in the SparkPittsburgh Company Step Challenge! This year we had 56 staff participating in the challenge and Passavant ended up placing 9th out of 40 companies within the Large Company category, logging over 14.4 million steps! The challenge was a great opportunity for staff to get active and to improve their health as a united community.



## Passavant Memorial Homes Family of Services



### A Trip to Sullivan County

In 2012, Accessible Dental Services (ADS) was approached by representatives of the Sullivan County Health Fair, asking if ADS would please consider expanding services to Northeastern Pennsylvania as there were individuals there who were not able to find quality, affordable dental care. After securing a clinic location through a connection with a local dentist, ADS worked to credential dentists for the dental insurances in the area and introduced ADS to Sullivan County. ADS started providing dental services in LaPorte, Pennsylvania holding clinics in the area several times per year. Patients from Sullivan County as well as patients from six surrounding counties are now able to receive much needed and long sought after dental care.

There are new patients scheduled and treated at every dental clinic trip and one story continues to reside in the hearts of the ADS team. ADS received a phone call for a gentleman who had to be taken to the Emergency Department due to facial swelling and showing signs of pain. He was placed on antibiotics which would help relieve the symptoms, but they were not able to treat the problem. They could not find dental care for him despite many attempts at local dental offices. By chance, and sheer luck, ADS was scheduled for Sullivan County within one week of the call. The patient was scheduled to receive care with the use of IV sedation due to his severe pain and discomfort. Upon arrival to the office, he immediately began to self-injurious behavior and refused to get into the dental chair. No one (staff, dentist, or anesthesiologist) wanted to cause him any further distress so we came up with an alternative plan of action to ensure this man could get much needed dental services.

The anesthesiologist talked to the patient's care giver and as a team we decided that the patient would need to receive medication to address the extreme level of fear and anxiety, prior to coming back the next day in hopes of receiving dental treatment. Upon arrival the next day, although somewhat apprehensive, we were able to successfully sedate the patient to provide the necessary care. At that point, the reason for the swelling and severe pain became clear. The gentleman had several abscessed teeth that if not removed could have caused a systemic infection that potentially could have led to hospitalization. After the appointment, the individual felt tremendously better and his staff were relieved and grateful that ADS was able to remove his ongoing pain and prevent future hospitalization. This story is one of many appointments that the ADS team was patient, respected and listened to the individual's needs, and worked as team to develop a thorough plan to support and to provide the needed medical attention that could have resulted in a compromise in the patient's physical health, but instead gave them the ability to enjoy their life pain free. The team of professionals at ADS strive each and every day to ensure quality dental care is provided to those who are in need. Our many trips to Sullivan County and the dental clinics held at all of the other locations operated by ADS in Murrysville, Warren, Rochester, Greentree and Mt. Pleasant allow us to accomplish our mission of bringing quality dental services to those who are in need.



### The Life Enrichment Trust (LET) Assists Beneficiaries in Meeting Transportation Needs

Donald is a loving father, husband, and friend that lived with his wife Glenda in a home they worked hard to obtain. Unfortunately, due to an accident he became disabled and now his level of care requires that he live in a skilled facility, away from everyone he loves.

After years of legal proceedings, a settlement was reached regarding the accident, and the proceeds of the settlement were placed in a Special Needs Trust with LET, for Donald's benefit. While the care he requires can only be provided at the facility, he has the ability to spend time away with his family. Without a wheelchair accessible van, this was significantly limited due to the inability to transport him and Donald would often ask Glenda, "why can't we go for a ride?" It was heartbreaking.

With the assistance of the LET, Donald was able to use funds from his Special Needs Trust to purchase a wheelchair accessible van. Glenda proclaimed that "The freedom of having a wheelchair accessible van to take Donald outdoors, without the help of any one but me, is priceless. He likes to eat out, to come home to visit, and to just plain old take a ride. I don't have to feel guilty because I saw a movie or listened to a band in the park without my sweet Donald. With the van, he can come too! This has not only lifted Donald's spirits and added to his quality of life, it has benefited our children and grandchildren just by having him with us."

Today, Donald's wife Glenda is thrilled to be able to finally answer his often asked question with "Let's go!"



PHARMACY

### PDC Pharmacy Provides Customized Support

PDC Pharmacy has been working in conjunction with the agencies we service and Horizon Information Systems to develop customized Medication Administration Records (MARs).

The customized MARs allow us to meet the unique needs of each provider agency and to ensure accurate medication administration. One feature of the customized MARs is a color coding system that matches special stickers that are placed on all dispensed medications. For example, morning medications are color coded orange and the MAR coordinates with the labeling, ultimately reducing the agency's medication error and increasing patient safety.

Additionally, patient photos have been added to the MARs to ensure proper identification of the individual prior to administration. Often times the agency staff are working in a new home and may not be as familiar with the patient at the start. Crisp and clear photos of the individuals are extremely helpful when administering medication and serve as a visual check for each individual. PDC Pharmacy continues to individualize and customize the MARs with enhancements including Controlled Substance Indicators, Special Diagnosis Reporting, and Medication Side Effect Notifications to not only support agency regulations, but also ultimately to ensure patient health and safety.



## Passavant Memorial Homes Foundation

### 25<sup>th</sup> Annual Golf Outing

Passavant Memorial Homes Foundation hosted its 25th Annual Golf Outing on Monday, August 7, 2017 at Olde Stonewall Golf Club in Ellwood City. Thirty-four teams competed in a scramble format with First Place going to Horizon Information Systems with an impressive score of 15 under Par. The personnel at Olde Stonewall did a tremendous job of assuring that the golfers had an exceptional experience throughout the day.

More than \$110,000.00 was raised through the generosity of sponsors and participants, and the funds will be used to assist us in making renovations to the Children's Residential Program in Rochester Pennsylvania. The Baldwin Residence as it was named when built in 1907 on the Rochester campus located in Beaver County, has been the site of many programs that supported people with disabilities throughout its 110-year history and is currently providing residential supports to children.

Our goal this year is to create an environment within the Children's Program that is specific to the unique needs of children with autism and intellectual disabilities. Through the funds raised, we will update common areas within the program to include new flooring, lighting and ceiling fixtures, cabinetry, wainscoting, decorative radiator covers, and kitchen and bathroom renovations.

The Passavant Memorial Homes Foundation Golf Outing continues to be a tremendous success and we are blessed to receive overwhelming support from so many committed people who have prioritized the Passavant Memorial Homes Foundation mission for financial support.



### 3<sup>rd</sup> Annual Passavant Memorial Homes Benefit Bash

The Third Annual PMH Benefit Bash at Jergel's Rhythm Grille was held on April 29, 2017. No Bad JuJu and Amanda Noah rocked the house and guests participated in a Chinese Auction, Appetizer and Dessert Bar, 50/50 raffle, a corn-hole tournament, pull tab raffle, a caricature artist and a photo booth all while dancing the day away. Together, we were able to raise over \$39,000 with \$29,000 in profits. This year PMH is collaborating with Beyond 21, a not for profit agency that too, like PMH is dedicated to empowering individuals with disabilities. Our collaborative goal is to create a mobile car wash and detailing business which will promote community employment in a fully integrated work setting for persons with and without disabilities. All proceeds from this year's Benefit Bash will be allocated towards start-up costs for a mobile car wash and will provide opportunities for individuals with disabilities to develop and strengthen both work and life skills in a meaningful way while working in a supportive environment. The team has begun the foundation to begin this program in



order to create employment opportunities for all, and aligns with a statewide initiative from Office of Developmental Programs next summer, 2018. Fundraising endeavors for The Benefit Bash 2018 which will be held in April 29, 2018 are already underway! We hope to see you there!

### What makes Passavant different?

Our Service Approach...

Passavant Memorial Homes, as a private 501(c)3 non-profit human services organization, has become one of the nation's foremost, consumer-driven, providers of support to individuals with intellectual disabilities and behavioral health needs. Passavant provides a continuum of care for a diverse population of children, adults, and seniors. We support individuals with intellectual disabilities, and individuals in need of mental health supports and services including residential, home and community based, Lifesharing, and vocational and employment centers. Quality and excellence are emphasized in all of our programs as we strive to always exceed expectations. Satisfaction surveys are completed on a regular basis with consumers, as well as their families, which allows us to listen, learn, and continually improve.

## MISSION STATEMENT

It is the mission of Passavant Memorial Homes to empower individuals with intellectual disabilities and behavioral health needs to live successfully in the community. Through a continuum of care, the highest quality supports are always provided, while promoting choice and independence.

## VISION STATEMENT

The vision of Passavant Memorial Homes is to provide quality supports as a consumer-driven human services organization that consistently exceeds the expectations of individuals, their families and the community. Passavant Memorial Homes will always be committed to being the industry leader in the provision of service alternatives by maximizing existing financial and community resources.

## CORPORATE VALUES STATEMENT

Passavant is committed to a team oriented work environment that exemplifies a participatory management driven process and is characterized by staff development and advancement.

By promoting this philosophy and valuing every employee's talents, initiative and leadership skills, every consumer and family member will be ensured the uppermost quality.



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Lewis Minett, Vice President of Corporate Projects  
Mike Pearce, Vice President of Financial Services  
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Passavant Memorial Homes and Passavant Memorial Homes Foundation are public charities under Sections 501 (c) (3) and 509 (a) (1) of the IRS Code. Contributions are deductible. A copy of our official registration information may be obtained from the Pennsylvania Department of State by calling toll free, 1-800-732-0999. Registration does not imply endorsement.