



## INSPIRATION

Ed McManama is the principal of the Central Middle School in York, Pennsylvania. As an educator, Ed was certain he was no stranger to diversity.

“Within the student body of our school district, we have children who speak dozens of different languages,” Ed explains. “We take pride in having students with different backgrounds and different cultural heritage.”

About a year ago, the district was approached by Penn-Mar Human Services with an idea to take diversity one step further. Administrators were asked if they would consider hiring adults with intellectual disabilities to work in the district’s schools in a number of different capacities.

“The idea was in keeping with the district’s philosophy,” Ed recalls. “Still, there is a difference between philosophy and reality. Students in middle school can be cruel to one another and to people they perceive as different from themselves. We wanted to be ready for any situation. Looking back, I think I can say without question we were not quite prepared for what happened at the Middle School. I know I wasn’t.”

When Holly Burkholder came to work at Central Middle School in the summer of 2012, she related well to the school’s staff. Holly performed a variety of tasks during the summer to help the school get ready for the start of a new term.

“We had no doubt Holly would do well in her first few weeks at the Middle School,” stated Cliff Billet, Job Developer at Penn-Mar Human Services. “We also knew the real moment of truth would be when the students returned to school.”

When the students came back to school, many of the teachers and administrators at Central Middle School were taken by surprise.

“It didn’t take long for teachers, administrators, and the entire school staff to realize Holly was making a real difference here. Her personality, her attitude toward her work, and her smile were infectious for all of us and for our students. The students especially sensed her positive attitude and they responded in kind,” Ed said. “I can say, without a doubt, Holly has reached some of the students in our school in ways we haven’t been able to despite our education, training, and experience. She has a special quality.”



Holly Burkholder

As the school year came to a close, the administration, faculty, and staff of Central Middle School demonstrated how much Holly meant to them with action.

“Each year we vote on an award for the teacher or staff who we all feel has inspired our students. It usually goes to a teacher,” Ed explains, “although one year I received it myself. We all vote and announce the award on the

last day of school after the students have left the building for the summer.

This year Holly received this award and recognition. When her name was announced, everyone in the audience rose as one to give her a standing ovation. “They didn’t do that for me, I can tell you. I have never seen anything like it in my career.”

“There is no question in my mind Holly’s presence at Central Middle School is changing lives. First and foremost, she proved to us that a person with an intellectual disability should not be separated from their community simply because they have different cognitive skills. We all hear learning is not limited to the classroom and books. In this sense, working with Holly has been an education and an experience for student, teacher, and staff alike—and we are better for it.”





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## A WORD FROM THE PRESIDENT:

# EXCELLENCE AT PENN-MAR

Every high performing successful organization I have seen is guided by a set of anchors on which their culture is formed. In our last newsletter, I suggested the difference in the quality of supports at Penn-Mar Human Services can be attributed to the commitment of our staff and volunteers as they live out our four core values of Integrity, Excellence, Collaboration, and Innovation. This month I would like to offer a few insights on the Penn-Mar value of **Excellence**.

Like integrity, excellence can also mean many different things to many different people. In *Transforming Life into Living* at Penn-Mar, we measure excellence in the following three ways:

1. We model servant leadership as we demonstrate our commitment to excellence in the passion, enthusiasm, and engagement we exhibit with each other and our community.
2. We meet our vision and mission by providing internal and external service of the highest possible quality, while recognizing the importance of safety.
3. We routinely evaluate and inspect our services, processes, and performance to assure we are optimizing our resources and supports.

All staff and volunteers at Penn-Mar are expected to safely deliver remarkable supports and regularly exceed the expectations of our stakeholders. This is a high standard, but one which intentionally drives our mission in *Transforming Life into Living*.

Blessings to you and your family,

Gregory T. Miller



## SAFETY FAVORS THE PREPARED MIND

Accidents are bound to happen, but fewer accidents happen if you are prepared for them. This is the philosophy of Dana Fink, Safety Coordinator at Penn-Mar Human Services.

“We serve over 400 adults with intellectual disabilities in more than 50 residential facilities,” according to Dana. “We have 102 vehicles that log over 2 million miles a year. Safety can’t be an abstract idea for us. It must be a way of life.”

Dana Fink’s arrival at Penn-Mar in April 2012 as a full-time Safety Coordinator is a reflection of just how serious Penn-Mar regards the issue. After a detailed analysis of how and where accidents were happening, “we recognized there is much more to safety than periodic fire drills and an initial orientation lecture for staff when they are hired,” Dana explained. “For men and women who are working with adults who have intellectual disabilities, experience is a factor.

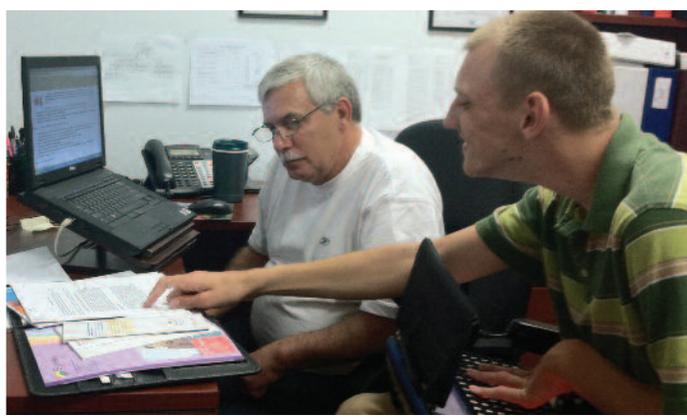
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## DANGER IS MY BUSINESS

Kyle Barnhart is no ordinary college graduate. Majoring in Occupational Safety and Environmental Health at Millersville University, he is on the lookout for danger every day. More importantly, Kyle looks at ways to keep people safe from danger, accidents, and catastrophes, large and small.

“Kyle is working at Penn-Mar Human Services this summer as an intern to complete his last degree requirement for Millersville,” according to Dana Fink, Penn-Mar’s Safety Coordinator. “He is working with us in a variety of areas, evaluating safety procedures for all of our residential facilities in



Kyle Barnhart explains potential hazards in the workplace to Dana Fink.

Pennsylvania, alerting staff to potential hazards in and out of the workplace such as driver safety, and helping to develop training materials. I hope he is enjoying his time with us as much as we enjoy working with him.”

Kyle will be the first to admit he was a little nervous when he first came to Penn-Mar. “Someone coming into an intern position is always a little

apprehensive. For me, as a person with cerebral palsy, you also wonder how easily people will relate to you. I hope all my transitions in new workplaces will be as smooth as they have been at Penn-Mar.”



### SAFETY *(continued from page 2)*

Helping impart the knowledge gained from experience is critical to our work. For example, knowing the proper technique used to transfer someone from a bed to a wheelchair can mean the difference between a routine exercise and a pulled muscle.

There is another equally important element in mastering safe techniques in our work. When a new member of our direct care staff approaches an adult with an intellectual disability to assist with a transfer or related activity, there is a social element involved. Approaching a person to help them move from one place to another for the first time may cause anxiety and appear threatening unless done properly.”



Dana Fink provides safety information.

In addition to training for direct care staff, Penn-Mar has initiated mandatory training for all staff in a number of different areas. Defensive driving is one training course Penn-Mar staff can appreciate at work and at home. So is fire safety. What to do in case of a grease fire or electrical fire is every bit as useful.

“We are also involving our clients in safety training whenever we can,” Dana said. “In an emergency situation, we serve many men and women who are able to handle a fire extinguisher. This element of safety training is a real innovation at Penn-Mar and one we want to develop more fully. Working with our clients using a fire extinguisher and fire simulator is just the beginning.”



## UPCOMING SPECIAL EVENTS

Annual Dinner | October 10, 2013  
Black Tie Gala | March 8, 2014



## LUCKY 13

### Penn-Mar's 13th Annual Irish Festival

On Saturday, June 15, pipers and fiddlers sounded the opening notes of Penn-Mar's 13th Irish Festival. It was a perfect day for Irish dancing, Irish music, and shamrock spotting. Our thanks to Glatfelter Insurance Group, KTBS Payroll, WellSpan Health, Koons Toyota of Westminster and New Standard Corporation for helping to make this day a glorious success. Our special thanks to Mary Yeaple and all the volunteers, who make this day possible.



Penn-Mar's President, Gregory T. Miller, arrives in style.



## Penn-Mar Human Services

### OUR MISSION

The mission of Penn-Mar Human Services is to transform life into living for individuals, families, our staff, and volunteers. We do this by providing support services, as a team, to individuals with disabilities or human service needs in ways that promote value, independence, and self-determination.

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310 Old Ireland Road  
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