



NEWSLETTER



Springfield, PA
Philadelphia, PA
Huntingdon Valley, PA
West Chester, PA
Wilmington, DE
Newark, DE
Elkton, MD



Baltimore, MD
Capitol Heights, MD
Annapolis Junction, MD
Salisbury, MD
Seaford, DE
Dover, DE

TABLE OF CONTENTS

Celebrating Years of Service	Pgs. 3-5
New Roles	Pg. 6
New Faces	Pg. 7
EMT Class	Pg. 8
401(k)	Pg. 9
In the Past Year	Pg. 10
Shout Outs	Pgs. 11-18
Retirements	Pg. 19
Winter Holidays	Pgs. 20-23
Charitable Event	Pg. 24
Parkside Renovation	Pg. 25
New Uniform Options	Pg. 26
Learn About ADP	Pgs. 27-28
FTO Program	Pg. 29
Safety	Pgs. 30-32
#s to Know	Pg. 33
Keep an Eye Out	Pg. 34
In the next Newsletter	Pg. 34

Celebrating...



Thank you doesn't seem to be enough to express our gratitude for your constant dedication and professionalism! You are the reason our company is a SUCCESS!

30 Years

Roland Bryant (KQT)

25-29 Years

Earcella Fletcher (LSR)

Robin Chandler (KQT)

Linda Hilbert (KQT)

20-24 Years

Kenneth Gober (KQT)

David Wright (KQT)

Kathleen Kearney (KQT)

Reginald Dwyer (KQT)

Tina Cavanaugh (KQT)

Ronald Booker (KQT)

Kevin Smith (KQT)

Thomas Dorsey (KQT)

Suzanne Shubert (KQT)

Errol McFarlane (KQT)

Andrew Thompson (KQT)

James Ruark (LSR)

Chrsitina Frederick (LSR)

Jasen Wunder (LSR)

Raymond Bracy (KQT)

Berry Curenton (KQT)

Hayes Kelly (KQT)

Velda Capers (LSR)

15-19 Years

LSR

Wyethia Blalock	Thomas Hairston
Kenneth Hennessey	Christina Sides
John Oliveira	Sean Doherty
Deirdre Lentulay	Theodore Baldwin
Alfay Manning	Benjamin Filer
Rebecca Goulden	Alexis Ward-Bagley
Michael Lawn	Tremayne Greenfield
Lloyd Gleason	Maurice Dacosta
Jeffery Bollinger	Donnell Burrell
William Tippet	Mark Jackson
Mark Murdock	Tiffany Evans
Dana Martin	Beverly Newman
Judi Ulsch	Margaret "Jean" Helmick

KQT

	Frank Eure
James Krepelka	Justin Misner
Annamarie Kearney	James Mathis
Elizabeth Conlon	Horace Neely
Ima Mbaba	Brian Eberle
Michael Moretti	Michael Ellis
Omar Jordan	Eddie Smith
Dorothy Krumboldt	Zoraida Rivera
James "JimBob" Campbell	

10-14 Years

LSR

	Charles Alexander
Michelle Malin	Henry Lyles
Angela Powell	Ericka Johnson
Troy Simmons	Melissa Kehne
Salvatore D'amico	Kanda Lewis
Robert Castro	Justin Pantalone
Marrion Rojas	Aaron Raynor
Gwendolyn Henson	Wayne Sides
Guy Williams	Tyrrelle Smith
Joseph Perry	Therria "Cherrie" Redd
Denika Bolden	Brian McDermott
Sarah Becker	Rodney Crawley
Tamiko Tatum	David Rollerhauser
Lindy Wirtz	Marlo Jones
Andreas Steinoff	Greggory Oberhaus

KQT

	Leander Upton
Carol Sampson	Daniel Krier
Michael Clavelli	Colleen Borden
Michael Minnick	Regina Sutton
Neal Cody	Julius Anekwensi
Bruce Showell	Aida Velez
Stan Hamilton	Anthony Santiago
Damon Marshall	Wayne Hayes
Salita English	Akeem Williams
Marcellus Smith	Christopher J. Smith
Khanhi Chambers	Jose Ramos
Timothee Badou	Yvonne Bess
Paul Naylis	Donte Ellison
Marcus Stachowicz	Barrett Price

5-9 Years

LSR

Thomas Brick
Octavius Thomason
Shekiya Crawford
Richard Doda
Howard Muir
Stephanie Imbragulio
Elliott Richardson
Heather Keim Sullivan
Princess Hughes
Thomas Kidney
Brenda Burris
Christopher W. Smith
Justin Hearne
Scott Spangler
Allen Jones
Julius Jackson
Jessica Wright
Shanay O'Neal
Ramon Smith
Safiya Howard
James Queen
Krista Hayes
Dayonna Gray

Miguel Viera
Casmin McCatty
Jeanne Addison
Carlton Pinkney
Julie Bass
Brooke Bailey
Doreen Gumbs-Vines
Sawn Martin
Nichole Rice
Nancy Nene
Lisa Gardner
Samuel Farmer
Markitta Parsons
Calvin Haupt
Kristal Winneberger
Shannen Hilton
Carrington Hodges
Leta Baumann
Logan Grubb
Taneisha Lucas
John Giza
Hunter Hancock
Allison Eggleston
Christian Smith

KQT

Yolanda Mosby
Shalana Harding
George Hawkins
Jorge Matamoros
Venance Badou
Shawn Bagnell
Patricia Kelley
Anele Jean
Robert Pierre
Jack Bishop
Phoenix Morgan
Jeffrey Jones
Robert Horn
Janaya Gordon
Juliano Lemauro
Daniel Fantauzzi
Milton Robinson
Asikin Mat
Linda Keesler
Paris Gibson
Bryan Ramos
Shawn Gray
Bradely Wanamaker

Nancy Ortiz-Smith
Jon Klausner
Jennifer Roman-Gonzalez
Hynif Perkins
Ronald Young
Malcolm Robinson
Jason Friedrich
Samanth Vanhorn
Wesner Laventure
Tiara Tucker
Maira Allen
David Gibson
Ashley Levy
Yusuf Rhone
Tawana Smith
Chris Phillips
Ramona Randolph
Kevin W. Williams
Forrest Tarver
Justin Gonzalez

NEW ROLES

Ramon Smith- LSR Safety Coordinator

Ramon is no stranger to LifeStar Response, he has been with the company since 2015. But in addition to his experience as an EMT, for the past 5 years he has worked full time in the field of Safety in the Construction Industry. We are lucky that he can combine his skill sets and enhance the LSR Safety Department!

Dani Miller- LSR Scheduling Coordinator

Dani joined LSR in May of 2021, just after KQT purchased LSR! Prior to joining our team, she worked in the communications department of Worcester County EMS. She will bring a breath of knowledge and experience into this newly created role for the Eastern Shore!

Jennifer Smith- LSR Training Coordinator

Jennifer may have just joined the LSR family, but she is not new to EMS. She has been working in EMS since 2014! Prior to pursuing a career in EMS, Jennifer worked as a Manager for a major retailer, where she gained extensive experience in training and developing employees. We are happy that she can combine these two career paths in her new position of Training Coordinator for the Eastern Shore!





Emily Cannington-LSR HR Coordinator

Emily recently relocated to Maryland and joined the LSR Family this fall. Bringing with her a wide range of experience in the Human Resources Field. She has quickly become an integral part of the team! She is an excellent resource of all of your Human Resource questions.

Reach out to her at
(410) 247-1178 or ecannington@kqthealth.com

Natasha White- KQT Mercy Life Supervisor

Natasha joined KQT in August of 2022, but she is no stranger, she previously worked at EMStar/KQT. She left us to pursue a career in Property Management and Insurance. We are lucky she can put her attention to detail skills to the Mercy Life Contract!



EMT CERTIFICATION

Over the past year, KQT has partnered with local EMS Training Institutes to provide EMT Certification Courses. We went through an extensive selection process and provided scholarships to students to obtain their National Registry EMT Certification. We would like to take this time to congratulate the following for accomplishing this goal:

- Michael Brown
- Dartagnan Jones
- Gregory Yackobovitz
- Christopher Wyman
- Bobby Ros
- Danny Ortiz
- Evan Font
- Kevin Williams
- La'Shonda Harrold
- Shannon Golding
- Summer Kitajima
- Urvesh Sukhai
- Justin Sarver



Currently, we have 18 students enrolled and are slated to take their EMT Certification test in January 2023!

DON'T MISS
OUT

If you or anyone you know is interested in becoming an EMT, the next class is scheduled to start Spring 2023 in Pennsylvania- Email: EMTClass@KQTHealth.com

401(k)

We have switched to ADP as the recordkeeper to the plan!

Currently, the plan is a "black out period", which means that participants cannot access the funds in the plan until it ends (around January 15, 2023).

Some featured changes to the plan include:

- A ROTH feature was added- unlike a traditional 401(k), ROTH contributions are taken POST tax. The benefit to a ROTH contribution, is that when the money is withdrawn from the plan after retirement age, the money and its earnings are NOT taxable. This is a way to control taxable income in retirement.
- Eligibility is now the first of the month after six months of employment.
- The Employee Contribution limit has increased to 75%.
- The VESTING Schedule has decreased from a 5 Year Graded Schedule to a 3 Year Graded Schedule. Which means you get the \$ the Company has matched FASTER!
- You can access the plan on the ADP app (after the black out period ends).

If you need assistance in determining if the 401(k) plan is right for you
OR you need help picking what funds to investment in, below is the
contact information for the plan's financial advisors.

There is no cost to you for their services:



Jack McDonald: (215)504-6349
Email: jmcdonald@jkj.com

Ken Dawson: (215)504-6351
Email: kdawson@jkj.com

Ben Hall: (215)504-6352
Email: bhall@jkj.com

IN THE PAST YEAR

Added 17 Brand-New Ambulances

Added 14 Brand-New Buses

Added 12 Brand-New Wheelchair Vehicles

Opened 5 new bases


Automated the Benefit Enrollment Process

Switched the 401(k) to ADP as the recordkeeper



*Shout
Out!*

**YOU'RE
AWESOME.**



YES, YOU.

Wonders!



12/08/22

Good Evening,

I hope you are doing well. I work in public health and health equity science. Today, I supported my mother, a patient at GWU Hospital. I was so pleased with the quality of support I received from Ms. Emma Campbell and Mr. Calvin Haupt. As someone who works in public health, I always pay close attention to the quality of care offered. My mother and I both enjoyed the quality of care provided by Campbell and Haupt, who helped navigate us through the complexity of oncology treatment. What was most outstanding was their attention to detail, such as ensuring that my mother was covered correctly, she was not in any pain, she was adequately removed from the IV, she was spoken to with kindness and respect, and her room was adequately prepared for her re-entry. All of these additional supports are often overlooked but help quell some anxiety that anyone experiences as a caregiver. Their level of emotional intelligence and field knowledge was incomparable. I am hopeful that other members of your team share their same dedication and commitment. If not, I recommend making them trainers and giving them a bonus.

I imagine that you have a lot of clients. It was inspiring to know that despite all the demands and challenges you encounter in health care, it is still possible to put the patient first. Ms. Emma Campbell and Mr. Calvin Haupt demonstrated that offering extraordinary kindness within stressful healthcare settings is still possible. I have carbon-copied other people that should be aware of your outstanding service.

Best,

Ayana
Ayana N. Perkins, PhD
Senior Research and Evaluation Coordinator
Integrative Health Research and Evaluation



THANK YOU!

From: Suzanne Shubert
Sent: Thursday, July 28, 2022 4:14 PM
Subject: Customer Compliment

This was a great phone call!

I just had the pleasure of speaking with Ms. [REDACTED]. We transported her yesterday and she called to RAVE about our crews. She named each one personally. She said they were awesome. She was so afraid and nervous and they calmed her down and just made it a great experience. She said Sharon told her to just keep her eyes on her and to focus on her and everything would be ok and she was right. She said Sharon & Donte made a great team and teamwork makes the dreamwork! She is saving my number and will call me because she wants to send pizza for them.

- Sharon DeFranco
- Donte Dixon
- Julius Anekwenzi
- Kevin Williams
- Colin Gaydos

She said to tell them all she loves them and they are her family.

Suzanne Shubert
Director of Customer Care

YOU
are
AMAZING

From: Jill Irrgang
Sent: Friday, October 15, 2021 8:59 AM
To: Suzanne Shubert
Cc: Justin Misner
Subject: Exceptionally Nice

I have a voice mail from a patient who wanted to compliment two "exceptionally nice and exceptionally polite" people who transported her on bus 6610, Carol Sampson and Pheonix Morgan

Thank you,

Jill Irrgang
HR Director



Keystone Quality Transport

September 8 · 🌐

...

We received a very nice phone call from a patient yesterday praising the crew that transported her to a Dr. appointment this week. She mentioned how pleasant the crew was throughout the entire appointment and how safe she felt for the entirety of her time with them. It is no surprise to us as KQT EMT's, Eddie Smith and Hynif Perkins always take great care of their patients. This time they were also showing EMT trainee, Abenezzer Lemma, how it should be done. Great work by some really great guys! 🙌🙌





Lifestar Response of Maryland

October 4 · 🌐

...

We received a great compliment today about EMT, Justin Rebbert and Paramedic, Lloyd Gleason

A physician at [Johns Hopkins Department of Neurosurgery](#) provided feedback about what a fantastic job that our [Johns Hopkins Medicine](#) Pediatric Transport did this week for a child that is now doing well. He was very pleased that the PICU/Peds team recognized the importance of getting this patient to Hopkins ASAP and transferred her immediately even though there was no bed available at the time. "Everything from the initial transport intake call to the patient's emergent transport here, went just as it should for a pediatric BAT center. Thanks certainly go out to our astute transport intake nurses, who knew that even though we didn't have beds in the PICU, that this patient had to come to us – and that she should come by the fastest route possible. They made all the right calls to get her here expeditiously".

Thank you to all involved in making this a positive outcome! 🙌🚑

[#johnshopkins](#)

[#thenewlifestar](#)

[#kqthealth](#)





Lifestar Response of Maryland

April 13 · 🌐

...

We received a nice phone call from a patient who has been transported multiple times recently by Lifestar. She planned to write a letter but her broken arm has made that difficult. She wanted to let us know that Constance Waters, Christopher Smith and Casey Springman were all very kind, helpful and efficient during a difficult time for her. We couldn't agree more. Great job by all of you and thank you for putting your best foot forward every day!

Pictured are Chris Smith and Casey Springman. (Constance Waters not in photo)

[#thenewlifestar](#)

[#kqthealth](#)

[#teamworkmakesthedreamwork](#)

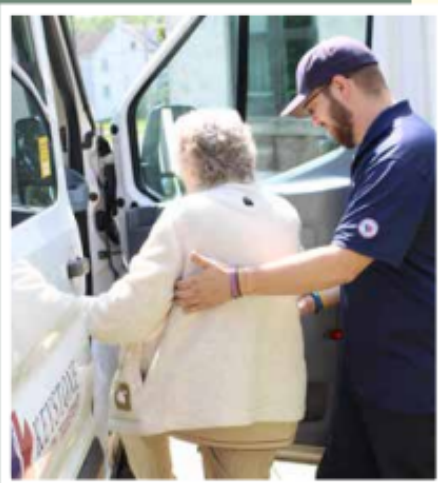


Huge shout out to KQT driver, Marcus Stachowicz Jr., who has been recognized in the Good News Volume 25.2, A Publication of The [Sisters of St. Francis of Philadelphia](#). Marcus is our dedicated driver at [Assisi House](#) and has been with KQT since 2010. He is an amazing member of our team that always puts his patients first. There are so many great things we could say about Marcus but this article about him sums it up pretty well. The piece is on page 20 and is a great read. Thank you Marcus for everything you do! 🙏🙏🙏

Focus

"MARC IS THE ESSENCE OF KINDNESS, HELPFULNESS, AND EFFICIENCY. NOTHING IS TOO MUCH TROUBLE FOR MARC."

— SISTER MIRIAM EILEEN MURRAY



▲ Marc assists Sister Elizabeth Fitzpatrick into the van.

"IF YOU WATCH MARC, YOU CAN TELL THAT HE LOVES WHAT HE IS DOING. HIS ACTIONS SPEAK LOUDER THAN WORDS. HE IS PLEASANT, CORDIAL, AND EVER READY TO MAKE EACH SISTER COMFORTABLE."

— SISTER MARY VANDERGEEST

► Marc Stachowicz is devoted to his work as a full-time driver for the Sisters of St. Francis living in Assisi House.



MARCUS STACHOWICZ

Marcus—Marc—Stachowicz is a devoted friend to the Sisters of St. Francis. A driver for Keystone Quality Transport, Marc is assigned full time to Assisi House: "I'm there to take the sisters to their medical appointments, getting them to and from where they need to go on time and safely," he explains. Marc—who has been with Keystone for about 12 years and has been Assisi House's driver since early 2020—calls his work "a natural fit": "I'm very familiar with the sisters. I went to St. Clement's School, in Southwest Philadelphia, and the sisters played a big role in my life." Marc is grateful to his St. Clement's teachers—Sisters of the Immaculate Heart of Mary—for their caring, encouragement, and guidance.

After Marc and his sister, brother, and parents—Mark and Kathy—moved to Delaware County, Marc attended Interboro High School, Class of 2007. Considering a career in teaching, his mother's field, he attended Delaware County Community College while also working with his father, who owned an auto-mechanic business and has strongly influenced Marc. He notes, "I always was either working with my dad or installing flooring and things like that. My dad is the hardest-working man I've ever seen, and like my mother, he's all about family." For Marc, too—while he loves sports and plays in a hockey league—his greatest joy in life is his family. Marc and his wife, Harley—a medical assistant—have three children: two-year-old Natalie, nine-year-old Marcus, and 12-year-old Makayla.

Marc does not regret moving from a possible teaching career to his current work. "When I heard about the Assisi House position," he relates, "I was excited to have a chance to give back to the sisters. All the sisters and staff have been so nice. I enjoy talking to everyone, hearing their stories, taking advice from them—I'm always open for advice. They're a pleasure to be with." Above all, Marc likes "the feeling that I'm doing something for others that makes life easier for them. When they're happy, I'm happy." The sisters and employees of Assisi House are truly happy and grateful that Marc Stachowicz is a part of their lives.



▲ Marc's greatest joy is his family: (clockwise from top left) Natalie, Harley, Marc, Makayla, Marcus.



Lifestar Response of Maryland

September 29 · 🌐



What a day it has been for one of our Baltimore City 911 units. EMT's, Brian Aretz and Rachel Simpson were transporting a patient to Labor & Delivery at [Saint Agnes Healthcare](#). While they were in the elevator on the way to the unit, they delivery began. Once the elevator doors opened up, Rachel was holding a baby that just made a grand entrance into the world. Great work Brian and Rachel and thank you for making such a difference today! 🚑👶🙏👂👀

[#thenewlifestar](#)

[#DeliveringHappiness](#)



BIG
RETIREMENT
WISHES
FROM ALL OF US

John Elliot Started as a dispatcher with May Ambulance on August 5, 1987. He then became an EMT in 1990 and has been working ever since. May Ambulance was acquired by Rural Metro and John then made the switch over to LifeStar in 2000 and has been with us since, until May of 2022 when he retired!



Debbie Schultheis started as an EMT on the same day as Danny Platt at May Ambulance in June 1985. She has worked as an EMT throughout the last 37 years, caring for patients and co-workers. Her career started at May Ambulance then for Transcare after May Ambulance was sold to Rural Metro. Debbie made her way back to the team she started with and has worked in the KQT Health family for the last 4 years until her retirement in September 2022!



Congratulations to KQT Bus Driver, Barb Smith, on her retirement! Barb's last day was Friday, June 3rd at which time she was celebrated by all of her peers. Barb has always been known for having the best decorations on her bus for every occasion. Her patients and co-workers always loved to see the newest decorations when they went up. Besides being a great decorator, she was always happy to be driving and giving her patients the best experience possible. Barb, we all hope you enjoy retirement. It's time to kick back and relax! 🍹🍹

'Tis the Season

KQT's Deborah Melson and Brian McGuire participate in the Plymouth Ambulance toy drive every year!

On December 18th Plymouth Ambulance (Deb and Brian will be participating in a Keystone Quality Transport Ambulance), and local firehouses and police stations all drive with their lights on to Bryn Mawr Hospital & St. Christopher's Hospital for children to drop off all the toys they have collected for the kids in the hospitals. This donation box was placed at the Huntingdon Valley and everyone did an amazing job at filling it up!



Keystone Quality Transport has been partnering with Samaritan's Purse International Relief through participating in Operation Christmas Child for several years and this year we collected 40 boxes! To date this was our biggest donation, if we had more boxes, we would have filled those as well. Everyone looks forward to filling boxes each year knowing that they are putting a smile on a child's face. It is a great feeling to give back to those in need.

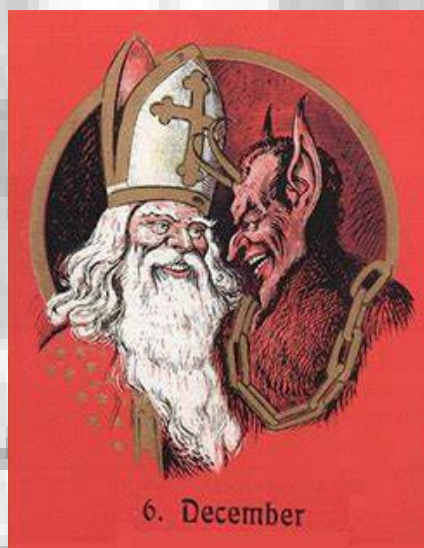
Samaritan's Purse is a nondenominational evangelical Christian organization providing spiritual and physical aid to hurting people around the world. Since 1970, Samaritan's Purse has helped meet needs of people who are victims of war, poverty, natural disasters, disease, and famine with the purpose of sharing God's love through His Son, Jesus Christ. The organization serves the Church worldwide to promote the Gospel of the Lord Jesus Christ.

How to Pack a Shoebox...Operation Christmas Child delivers great joy and the Good News of Jesus Christ to children in need around the world through gift-filled shoeboxes. Each box packed full of quality toys, school supplies, and personal care items becomes a tangible expression of God's immense love for the child. For many, it is their first gift ever! Delivered by our local church partners, shoebox gifts provide an opportunity to present the Gospel to boys and girls in a clear, child-friendly way.





Tis the Season! December is widely regarded as a celebratory time of year with the Christmas holiday being the most widely celebrated here in the US. This, however, is not the only holiday observed in the 12th month of the year. Hanukkah, Kwanzaa, Krampusnacht, St. Nicholas Day, Feast of the Immaculate Conception, Winter Solstice and Osaka are just a few of the other holidays that are celebrated this month. Keep reading if you want to find out a bit more about these other holiday traditions!



Krampusnacht and St. Nicholas Day are celebrated with one another in early December, usually the 5th and 6th respectively. Observed primarily in Germany, Austria and Australia, the celebration begins with dressing up as Krampus and chasing naughty children through the streets. They are given some kind of rod to not forget about their encounter. St. Nicholas is the foil to Krampus, who rewards good children with gifts the following day. St. Nicholas is the inspiration for the modern-day Santa Claus.

The Feast of Immaculate Conception is observed by the Catholic church on the 8th of December. It is designated as feast day by the Pope in Argentina, Brazil, Chile, Italy, Korea, Nicaragua, Paraguay, the Philippines, Spain, the United States, and Uruguay. It is a celebration of the life of Mary, the mother of Jesus in the Christian faith. It is often celebrated with often celebrated with Catholic Mass, parades, fireworks, processions, food, and cultural festivities.





Hanukkah is a Jewish celebration, which dates vary from year to year. For 2022, the eight-day celebration will run from 12/18-12/26. It begins on the 25th day of the Jewish month of Kislev, which is why the date varies from year to year. The celebration commemorates the rededication of the Temple in Jerusalem after defeating Greek soldiers that were occupying the area.

A Menorah with eight candles is lit each night to represent a candle that stayed lit for 8 days with only one day's supply of oil. This holiday is one of the more well-known celebrations in the United States outside of Christmas.

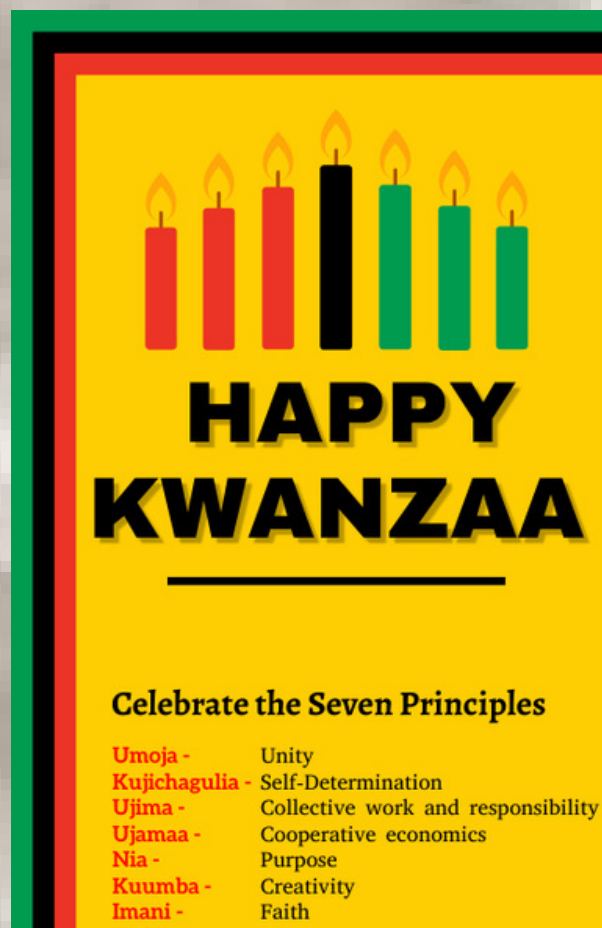
Winter Solstice marks the shortest day north of the equator and the longest day in the south.

It also marks the beginning of the Winter season in the northern hemisphere and the summer season in the southern hemisphere.

It can occur anytime between December 20th-23rd though is most commonly on either the 21st or 22nd. It has been observed for centuries, with Stonehenge being associated with past Solstice related celebrations.



Kwanzaa is a seven-day festival of African American culture and heritage, beginning on 26th December and ending on January 1st. Observers will dress in traditional African garb, decorate their homes with fruits and vegetables and light a kinara, a seven-branch candleholder. This holiday began being observed in 1966 as a way for African Americans to build back connection with their African roots. The holiday came about during a period of racial and political unrest and is considered a secular holiday. Kwanzaa is derived from the Swahili word meaning first and marks when the first crops are gathered.



Osaka Festival is celebrated on 31st December in Japanese culture and is also named Japanese New Year. It is celebrated by people cleansing their homes and eliminating last year's clutter by cleaning from top to bottom. People plan a feast with their friends and family with some traditional Japanese foods.

No matter how you and your family chose to celebrate this time of year, we here at Keystone Quality Transport and LifeStar Response of Maryland are wishing you a very Happy Holiday Season!

LISA'S ARMY

Comforting Those Battling Cancer



*You made a difference in
someone's life!*



Keystone Quality Transport

December 9 at 11:23 AM · 🌐

Yesterday we had the pleasure of presenting Marie Loonstyn, from [Lisa's Army](#) (Philadelphia) and Abby Cobb, from Beth's Brigade (Maryland) with a donation from the proceeds of our annual Breast Cancer T-Shirt sale.

Thank you to every one of our employees that purchased t-shirts to make this donation possible!

Lisa's Army and Beth's Brigade create and deliver customized heartfelt Comfort Care Packages that provide ongoing encouragement and over 20 needed comfort items to patients receiving cancer treatment.

Lisa's Army & Beth's Brigade are awesome organizations that use 100% of all donations towards providing their signature Comfort Care Packages, at no cost to men, women and children undergoing cancer treatment.

Soon you will see donation boxes and a list of common items needed for the Comfort Care Packages at KQT & Lifestar bases. Any donation will be greatly appreciated. We will also be working on putting a team together for the annual Lisa's Army walk in October 2023.

Anyone can nominate a cancer patient going through treatment in need of a Comfort Care Package by visiting Lisa's Army Website at <http://lisasarmy.org>

PARKSIDE BASE

Forrest Tarver has been with KQT since 2017, but it wasn't until July 2022 he became the Full Time Paratransit Manager for the Parkside Base. One of his first tasks was to breathe new life into the base and he has done a fantastic job!



BEFORE
After



In the fall of 2022, two new uniform options were added to the lineup:



North Face
Light Weight Jacket
\$60.00



Soft Shell Jacket
\$40.00

To place an order for these or other uniform items please go to:

ESO- Employee Self Service/Other Records/Forms & Reports/Form Type/KQT Uniform Order (PA)

TraumaSoft: Company Links/Human Resources/KQT
-or- LSR Uniform Order Form



Always Designing
for People®

www.workforcenow.adp.com

As you may know, the company uses ADP for payroll. But you may not be aware of all that you can do on the ADP website/App:

- Access Paystubs, W2s
- Change your tax deferrals (W4)
- Set up or Change Direct Deposit
- Review your current benefit elections, and access the corresponding plan documents
- Request a Benefit Window for A Qualified Life Event (lost/gained coverage elsewhere, married/divorced, had a baby, a child age out, etc.)
- Enroll in benefits during Open Enrollment

And very soon, you will be able to manage your 401(k) account on this site too!

Access to ADP:

- If you are not already, you should register with ADP as soon as possible.
- If you have previously registered on the ADP site and don't remember your user ID, go to the website and click Forgot user ID? It will ask for your cell phone & email address. It will also give you the option to reset your password at this time; it is highly recommended that you do this.
- If you get locked out, the site is going to tell you to call HR. HR actually cannot do anything for you on the backend. In this event, you will need to go on the website and select "reset password".

Other Related Services:

PayActiv:  www.payactive.com

- PayActiv provides on-demand instant access to your earned wages as a benefit through KQT/LSR. it is not a loan, has no hidden fees, and doesn't need a credit check.
- Employees can access up to 50% of earned wages (\$500 max) prior to your actual check date.

PayWisely:



- PayWisely is an alternative to direct deposit.
- Your paycheck is loaded onto a Visa Debit Card AND you can also be issued checks to withdrawal money from this account.
- Contact HR if you are interested in learning more.
- Can be found on your ADP app



The Work Number www.theworknumber.com

- Used to provide income and employment verifications. (All of these requests should go to the Work Number.)
- Give to the bank, auto lender, rental community, etc. to validate employment and income.
- all that is needed is your social security number and the employer code: 109753

FTO Program

FIELD TRAINING OFFICER

Keystone Quality Transport recently held an information session for those who are interested in becoming an EMT Field Training Officer.



If you are a **KQT** employee and are interested in becoming an FTO, please send an email to HR@KQTHHealth.com to be considered for the next training class.

For **LifeStar Response** employees, the company is currently in the process of updating the FTO course. An announcement will be made in 2023 with more information.



Winter Weather Advisory: The winter weather season creates many challenges for our employees on the road. The best way to avoid issues while driving is to slow down and leave extra space between you and the vehicle in front of you. Wet, slushy, snowy, and icy roads all mean that extra stopping distance will be needed. Extra care should also be taken when we're transporting our customers outside. Properly packaged and bundled up patients is important as many of them can be adversely affected by cold temperatures. Stretchers should be kept at waist height to help lower the center of gravity and should only be taken on clear and treated surfaces. And most importantly, take care of yourself. Dress for the weather and in layers so you stay warm and dry.

Stay safe this winter!

Brian Eberle

Director of Risk Management and Safety



Safety Knowledge

It will always take more to correct a mistake than prevent it. Preventative measures are most often considered only after an incident has occurred. Avoid this by asking yourself two simple questions before any task: One, what could go wrong? Two, how can it be prevented? Doing this doesn't take much and carries no negative consequences. The same cannot be said for motor vehicle accidents and other safety incidents.

Bumper repairs & mirror replacements cost \$100 - \$2000

Spotting a vehicle costs 15 seconds.

Every 10mph of increased speed, doubles the risk of dying in a crash.

Reducing highway speed by 10mph costs 10 seconds per mile.

Distracted driving is the primary cause for minor, severe and fatal traffic accidents.

Waiting to answer a text cost nothing.

Safe Driver Recognition

Congratulations to
KQT-Samantha Vanhorn, Tyreese Tomlin,
and Wesner Laventure.

LSR- Kelvin May, Tyrelle Smith, and Gabriel
Graham.

Your commitment to safe driving is appreciated!

Safe Driver Recognition requirements: Full-time Employee / 90-Day Lytx Score <26 / No risky or continual behaviors / No at-fault accidents within the past year / No excessive absenteeism



Safe Driving Tip:

Highway Lane Selection

Driving in the left lane increases your chances of speeding, being involved in an accident, encountering aggressive drivers and talks with Risk & Safety.

Keep vehicles out of the left lane.

Safety Spotlight

Bariatric Transports

Bariatric transports can be challenging, especially under certain circumstances. Such transports often require additional resources and specialized equipment. Many include efforts made by Dispatch, Operations, Customer Care and even outside facilities. That being said, it is the crews who are assigned these transports that are the most responsible for their success. Their problem solving, teamwork and consideration for safety are certainly worth recognition!

KQT Teams:

Eddie Smith & Hynif Perkins



Justin Gonzalez & Juliano Lemauro



Chelsey Deal & Christian Jones



LSR Teams:

Nathan Bauer & Steven Lewis

Thomas Pilkerton & Rachel Trotter

Princess Hughes & Keisha Hargrove

#s to know

KQT Payroll: (814) 815-8450

KQT HR: (610) 604-1428

KQT Absence Reporting:

(610) 604-1421

Ambulance: Option 1

Paratransit: Option 2

LSR Payroll:

(410) 247-1178 ext. 126

LSR HR:

Office (410) 247-1178 ext. 145

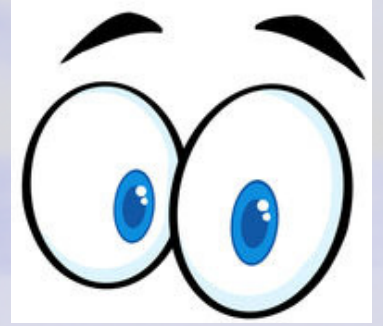
Cell: (240) 761-3539

LSR Absence Reporting:

AJ, CH, Baltimore:

(410) 720-6060 option 2

Eastern Shore: (610) 546-0809



Keep an eye out!

Benefits Open Enrollment
information for the 4/1/23-3/31/24
plan year will be sent out around
February 2023.

KQTHEALTH

What would you like to
see in the next
KQTHHealth Newsletter?

EMAIL: HR@KQTHEALTH.COM