

Happy Holidays! What makes a wonderful Christmas?

While the holidays are often busy and packed with activities, Christmas is also a great time to reflect on what matters most— family and purpose. Christmas time coincides with the closing of a year, presenting us with a wonderful occasion to look back at how far we’ve come and to cherish our most important blessings.

This Christmas season, we at Medstar celebrate our growing team, our wins, and our new-found partnerships. All of these were made possible because of our clients’ trust.

This 2022, our team has grown by almost 50 percent.

When 2021 ended, we had a total of 180 employees including drivers and office staff. We will close 2022 with 256 employees and a couple of new roles being created to ensure that we meet our clients’ needs and keep our partners happy. Last 2021 concluded with 126 trained drivers onboard. This year, we have a total of 186 drivers.

We find the growth of Medstar awe-inspiring and significant because these people are our partners in fulfilling our mission. A bigger team entails a greater capacity to serve our clients and deliver health and happiness.

Similarly, we want to highlight our wins and new-found partnerships. This year, we’ve won contracts with VA taxi services, PFP Omak

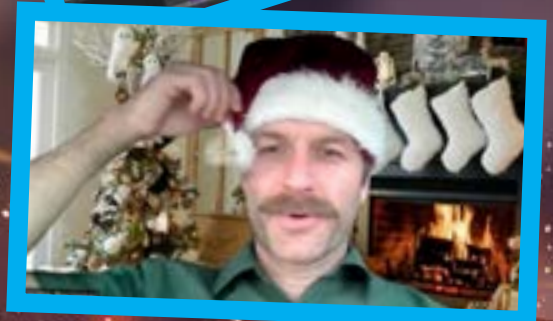
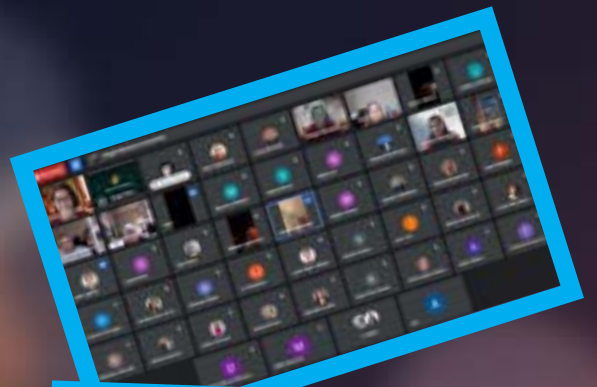
and Okanogan, Spanaway Runner and Community Transit Zip Alderwood. We are proud to be their partners in offering accessible, safe, and economical access to transportation for all. Thank you for believing in us!

Finally, we celebrate that through our new partnerships and the hard work of our employees, this year’s revenue has increased by nearly 20% from last year. Indeed, Medstar saw phenomenal growth in all aspects, and this was made possible because of your continued trust and support.

To cap the year in the spirit of thanksgiving and good cheer, we held a company-wide virtual Christmas gathering which was attended by over 200 employees from different parts of the world. We enjoyed one another’s

company, we participated in games, and we were all energized by the message of our CEO Justin Bergener: *“What I love about Medstar is that we are able to do year-round what Christmas is all about and that is really serving our fellowmen [and] women... One of the greatest blessings that come from Christmas is celebrating the birth of our Savior, Jesus Christ, and what he stood for. What he taught was that we can learn from our mistakes and that we can overcome them. I know that as a team, we’re just going to get better and better and I am so thankful for that. Thank you for being a part of the Medstar team.”*

On behalf of the entire Medstar family, we wish you and your loved ones a blessed and meaningful Christmas!



This Christmas, Medstar will reimbursement 2 movie tickets for each employee. Go see a movie with your friend or loved one, and send a photo to marketing@gomedstar.com. Send tickets/receipts to accounting@gomedstar.com on or before December 31.
#MedstarTakesYouToTheMovies2022

MEDSTAR *Awardees* 2022

JOSEPH BRANDT DRIVER OF THE YEAR



- With 440+
- 65 Trainings conducted
- Perfect attendance with zero callout hours
- "Yes! Man" and go-to driver!
- "Godsent!"
- Clients really love him!

ALEJANDRA CAZARES EMPLOYEE OF THE YEAR



- All around (from Dispatch to Support to Broker Relations Supervisor)
- Super eager to learn and help wherever she can
- Her professional growth is admirable and embodies all our core values
- She is professional, excellent & dedicated in everything she does
- More than a co-worker
- A great friend to all!

Benjamin Estrada

East Trainer of the Year

- 33 Trainings conducted in just 5 months
- Reliable and always ready when needed

Dave Swensen

West Trainer of the Year

- 42 Trainings conducted in just 7 months
- Passionate in training and gives feedback everyday

Lisa Merrick

Driver with the Highest Revenue Time

- Had 900+ client on-board hours
- Helped in many tight situations and last minute call trips

Brandy Dibble

MDI Trainer of the Year

- 79 MDIs conducted among driver applicants

Craig Westbrook

Michele Butler

James Chastain

Nicole Crews

Rocky Nelson

Michael Tomy

Perfect Attendance

Awardees

Yakima Training Team

Most number of active hires with 41 EAST drivers onboarded

Tacoma Training Team

Most number of active hires with 23 WEST drivers onboarded

Jeff Lapitan

Best All-Around Person to Work With

- Works with multiple departments

Nil Magbanua

Significant Contribution in Social Media/Online Branding

- From 366 social media reach when he started, Medstar's online presence has now reached more than 10K (Highest monthly reach this year is 19,620)

Shane Hurley

Most Significant Contribution

- Jack of all trades from mechanic, office maintenance, driver, fleet coordinator, & field supervisor; goes above and beyond to help fellow drivers and treats them with respect

Ezzie Coronado

Save the Day Award

- Great skills, quick to help, always willing to cover for others

October Brost

Perfect Attendance (Dispatch)

- Zero call out hours since hiring date

Amber Brokaw

Dispatcher of the Year

- Company's strongest dispatcher

Nikka Ira

Best Customer Service Representative

- 11,015 calls for the year and 239 PFP surveys
- Average Call Duration of 3m

Sheena Hoffert

Best Team Member

- From CSR to Scheduler to Dispatch Supervisor- she adapts well, flexible and open to change

Marielle Arcilla

Best Leadership

- Sets her team up for success and helps wherever she is needed

Jenny San Jose

Most Surveys Done

- 371 surveys

Fritz Angelo Domagsang

Zero Call Out in 2022

Rich Naval

Most Number of Placed Calls for HR/Recruitment

- 1489 calls to candidates/applicants in a span of 3 months

Congratulations Team!



Announcement from the Accounting Department

FAQS ON W-2 TAX FORM

What is a W-2?

A W-2 tax form shows important information about the income you've earned from your employer, the amount of taxes withheld from your paycheck, benefits provided, and other information for the year. You use this form to file your federal and state taxes.

How do you get your W-2s through Quickbooks online?

1. Log in to Quickbooks using your correct work email address and password (same as whenever you view your paystubs).
 - a. You may request a password reset to accounting@gomedstar.com.
2. For added security, you might have to verify your phone number or some of your personal info first.
3. To view your W-2 copies B, C, and 2 in Quickbooks Intuit, go to the W-2 menu.
4. Select the W-2 copy you want to view or download (and then print).

Don't see your W-2s in Quickbooks Online?

You should see your W-2s by January 31st. Historical W-2s are available up to the past 3 years.

Need copies of your W-2?

You should get your W-2 by mail in early February. Make sure that your BambooHR address is correct!

You may also request an emailed copy from accounting@gomedstar.com.

Medstar Paid Time Off Policy

Eligibility. All full-time salaried and hourly Medstar employees from day 1 of employment. Temporary or contract employees are not eligible for PTO.

Accrual. Eligible hourly employees will accrue PTO based on Payroll working hours each month (except on-call hours) at a rate of 1 hour for every 40 hours of service.

Usage. An employee can only use their PTO after 90 days of regular employment but can already accrue time off from their official first day of work.

Tracking. PTO is tracked in BambooHR. Please refer to your BambooHR Dashboard for details on your PTO balance.

Requests and approvals. All PTO requests must be submitted in BambooHR, including the "Date the Request is For" and the "Reason for Absence". Requests must be approved by your supervisor at least two weeks in advance of the effective date, except in an emergency.

Reason for Absence. Employees may use PTO for the following reasons:

Personal Matters - scheduled leave for a family outing, leisure, to unwind, relax, rest, and rejuvenate

Medical Reasons - COVID-positive patient, under quarantine, for the care of the employee or the employee's family members

- For medical reasons aside from COVID, you will be required to provide a doctor's note for three consecutive days of absence

- For COVID positive patience, you will be required to provide a negative test result after your quarantine period before reporting for work

Carry Over. A maximum of 40 hours of unused PTO by December 31st may be carried forward to the next year. During the year, PTO may accumulate over the balance of 40 hours.

Cash Conversion. Any unused balance over 40 hours can either be used or converted into cash by the end of January of the next calendar year otherwise, it will be forfeited. You must send an official email request to accounting@gomedstar.com on or before January 15 of the next calendar year. This will not be automatic and must be with proper documentation.

Rate of Pay. Employees must be paid their normal hourly compensation for each hour of PTO used. "Normal hourly compensation" is the hourly rate that an employee would have earned for the time during which the employee used paid time off. Normal hourly compensation DOES NOT include any bonuses, incentives, overtime rates, tips, gratuities, service charges, holiday pay, or any other premium rates.

Upon Separation. If an employee separates from employment whether voluntary or involuntary, there will NOT be any financial or other reimbursements to the employee for the accrued and unused paid time off balances available at the time of separation. The company will NOT pay out PTO upon separation or resignation.

For any questions regarding this New Paid Time Off Policy, please reach out to accounting@gomedstar.com and we'll be very happy to assist you!

2023 Pay Rate Increase and Trainer Incentives

Washington State employee pay rates were reviewed and will be adjusted starting on January 1st. BambooHR profiles will be updated this month and January 30th paystubs will reflect the new rates. Also, effective January 1st, the company will no longer pay out Seattle, COVID, and trainer incentives, as well as signing bonus as these were already factored into the 2023 pay rates and structure. For any questions, please feel free to reach out to accounting@gomedstar.com.

Health Corner

Read our health insurance provider, Redirect Health's few tips on how you can prevent getting you or your family sick this year.

Wash Your Hands Frequently

You've probably heard this one a million times, but washing your hands is one of the biggest ways to prevent germ spread. If you are sick, it is very easy to transfer sick germs onto frequently touched surfaces that can pass to others in your home, or in public places. If you aren't sick, then washing your hands or using a hand sanitizer with at least 60% alcohol after touching surfaces, especially in public places, can avoid bringing viruses into your body. Be careful touching your mouth, nose, or eyes with unclean hands.



Are You Attending A Holiday Gathering? Be Cautious Ahead of Travel

Getting together for the holidays is a big reason illnesses can spread, as we are usually inside and in close quarters with our families and friends. It is good to be cautious ahead of meeting up with others, especially if interacting with older or immunocompromised people. If you can, avoid going to crowded restaurants indoors, or wear a mask in crowded places a week or at least 3 days prior to your gathering. Most virus symptoms will show up around 3 days after infection. You should also get tested before leaving, whether through at-home tests or through your provider, especially if you are experiencing symptoms.



Boost Up Your Immune System

Don't feel guilty about indulging in your favorite holiday treat, but make sure you are also maintaining a healthy diet of fruits, vegetables, and whole grains that help boost your immune system. Foods that contain vitamin C, like citrus, vitamin D, like fish or dairy, and zinc, like nuts and poultry are all great options to maintain in your diet to keep your body ready for fighting off any nasty bugs.

If you are interested in enrolling* in our Health Insurance Benefit with Redirect Health contact us at HR@gomedstar.com, and fill out this Intake Form <https://forms.gle/jhQbZrKcNewUASJN6>.

*After 90 days of employment, employees are eligible for the Health Insurance benefit, PTO, and 401(k) plan with matching up to 3%!

Fleet and Safety Corner

Accident/Incident Reporting Procedures.



We are happy to announce that there are now 2 different reports for accidents/incidents. One report is for reporting an accident or incident with a client and the other is for reporting an accident or incident with the vehicles. Remember to always fill out an accident/incident report even if you think the situation/damage is not of an emergency or importance. The reports help us in case any future issues may arise. If you are unsure of how to complete the reports, please go to Fleetio Go and do a "TEST" report. You can use the vehicle called "Training".

If you are involved in an accident or incident remember the following procedures:

1. If no one is injured, and if possible, drive the vehicle to the side of the road or to a nearby safe location.
 - a. Turn on emergency flashers.
 - b. Remember to park in a way that if need be a wheelchair client can be unloaded safely.
2. Always call 911 even if there are no injuries. The police report will be needed.
 - a. The operator will let you know if an officer is on the way or if you need to file a report online.
3. Call dispatch. This is always a phone call.
 - a. Let dispatch know if you have a client onboard.
 - b. Let dispatch know if you have more scheduled trips.
4. If there is a need for a tow truck, your dispatcher will advise you on the next steps.
 - a. ETA for a tow truck, Or they may have you call the towing company to let them know your exact location.
5. Follow the step-by-step instructions for the Accident/ Incident Report on Fleetio Go.
 - a. Always get the other drivers' information (insurance, drivers license)
 - b. Always take pictures of both vehicles if possible.
6. Do NOT have the vehicle removed from the situation until you have authorization from your dispatcher or the fleet department.
7. If a client falls, offer to call 911, even if there appears to be no injuries. Then call dispatch and fill out the accident incident report.
 - a. This is important so we can report to the broker.
 - b. Always fill out the accident/incident report for any accident or incident.

Welcome to MEDSTAR!

We welcome the following employees who have recently been hired as drivers and office staff from November 20, 2022 until December 20, 2022

WILL S.

Transportation

APRIL A.

HR Representative

KANGA M.

Transportation

MARLENE G.

Transportation

PERLA S.

Transportation

JULIO A.

Transportation

DAN C.

Scheduler

JOAQUIN G.

CSR/Dispatcher

JOYCE V.B.

Transportation

WARREN W.

Transportation

BRICE G.

Transportation

BIA C.

Admin Assistant

CESAR G.

Transportation

LOGAN E.

Transportation

MIKE F.

Transportation

MOHAMED B.

Transportation

NICOLE H.

Transportation

JAY C.

Dispatcher

JOSE MANUEL M.

Transportation

KEVIN C.

Transportation

HAMIDHA A.

Transportation

ANYSSA P.

Transportation

RONA R.

Researcher/Writer

ZAK D.

Transportation

KAMIE H.

Transportation

JOSHUA K.

Transportation

JEFF Q.

Maintenance

NESTOR V.

Transportation

DANIEL C.

Transportation

MISS C.

Transportation

EMPLOYMENT ANNIVERSARIES *for December*

1 YEAR

JERMAAL L.

DECEMBER 9

1 YEAR

MARIA A.

DECEMBER 10

3 YEARS

ADAM S.

DECEMBER 13

1 YEAR

FRITZ D.

DECEMBER 14

3 YEARS

JEFFREY H.

DECEMBER 20

1 YEAR

ALICIA S.

DECEMBER 29

Your hard work, dedication, and commitment are very much appreciated! Congratulations and we hope to have you here at Medstar for many, many more years to come.

MEDSTAR'S BIRTHDAY WALL



“May the joy that you have spread in the past come back to you on your birthday. Happy Burthday!”

-FROM YOUR MEDSTAR FAMILY

MEDSTAR LAUGHS



What is a Christmas tree's favorite candy?

Orna-mints!

How does a snowman lose weight?

He waits for the weather to get warmer!



What do you call an obnoxious reindeer?

Rude-olph!

How does Rudolph know Christmas is coming?

He checks his calen-deer!



What did Adam say the day before Christmas?

It's Christmas Eve!

MEDSTAR SHOUTOUTS

This month, Medstar continues to receive positive feedback from the community. Thank you, everyone, for your dedication and excellent service!



You guys are amazing, happy holidays if I can make an ornament with a MedStar on it, I will. I appreciate you guys because this is one of the most difficult times for a mom and a baby to be out in the cold and for you guys to be available to us. I appreciate you guys with all my heart.

Amore A.
PFP client



I am beyond words in my attempt to describe the exceptional service I received yesterday from Sheri / #438. While I admit to not expecting the type of quality service I received from her because of my history of using paid transportation in the past, I will say she made my ride experience as comfortable as possible. I offer my sincere thanks to Sheri, and her leadership team who have done a good job supporting her understanding of good customer service. There is a book on customer service that I encourage as reading material during my professional development session. The book is entitled RAVING FANS. The universal principles that are so well presented in that book will lead individuals who work in the customer service space from providing acceptable service to exceptional service. I would say Sheri in her service to me was the embodiment of the core principles of that book. I don't know if Sheri has read the book but I surely appreciate the way she lived out the principles of that book in her service to me and I am so thankful.

Client



Good morning! I just wanted to give a shout out to the Selah route driver, Scott Balmer, and his considerations of delivering a client wheelchair bound closer to the sidewalk/entrance of the school, instead of streetside - due to the snow & icy conditions. Although he didn't have to, doing this builds a good repore with our clientele.

-O.B.
Dispatch