

MEDSTAR *Monthly*

THE OFFICIAL NEWSLETTER OF MEDSTAR TRANSPORTATION

December 2023 Issue









Merry Merry Christmas!

On December 15th, we came together virtually to wrap up the year with joy and gratitude. [Here's a recap:](#)

A Christmas Gift Just For You!

Medstar is spreading festive cheer by presenting each and every one of our valued employees with a special year-end gift!

This season, **we are gifting you a \$50 wellness reimbursement**, because your well-being matters to us. Indulge in self-care and choose from a variety of options to make this holiday season truly rejuvenating. **Here are some ideas:**

-  **Smart Watch/Fitbits:** Boost your fitness with cutting-edge technology.
-  **Gym Membership:** Break a sweat and stay active at your preferred fitness center.
-  **Fitness Class/Yoga Class:** Embrace a healthier lifestyle with guided classes.
-  **Exercise Equipment:** Bring the gym home with equipment tailored to your routine.
-  **Spa/Massage:** Unwind with a soothing spa day or a blissful massage.
-  **Facials:** Treat your skin to a refreshing facial.
-  **Manicure/Pedicure:** Pamper your hands and feet for a touch of luxury.
-  **Meditation App:** Find tranquility in the palm of your hand.

To claim your gift, simply share your receipt with us by emailing accounting@gomedstar.com on or before **January 15th, 2024**.

Your well-being is our top priority, and we hope this gift adds a sprinkle of joy to your festive season.

Here's to a healthier and happier New Year! 🎉

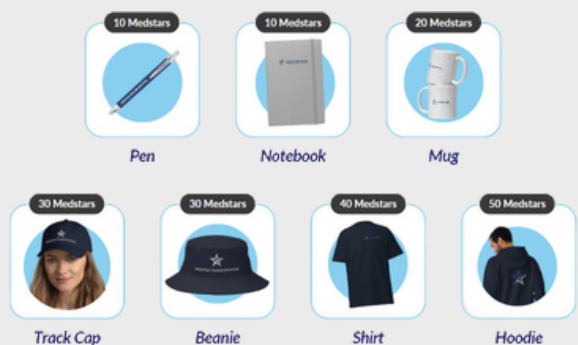
Claim your MedSTAR Merch!

This year, our devoted team has meticulously tracked a range of accomplishments contributing to your MedSTARS earnings, including positive client reviews, save the day points, work anniversaries, and accolades.

These achievements are converted into valuable MedSTARS, which can be exchanged for exclusive Medstar Merchandise. To claim your well-deserved rewards, follow these straightforward steps:

- ✓ **Send an email to hr@gomedstar.com.**
- ✓ **Use "CLAIM MEDSTAR Merch" as the subject line.**
- ✓ **Provide your Name.**
- ✓ **Specify the number of MedSTARS you wish to redeem.**
- ✓ **Indicate the item you would like to exchange your MedSTARS for.**

We eagerly anticipate celebrating your achievements through this program and trust that you'll savor the rewards that come with your MedSTARS. Here's a picture showcasing available merchandise and the corresponding number of MEDSTARS required for each item.



Congratulations to our Service Awardees!

30 Years

Lloyd Bennett

20 Years

Benjamin Estrada

18 Years

Marty Easter

13 Years

Wade Galbreath

12 Years

Rocky Nelson

11 Years

Limetta Armstrong

9 Years

Victor Lopez Jeff Lane
Slavik Chegarnov

8 Years

Ezzie Coronado Jeanie Blackburn

6 Years

Irma Estrada Michael Tummy
Michael Bishop Juan Marquez
Merritt McDowell Brandy Dibble
Doyle McCollom Nicole Crews

5 Years

Kevin Meeks Teresa Asbury
Kevin Bishop Shawn Southwick
Joe Lucki Shari Zeigler
Geana Rivera Rob Bowers
Brooke Bounds Garth Stein
James Chastain Ahlisha Johnson
Robert Delp

Congratulations to our Year-End Awardees!

Perfect Attendance Award

The **Perfect Attendance Award** goes to employees who are punctual and present every day throughout the year. These employees had no callouts, no unscheduled time offs and UTOs. It's not just a badge of honor; it's a testament to their dependability and dedication. This is truly something to proudly share with everyone, a tangible reminder of the consistency and reliability you bring to our team and an achievement worthy of celebration.

Drivers

Yasko Cokic
Chris Nygaard
Kamie Hanson
Kevin Meeks

Field Assistants

Robert Delp
Joseph Brandt
Nicole Crews
Rocky Nelson

Regional Manager

Shane Hurley

Save the Day Award



Dwayne Evans

Accumulating an **impressive 26 Save the Day points**, translating to a total of 242 hours, Dwayne has consistently demonstrated an unwavering readiness to lend support. Whether it's stepping in at a moment's notice or covering for driver callouts, he exemplifies dedication and reliability, embodying Medstar's Core Values. Hats off to Dwayne! You don't just lend a hand; you have truly saved the day!

Most Positive Reviews



Marka Spegal

Marka has the most number of Positive Reviews this year, receiving accolades from ZIP clients who consistently describe her as a fantastic, professional, and pleasant individual. Her driving skills are commended for being both cautious and observant, making her stand out as an exceptional driver. Moreover, Marka exhibits strong customer service skills, adding an additional layer of professionalism to her profile.

Alofa also received the most number of Positive Reviews, with clients consistently portraying him as outstanding, exceptionally polite, fantastic, and pleasant. Furthermore, he upholds a commitment to cleanliness in his vehicle, ensuring a pleasant atmosphere for clients. Notably, he goes the extra mile by fostering a positive mood among clients and diligently returning any lost items, contributing to an overall exceptional service.



Alofa Sao

Trainers of the Year



Susie Hansch

Susan is our Trainer or Field Assistant of the Year on the West Side, having conducted the most number of MDIs and Training in Vehicle sessions this year. Praised by our new hires, she is hailed as an exceptional trainer, with many expressing the sentiment that "we need more trainers like Susan." Her commitment to excellence in training is evident in both her accomplishments and the positive impact she leaves on those she instructs.

Joseph Brandt stands out as our Trainer of the Year on the East Side, conducting the highest number of MDIs and Training in Vehicle sessions in the East Area. His notable quality lies in his consistent communication, as he diligently provides feedback about his trainees, ensuring everyone stays in the loop. In addition to his instructional excellence, Joseph has garnered several positive reviews from clients this year, who commend him as an exceptional driver. His commitment to both training and delivering outstanding service is truly commendable.



Joseph Brandt

Customer Excellence Award



Victor Lopez

Victor has earned the Customer Excellence Award for his outstanding achievements. Demonstrating remarkable efficiency, he boasts the lowest call out hours coupled with the highest performance scores. Victor consistently fulfills his job duties with diligence, and his dedication extends beyond regular hours—willing to stay extra, especially when not in school, to contribute to the call center's success.

Customer Excellence Award



Marty Easter

Marty is the recipient of this year's Safety Award, a testament to his exceptional record—free from accidents, traffic violations, and virtual trip inspection failures. Throughout the entire year, he diligently completed all safety topics, showcasing a steadfast commitment to maintaining a secure and hazard-free environment.

Office Staff of the Year



Jeanie Blackburn

Jeanie Blackburn is our Office Staff of the Year, earning predominantly 4's and 5's in performance ratings. With an impressive 36 "save the day" hours and a dedicated total of 2,075 working hours throughout the year, Jeanie's commitment to excellence stands out. Her stellar performance, willingness to help, and strong dedication recently earned her a promotion to the role of Scheduling Supervisor. Colleagues commend her for doing exceptionally well in her new role.

Driver of the Year



Renee Steuer

Our Driver of the Year is Renee! With stellar performance ratings consistently ranging from 4's to 5's, Renee has not only maintained a record with no callouts but has also accumulated an impressive 65 hours of "save the day" points. Her impeccable track record includes zero complaints, no accidents, and commendations from satisfied clients.

Here's what several clients had to say about her:

"Rene showed up within a minute. It was a quick service! What a cautious, very careful, and very courteous and cheerful driver!"

"Excellent driver. Alert, focused on driving and personable."

Employee of the Year



**Sheena
Northrup-Hoffert**

Sheena exemplifies relentless motivation, consistently embraces learning, and aligns her work ethic with our values. Her fearless guidance and adept team course-correction underscore her unwavering determination. Moreover, each year showcases her remarkable growth and improvement within her role. She consistently garners high-performance ratings, a testament to her exceptional dedication and contributions.

Fleet & Safety Corner



Accident Procedures

In case of an accident, following the correct steps is crucial for ensuring safety and proper reporting.

The following steps should be taken in the event of an accident:

- ✓ **Safety First**
Ensure safety by moving to a safe location, turning on hazard lights, and assessing injuries. If possible, move vehicles out of traffic to prevent further accidents.
- ✓ **Check for Injuries**
Assess yourself and others involved in the accident for injuries.
- ✓ **Contact Authorities**
Call the police to report the accident. File a police report, even for minor incidents.
- ✓ **Obtain a copy of the report to give to support.**

Vehicle Maintenance

Proactively maintaining your vehicle is crucial. If you notice it's nearing, due, or overdue for service, kindly request an action item from your dispatcher. When scheduling services, inform your dispatcher of the date and time, allowing them to coordinate with scheduling to work around the maintenance.

YDAR MUST ALWAYS INFORM 911 THAT THEY ARE IN A CITY VEHICLE.

- ✓ **Contact Dispatch**
Call dispatch to inform them of the accident and if you have future trips.
- ✓ **Exchange Information**
Exchange information with the other driver(s) involved: names, contact details, insurance information, license plate numbers, and vehicle makes/models.
- ✓ **Document the Scene**
Take photos of the accident scene, including vehicle damage, the surrounding area, road conditions, and any relevant road signs or signals.
- ✓ **Limit Discussion**
Avoid admitting fault or discussing details of the accident beyond exchanging necessary information. Stick to factual statements when speaking to the police or other parties involved.
- ✓ **Fill out the accident/incident report form on Fleetio Go**
Follow the step by step instructions on Fleetio as soon as possible. This must be done within the hour of the accident happening.
- ✓ **Seek Medical Evaluation**
Even if you feel fine, consider seeking medical attention. Some injuries may not be immediately apparent.

REMEMBER!

The accident/incident report must be filled out in Fleetio. Failure to fill out the report form could lead to disciplinary actions.

Picking Up Riders At The Library On 44th Ave In Lynnwood



Due to multiple accidents, please do not park and pick up riders by the greenery and behind the handicap parking space. Moving forward, please park on the side of the library closest to 44th Ave.

Human Resources

Corner

Ensuring Compliance: A Reminder of Medstar's Drug and Alcohol Policy

In our ongoing commitment to safety and compliance at Medstar Transportation, we want to provide a clear and concise reminder of our Drug and Alcohol Policy. This is especially crucial for all employees in safety-sensitive positions, including drivers, dispatchers, and mechanics, as outlined by the DOT regulations.

✓ **Pre-Employment Drug Test**

Before joining our team, all drivers, dispatchers, and mechanics are required to pass a pre-employment drug test. All drug and alcohol testing is scheduled by the HR department and is conducted only by certified clinics. Alliance2020 is our trusted third-party drug and alcohol testing provider, and they provide us with a list of approved clinics.

✓ **Random Drug and Alcohol Testing**

Once hired, you will be added to our Random Drug and Alcohol Testing Pool. Alliance2020 conducts computerized random selections every quarter to determine which employees under covered positions (drivers, dispatchers, and mechanics) will undergo random drug and/or alcohol testing.

DOT FTA regulations mandate that we subject 50% of covered employees to random drug testing and 10% to alcohol testing each year, distributed across four quarters. Please be aware that random alcohol testing always accompanies drug testing, so some may be scheduled for both types of tests.

It's important to understand that the selection process is entirely random, meaning that you could be chosen multiple times throughout the year. Rest assured that we are doing our best to ensure that the testing schedules are as evenly spaced as possible to minimize any inconvenience.

✔ Reasonable Suspicion Testing

Aside from random testing, we also implement reasonable suspicion testing if there is a belief, based on specific observations, that a covered employee has used prohibited drugs or engaged in alcohol misuse. Trained supervisors or company officials will make referrals for testing based on observable factors related to appearance, behavior, speech, or body odors.

✔ Post-Accident Testing

Covered employees will be subject to post-accident drug and alcohol testing under specific circumstances, including fatal accidents and non-fatal accidents that result in injuries requiring immediate medical treatment away from the scene or significant vehicle damage.

Consequences for Violations

We want to emphasize that our company strictly implements the **"Zero Tolerance Policy"** regarding drug and alcohol violations. Any employee who tests positive for drugs or alcohol (with a BAC at or above 0.04) or refuses to test will be referred to a Substance Abuse Professional (SAP) and their employment with Medstar will be terminated.

Here's the process following a positive drug or alcohol test result:

- ✔ The employee will be removed from safety-sensitive duties.
- ✔ They will be referred to a SAP.
- ✔ The employee is responsible for covering the cost of the treatment plan recommended by the SAP.
- ✔ If they wish to return to Medstar, they must undergo a Return to Duty test with negative results.
- ✔ They must also sign a return to duty agreement and comply with all follow-up testing as determined by the SAP.

As we look ahead to the first quarter of 2024, and the possibility of being selected for random testing, we encourage you to see it positively. Random testing is a crucial part of our commitment to safety, and it helps ensure that our transportation services remain secure and reliable for our passengers and the public.

Our commitment to safety and compliance is unwavering. Strict adherence to our Drug and Alcohol Policy is not only a regulatory requirement but also a fundamental aspect of ensuring the safety of our employees, passengers, and the public. We appreciate your cooperation in upholding these standards, and we remain dedicated to providing a safe and secure transportation service for all.

Accounting

Corner

PTO Policy Reminder

Haizel Baga

The year is almost over, and we want to make sure you are aware of some essential details about our PTO Policy. This policy allows you to use your PTO for any personal or medical reasons that suit your needs. Here are some main points to keep in mind:

Eligibility and Accrual

- You are **eligible for PTO from day 1 of employment.**
- You accrue PTO at a rate of **1 hour for every 40 hours of service.**

Usage and Tracking

- PTO can be used after **90 days of regular employment**, but accrual will start from your first day of work.
- You can **track your PTO balance in BambooHR.** Please check your dashboard regularly.
- You must submit your PTO requests in BambooHR at least two weeks in advance and get approval from your supervisor before taking PTO.



Health Corner

Holiday Cheer with a Healthy Twist: December Health Corner

Deck the halls with wellness and joy! This December, the Health Corner brings you a festive blend of tips and treats to keep your holiday season bright and healthy.

Festive Fitness

- **Rockin' Around the Christmas Tree:** Swap sedentary carols for a calorie-burning workout! Put on your favorite holiday tunes and dance it out.
- **Snowball Fight Fun:** Grab your colleagues (and maybe some snowballs!) for a playful outdoor workout. Laughter and fresh air are the perfect recipe for holiday cheer.
- **Sleigh Bell Sprinting:** Take a brisk walk or jog through your neighborhood to soak in the winter wonderland and get your heart pumping.

Feasting with Finesse

- **Mindful Munching:** Savor the season's delicious flavors without overindulging. Choose smaller portions, focus on nutrient-rich foods, and enjoy every bite.
- **Spiced Up Sides:** Add a healthy twist to your holiday dishes! Roast your vegetables with festive spices, whip up a fruit salad with a zingy dressing, or swap creamy dips for hummus and veggie sticks.
- **Hydration Hero:** Don't let holiday cocktails dehydrate you! Sip on plenty of water throughout the day to stay energized and avoid unhealthy cravings.

Remember, a healthy holiday season is a happy holiday season! Keep these tips in mind, prioritize your well-being, and enjoy the festive spirit with gusto. Wishing you a healthy and joyful December!

...continuation of Usage and Tracking

- You can use your PTO for personal matters or medical reasons. If you are absent for three consecutive days due to illness, you must provide a doctor's note.

Carry Over and Cash Conversion

- You can carry over a **maximum of 40 hours** of unused PTO to the next year. If you have more than 40 hours by December 31st, either use it or **convert it to cash by the end of January** of the next year.
- To convert, email accounting@gomedstar.com by January 15th. Unused or unconverted PTO will be forfeited after the deadline.

Rate and Separation

- You will be paid your **normal hourly compensation** for each hour of PTO used. This does not include any bonuses, incentives, overtime rates, tips, gratuities, service charges, holiday pay, or any other premium rates.
- If you leave Medstar for any reason, you will not receive any payment or reimbursement for your accrued and unused PTO.

We hope this reminder helps you make the best use of your PTO and benefit from the cash conversion option. We are grateful for your hard work and commitment to Medstar. If you have any questions or concerns, please reach out to accounting@gomedstar.com and we will be glad to help you.

Stress-Less Celebrations

- **Mindful Moments:** Take time for yourself amidst the holiday hustle. Practice deep breathing, meditation, or yoga to manage stress and find inner peace.
- **Sleep Soundly:** Prioritize a good night's sleep to recharge your batteries. Stick to a regular sleep schedule, avoid screens before bed, and create a relaxing bedtime routine.
- **Gratitude Glow:** Take a moment each day to appreciate the good things in your life, big or small. Sharing your gratitude with others can spread joy and boost your own well-being.



Medstar Laughs



New Hires

We welcome the following employees who have recently been hired as drivers and office staff from **November 16, 2023 to December 19, 2023!**

Drivers

Deanna S.
Shakti R.
Charlotte H.
Bill S.
Bob O.
Greg C.
Manpreet K.
Beau V.
Marquez L.
Tavares M.

Edwin O.
Eyob K.
Joe L.
John G.
Mika U.
Steven C.
Iosefo M.
Dawn H.
Richard S.

Android Developer

Yoye S.

iOS Developer

Kevin T.
James C.

Dispatchers

Jonathan V.
Brittney C.
Carolina L.
Cliff H.
Suzy A.

Customer Service Representative

Roel C. Maria V.

December Celebrators



DEC 1

Vyacheslav C.



DEC 5

Dawn Joren D.



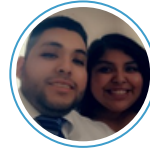
DEC 6

Paul D.T.



DEC 7

Martin E.



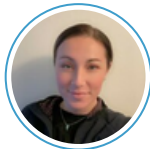
DEC 10

Susan L.



DEC 12

Miren M.



DEC 18

Brittany M.



DEC 19

Amy M.



DEC 19

Martin B.



DEC 20

Daniel Juarez D.



DEC 20

Crystal S.



DEC 22

Deshae B.



DEC 22

Dean R.



DEC 29

Winfield Y.



DEC 31

Wynslet Loriz Y.



DEC 31

Matthew S.



DEC 31

Michael B.

January Celebrators



JAN 1

Mohamed A.



JAN 3

Joshua K.



JAN 4

Joshua B.



JAN 6

Kevin Lloyd T.



JAN 6

Kevin G.



JAN 8

Natalie D.



JAN 9

Devin H.



JAN 13

Amber B.



JAN 16

Merritt M.



JAN 17

Thennil Grace L.



JAN 18

Brendan R.



JAN 20

Jasmin C.



JAN 22

Rael C.



JAN 22

Shari Z.



JAN 23

April G.



JAN 26

Joe L.



JAN 30

Julio A.

Work Anniversaries



Arlu Bianca C.

1 year on January 5



Daniel C.

1 year on January 6



Warren W.

1 year on January 6



Julio A.

1 year on January 7



Maria A.

2 years on January 10



Alicia S.

2 year on January 29

Positive Reviews

Here are some positive reviews from our clients!

“

On a frosty morning, it was wonderful to take the ZIP car with such careful, courteous, and observant drivers.

—Diane D.

Markiesha did a good job! It's always a great time with Medstar.

—Thomas C.

“

Grateful for ZIP dispatchers and CSRs who are always efficient!

—Diane D.

More Positive Reviews

“—
I had fallen and hurt my leg, and Michele B. was very, very careful with my leg. I asked her to pull me backward instead of forward, which I'm sure must have been awkward for her. But it sure did help me, and she was so kind about it. When she tightened the strap to secure my wheelchair, she made sure it wasn't wiggling left and right; she tightened it really tight. She really did a great job.

—Kay W.

—”
8 rides in 8 days, picked up quick and prompt delivery with ZIP.

—Anonymous

—”
Medstar has been transporting my husband in his power wheelchair from a rehab facility to the VA Hospital for dialysis for a couple of months. He moved back home this weekend, and today was the first time I accompanied him from home! We had such a pleasant ride with our driver, Daniel J. He remembered my husband from the previous ride(s) and happily played music selections that he recalled were to his liking. Daniel stepped up when the originally scheduled driver had an emergency and accommodated suggested route changes (we were familiar with). This helped make up for the lost time (caused by the “emergency” changes), getting us to John's appointment on time. We're happy to ride with such pleasant, accommodating, and safe drivers.

—John's wife