



# MEDSTAR

## Monthly

THE OFFICIAL NEWSLETTER OF MEDSTAR TRANSPORTATION

February 2024 Issue

The month of February is a time dedicated to love and appreciation. Thus, we wanted to take a moment to recognize and celebrate the incredible experiences our clients have shared with us. At Medstar, our mission goes beyond transportation; it's about fostering genuine connections and providing exceptional care to those we serve.

Here are some heartwarming testimonials from recent journeys, showcasing the outstanding service delivered by our dedicated team members:

*I recently received a ride from Whidbey Island to downtown V. A. Your driver, Steve #441, is an exemplary employee—courteous, prompt, and very helpful!*

● Tim M.

*Julio A. is superior; we greatly appreciate him. He drives very carefully. He's very compassionate. I want to make sure you know.*

● Kay W.

*Marka S. is always amazing every time I have her. She's always cheerful and on time. I love her as a driver.*

● Spencer B.

*Very great customer service! When the app did not prompt me about an out-of-zone location, a customer service representative called me to let me know about the reason for the cancellation. Very professional, and I am impressed with the services from the app (GOIN') to the nice female driver.*

● Mark M.

*I have found your drivers to be very, very friendly and courteous. Beatriz is really charming. I hope it works out well because I use it regularly. So, thank you very much.*

● Ko K.

*Van C. was an excellent and polite young man. He made sure that I was okay before he left.*

● Donald R.

*I just wanted you to know that you guys are awesome. Thank you.*

● Michael P.

*The customer states that he really likes the Zip service as it provides him with a way to get to places he normally couldn't go.*

● Anonymous

*He was very professional; his van was clean, and he made sure he could find me inside the clinic. I just wanted to give him a thumbs up as it was VANJOVIC, and his van number is 485, which gave your company a good name.*

● Diane S.

*Mason was so professional and polite. The driving was excellent, and I enjoyed the trip. The van was so clean!*

● Cas H.

We commit to make every journey a testament to care, compassion, and reliability. **At Medstar, love is our driving force.** Happy February, and let's continue spreading warmth and positivity with every ride!





# Human Resources



## Corner

### Exciting News: Medstar to Cover Increased Redirect Health Premium!

As part of our ongoing commitment to the well-being and support of our incredible team, we are thrilled to announce that Medstar will be shouldering the recent increase in Redirect Health Premium! This means that you can continue to enjoy the excellent healthcare benefits you deserve without any additional burden on your shoulders.

We understand the importance of accessible and affordable healthcare for you and your loved ones, especially during these challenging times. By shouldering the increased premium costs, we aim to alleviate any concerns and ensure that you can focus on what matters most – your health, happiness, and professional success.

To delve deeper into the specifics of this coverage and understand how it benefits you, we encourage each of you to take a moment to review the pricing guide provided. Whether you're exploring healthcare options for the first time or seeking clarification on existing coverage, the pricing guide serves as a valuable resource to empower you with the information you need to make informed decisions about your healthcare.

At Medstar, we firmly believe that our greatest asset is our people – each and every one of you. Your dedication, passion, and hard work are the driving forces behind our success, and it's our privilege to support you in every way we can.

# Accounting



## Corner

### Holiday Pay Policy Reminders

Haizel Baga

As a valued employee of Medstar Transportation, we want to make sure you are aware of our holiday pay policy. This policy is applicable to all hourly employees.

#### Approved Holidays

At Medstar, we acknowledge the following days as approved holidays:

- ✓ Thanksgiving
- ✓ Christmas Day
- ✓ New Year's Day
- ✓ Independence Day

**\*Note:** All holidays not listed above will be compensated at the regular rate if the hourly employee reports to work.

#### Holiday Pay

For any work performed on these designated holidays, you will receive compensation at a rate of **one and a half times** your regular pay. This is also known as **time and a half**. This is a benefit that Medstar offers to show gratitude for your service and commitment.

To receive holiday pay, it is essential that you notify your manager or supervisor in advance and **obtain approval** for working on the holiday. Moreover, **actual work** during the approved holiday period is necessary to qualify for the time-and-a-half rate. Essentially, this means you will **get paid at a higher rate** for the hours worked on holidays.

Please note that holiday pay will be processed in accordance with the **standard payroll cut-off schedule** outlined in the company handbook.

For any pay-related questions, please email: [accounting@gomedstar.com](mailto:accounting@gomedstar.com)

Plan Type		Provider: Redirect Health   Reviewed: October 2023 [ Contract Renewed: 1/1/2024 ]		
		Redirect Health - Plan Price	Employee participation Cost p/month	Employer participation Cost p/month
EverydayCARE® without Hospitalization Pricing*	EMPLOYEE ONLY	\$ 150.00	\$ 75.00	\$ 75.00
	EMPLOYEE & SPOUSE	\$ 270.00	\$ 150.00	\$ 120.00
	EMPLOYEE & CHILD(REN)	\$ 270.00	\$ 150.00	\$ 120.00
	EMPLOYEE & FAMILY	\$ 400.00	\$ 260.00	\$ 140.00
EverydayCARE® with Hospitalization Pricing*	EMPLOYEE ONLY	\$ 415.00	\$ 215.00	\$ 200.00
	EMPLOYEE & SPOUSE	\$ 820.00	\$ 455.00	\$ 365.00
	EMPLOYEE & CHILD(REN)	\$ 850.00	\$ 475.00	\$ 375.00
	EMPLOYEE & FAMILY	\$ 1,200.00	\$ 750.00	\$ 450.00

\*Households with at least one member who smokes will not be eligible for an additional \$75 discount as reflected in the illustrated price.

# Fleet & Safety Corner



## Invitation To Join The Safety Committee

🌟 Calling all safety enthusiasts! 🌟

Ready to turn passion into action? Join the frontline as a proud member of our Safety Committee! Our meetings kick off every Friday at 12pm, and we want YOU in the driver's seat.

If you are interested, send an email to [support@gomedstar.com](mailto:support@gomedstar.com) to dive into the heart of safety excellence. Your contribution isn't just appreciated; it's the game-changer we've been waiting for!

## Safety Topic of the Month Requirement

Starting January 1st, it's time to rev up your commitment to safety. Buckle up for our monthly safety topic – a must for every driver on the road! 🚗🌟

Falling behind? Gear up, because failure to complete this requirement means missing out on the safety bonus. We believe in your dedication, and your adherence to this requirement isn't just valued – it's the key to unlocking that bonus! 🏆 Drive safe, earn big!

## Vehicle Cleanliness

Keeping our vehicles in top-notch condition is non-negotiable. We're on a mission to set the standard for cleanliness, so please make it a priority to sweep, vacuum, wipe down, and wash your vehicle as needed.

It's not just about appearance – a pristine vehicle showcases our professionalism and underscores our dedication to delivering top-tier service to our clients. Plus, here's the extra shine: a clean vehicle plays a starring role in boosting your driver bonus! 🌟🏆 Let's roll out in style and earn those well-deserved bonuses together!

## Transportation Services Rest Stop Policy

### Restroom Stops

Drivers providing transportation services are strictly limited to making restroom stops at DOT-approved rest areas. These rest areas are designated as safe and suitable for breaks during trips. It is imperative that drivers adhere to this policy for the safety and well-being of both passengers and staff.

### Authorized Stops for Methadone Trips

For methadone trips to 402 S 4th Ave Yakima, WA, drivers are authorized to transport clients from their homes to 402 S 4th Ave and back. The only permissible stop during these trips is at the Prosser rest stop. There are no exceptions to this rule, even in special circumstances such as pregnancy. The Prosser rest stop is the sole approved additional stop for methadone trips.

### Fueling Procedures

It is recommended that drivers fuel up the vehicle either before or after transporting a client. While fueling with a client in the vehicle may be necessary at times, it should be coordinated with dispatch to ensure optimal safety and efficiency. It is strictly prohibited to fuel the vehicle with a client on board without prior coordination with dispatch.

### DOT-Approved Rest Areas

A comprehensive list of DOT-approved rest areas can be found here. Drivers must familiarize themselves with these locations and ensure that all rest stops comply with DOT regulations. For a comprehensive list, you can access all approved DOT rest stops using this link:

<https://wsdot.wa.gov/travel/roads-bridges/rest-areas>

### Compliance and Consequences

Non-compliance with this policy may result in disciplinary action, up to and including termination. It is the responsibility of all drivers to prioritize safety, follow established procedures, and communicate effectively with dispatch when necessary.

This policy is subject to periodic review and updates. Any changes will be communicated to all relevant staff members.

*Thank you for your commitment to ensuring the safety and well-being of our clients and maintaining the highest standards in transportation services.*





As we embrace the month of love, let's infuse it with some lighthearted fun! Here are a handful of Valentine's riddles:

A doctor and a bus driver are both enamored with the same woman, Sarah. The bus driver embarks on a week-long trip and leaves Sarah with seven apples. Why?  
Answer: An apple a day keeps the doctor away!



# Medstar Laughs



What did the piece of gum say to its Valentine?  
Answer: I chews you!

What did the painter say to her Valentine? Answer: I love you with all of my art.

## New Hires

We welcome the following employees who have recently been hired as drivers and office staff from **January 16, 2024** to **February 15th, 2024!**

### Drivers

Daniel V.  
Delphi T.  
Mason S.  
Anthony P.  
Andy K.  
Cameron G.  
Cody B.  
Roldan A.

### Customer Service Representative

Jay S.     Justin Philip G.

### Admin Assistant

Martha L.     Jai J.

### Dispatchers

Karla B.     Jareli A.

## Work Anniversaries



**Aarika H.**  
2 years on  
February 3



**Shane H.**  
4 years on  
February 4



**Nikka Lyzel I.**  
2 years on  
February 7



**Kyesha D.**  
1 year on  
February 13



**Micko D.**  
2 years on  
February 14



**Dennis J.**  
1 year on  
February 14



**Andrew B.**  
1 year on  
February 14



**Merritt M.**  
7 years on  
February 17



**Rosario E.**  
1 year on  
February 17



**Sarah H.**  
1 year on  
February 17



**Vanjovic Jr C.**  
1 year on  
February 22



**Sheri M.**  
2 years on  
February 23



**Beatrice A.**  
2 years on  
February 24



**Debra V.**  
1 year on  
February 28

# February Celebrators

 FEB 1 Barbara C.	 FEB 1 Dana J.	 FEB 2 Mykal F.	 FEB 3 Daniel Marco R.	 FEB 5 Lisa M.
 FEB 10 Geliane Lea G.	 FEB 10 Jao Jonas O.	 FEB 11 Laura V.	 FEB 12 Jayson G.	 FEB 15 Squire S.
 FEB 19 John G.	 FEB 19 Andrew B.	 FEB 20 Deandrea A.	 FEB 20 Sheena Northrup-H.	 FEB 21 Elisa Joy D.
 FEB 21 Chima Mae G.	 FEB 23 Dulce A.	 FEB 23 Eva V.	 FEB 23 Tristan P.	 FEB 24 Debra V.
 FEB 24 Beatriz Giron C.	 FEB 25 Terri H.	 FEB 26 Wade G.	 FEB 27 Vincent W.	

# March Celebrators

 MAR 1 John Paolo L.	 MAR 1 James C.	 MAR 3 Ryne L.	 MAR 3 Mika Edsel N.	 MAR 3 Maricruz R.
 MAR 3 Elizabeth M.	 MAR 4 Jeanie B.	 MAR 5 Giuseppe P.	 MAR 5 Sherikie P.	 MAR 8 Renee S.
 MAR 9 Rhiannon S.	 MAR 11 Kyesha D.	 MAR 12 Michele B.	 MAR 13 Mika U.	 MAR 15 Dennis J.
 MAR 16 William S.	 MAR 16 Michael T.	 MAR 22 William H.	 MAR 23 James G.	 MAR 24 Jessica P.
 MAR 25 Paul C.	 MAR 25 Jennilyn S.	 MAR 26 Divine O.	 MAR 28 Richlynn Danielle N.	

