

## Navigating the Challenges of Alzheimer's with Compassion: World Alzheimer's Day and Non-Emergency Medical Transportation



### IMPORTANT ANNOUNCEMENT

## Redirect Health Live Webinar and Open Forum

October 6, 2023 | 3:00PM-4:00PM PST

JOIN HERE: [meet.google.com/hoh-wnkc-nfk](https://meet.google.com/hoh-wnkc-nfk)

We are excited to announce a demo of Redirect Health, a healthcare platform that is revolutionizing the way we deliver care. Redirect Health provides a personalized approach to healthcare, with a focus on prevention and early intervention.

In this online demo, you will learn about the following:

- ✓ How Redirect Health works
- ✓ The benefits of using Redirect Health
- ✓ How to get started and make the most out of your health insurance

We encourage you to join us on this informative demo and learn more about how RDH can help you improve your health and well-being. Our speaker will be able to answer questions and any concerns you may have.

**This demo will also be recorded and sent to all employees, so no worries if you miss it due to schedule.**

We look forward to seeing you there!

**World Alzheimer's Day** is a time to reflect on the challenges faced by individuals living with Alzheimer's and their caregivers. In which case, Medstar plays a vital role that non-emergency medical transportation plays in providing safe, reliable, and compassionate care. By recognizing this connection, we can work together to ensure that individuals with Alzheimer's receive the support they need to maintain their dignity, independence, and quality of life.

In this article, we will explore the significant role that Medstar's non-emergency medical transportation (NEMT) plays in the lives of those affected by Alzheimer's disease and how this connection is particularly relevant on World Alzheimer's Day.

### Understanding Alzheimer's Disease

**Alzheimer's disease** is a complex and debilitating condition characterized by cognitive decline, memory loss, and behavioral changes. As the disease progresses, individuals may experience difficulty with daily activities, such as bathing, dressing, and managing medications. Family members often assume the role of caregivers, providing physical and emotional support to their loved ones with Alzheimer's.

### The Role of NEMT in Alzheimer's Care

Medstar provides non-emergency medical transportation services that are essential for individuals with Alzheimer's disease for several reasons:

#### Safe and Dignified Transportation

Alzheimer's can impair an individual's ability to drive safely. NEMT services offer a secure and dignified mode of transportation to medical appointments, therapies, and other essential destinations.

#### Relief to Caregiver

Family caregivers shoulder significant responsibilities when caring for a loved one with Alzheimer's. NEMT services provide respite by handling transportation needs, allowing caregivers to focus on providing emotional support and companionship.

#### Medical Appointments

Regular medical check-ups and specialized consultations are crucial for managing Alzheimer's. NEMT ensures that individuals can attend these appointments, receive appropriate treatment, and monitor the progression of the disease.

#### Social Engagement

Staying socially active can slow the cognitive decline associated with Alzheimer's. NEMT services can enable individuals to participate in social activities, support groups, and community events, promoting their overall well-being.

# Human Resources

## Corner

### Congratulations to our employees who have been recently promoted!



**Sheri Paulino**  
Field Assistant

“ How do you feel about your new role at Medstar?”

I feel very blessed and optimistic to have this opportunity for growth within our company. I look forward to building more relationships within our team and with our drivers, both new and those who have been with us for quite some time. I look forward to learning and gaining more knowledge about this new role I am taking on as a field assistant and understanding all that it entails.

“ What do you love about working here?”

I love our team, the morale, the community, and the bond we have built with our contract holders and clients. I have been stationed at Harborview for three years now, and I am the last of the original crew. No matter what position I took on, I always made sure that every new driver at HBV received a warm welcome and met our team there. It truly feels like a sense of family at HBV, and we all hear that from drivers who come from over the pass, Snohomish, and Tacoma teams. Now, as a Field Assistant, I want to keep that positive morale going and lead with patience, understanding, and kindness. As drivers, we deal with so many hiccups and stressors throughout the day that it takes a toll. So, I want to ensure that each of our drivers knows that no matter what position we play at Medstar, they can always find me at HBV or call me, and know they have someone to talk to.

What is your most memorable experience at Medstar?”

There are so many great memories and stories to be told. I would like to share just one that is always mentioned. Lloyd and Shane would both tell you that I was the cry baby of the team. They would say, "Sheri is very passionate about her job (lol)." Susie (Susan Hansch), who has been with me since I started and still transports, always laughs and talks about when I first started; I was always in tears—"Now look at you, Ms. Sheri; you are doing so well." Back then, we had supervisors training us. They were tough on us, but I see now it was all with good intentions and reasoning. Without their push, tough love, and mentorship, I probably wouldn't have made it this far. So, thanks, guys, for dealing with me and being a constant sounding board in my growth here. Thank you, everyone at HBV, our driving team, my awesome dispatchers who have been stuck with me, Ikra and Amber. Thank you for being supportive, patient, and well-communicated when trips or situations through the day get hectic; you both always find a positive solution. To HR, support, and our management behind the scenes, thank you for always listening and offering guidance when it truly is needed. Thank you all for keeping me grounded and believing in me.

Way to go, Sheri!



**Haizel Baga**  
Senior Payroll Specialist

“ How do you feel about your new role at Medstar and what do you love about working here?”

Medstar Transportation has been a company of growth and improvement for me and my career. I joined the company as a Payroll Specialist in 2021, and since then, I have learned a lot from my experienced and supportive supervisor and colleagues. With new challenges and tasks arising every now and then due to updates in policies and tools, I have been able to enhance my skills and knowledge. This has also enabled me to grow professionally and personally. Once again, this new role is a testament to the trust and confidence that Medstar has in me, showing that I can continue to grow and improve both personally and professionally.

Keep growing, Haizel!



### Are your time off requests being effectively communicated through the proper channels?

To streamline the management of time off requests, we've implemented a structured process within BambooHR:

1

#### Submit Your Request

All time off requests should be filed exclusively on BambooHR, our designated platform for managing time off. To submit your request, simply:

- ✓ Access the BambooHR Home page.
- ✓ Select "Request Time Off".
- ✓ Fill out the required information, including the date, category, number of hours, and provide a detailed description in the "Note" section.
- ✓ Specify whether you're taking a full day (e.g., 8 hours) or a partial day (e.g., 2 hours).
- ✓ Click "Send Request" and monitor your request status within BambooHR.

See screenshot



2

#### Approval Process (for drivers)

The approval process is easy and fast! After you've sent your request, it first reaches our Dispatch Supervisor, then our Operations Manager, who reviews and approves your time off request. This initial step helps us ensure that your absence won't disrupt our daily operations.

After which, the request reaches HR, ensuring that your time off is officially documented and aligned with company policies. This process ensures that all relevant parties are kept informed and that your time off request is processed efficiently.

3

#### Why Your Time Off Request Might Not Be Approved

If you find that your time off request was not approved, consider the following reasons:

- ✓ **Lack of Explanation**  
Ensure that your request includes specific notes explaining the purpose, such as a family vacation, business trip, or doctor's appointment. Providing context aids in the approval process.
- ✓ **Timing**  
We strongly encourage all employees to submit time off requests well in advance, particularly for scheduled appointments or trips. Request time off at least two weeks before your desired date. Last-minute requests may be declined, or it could be due to an already high number of drivers on time off during that shift, resulting in insufficient coverage.
- ✓ **You're a New Employee**  
You can only use your Paid Time Off (PTO) after 90 days of employment.

# Safety Corner



## Vehicle Cleanliness

It has come to our attention that there have been instances where shared vehicles are not being properly maintained and cleaned after shifts.

We want to take this opportunity to reiterate the importance of maintaining the cleanliness of our vehicles as part of your driver responsibilities. After every shift, it is expected that you take the time to sweep or vacuum and thoroughly wipe down the vehicle's interior. Our policy mandates that vehicle exteriors are washed on a weekly basis.

To facilitate this, **we provide a reimbursement of \$30.00 per month for exterior vehicle washes.** If additional washes are needed due to weather conditions, please don't hesitate to request an action item following the guidelines outlined in our company handbook (*see page 7*).

If you find yourself in need of cleaning supplies or materials to maintain the vehicle's cleanliness, please communicate your needed items to our Fleet Department, and they will assist accordingly.

It's essential to remember that the cleanliness of the vehicles directly impacts your driver bonus each month. Any lapses in maintaining vehicle cleanliness may disqualify you from receiving your safety bonus. Repeated failures in this regard will result in a progressive disciplinary process, which may include written coaching and, in extreme cases, termination.

We appreciate your attention to this matter and your commitment to maintaining the high standards we set for our fleet. Together, we can ensure that our vehicles are safe, clean, and a source of pride for our team and clients.

# Accounting Corner



## Drive Smart and Save on Fuel Costs!

by Joji Gonzales

As fuel prices continue to skyrocket this year, with vehicle owners shelling out at least five dollars per gallon for regular unleaded fuel - a dollar more than in January, according to AAA - it's crucial that we all find ways to ease the strain on our wallets. The good news is that we have the power to make a difference in how much fuel we consume.

Here are some tips to help us drive efficiently and reduce fuel costs:

### Watch Your Speed

High-speed driving can seriously impact your vehicle's fuel efficiency. Avoid excessive speeds when unnecessary, and opt for smooth acceleration instead of aggressive revving. Consider using cruise control to maintain a consistent speed.

### Avoid Idling

Except when stuck in traffic, turning off your engine and restarting your car is more fuel-efficient than idling. Some vehicles can consume as much as half a gallon of gas per hour when idling. Remember to turn off your engine if you'll be idling for more than 10 seconds.

### Keep Your Tires Properly Inflated

Underinflated tires not only pose safety risks but also decrease fuel economy. For every 1 PSI drop in tire pressure, you lose around 0.2% of your gas mileage. Regularly check and maintain the correct tire pressure to maximize fuel efficiency.

### Don't Skip Oil Changes

Regularly changing your engine oil as recommended for your vehicle helps reduce friction in the engine and improves gas mileage. The cost of oil changes is a small investment compared to the benefits of increased fuel efficiency and engine longevity.

### Monitor Your Miles Per Gallon

Pay attention to your vehicle's miles-per-gallon (MPG) performance. If you notice a sudden drop or gradual decline over time in your MPG, it could signal a potential issue or the need for maintenance. Don't assume that you can't improve your car's MPG just because it's been on the road for a while.

These are just a few strategies to combat rising fuel prices, and we're confident that our ever resourceful drivers can come up with more ideas to keep our pockets happy. Let's work together to drive efficiently and save on fuel costs. Your efforts make a difference, and we appreciate your dedication to our company.

# Enhancing Driver Well-being

by Haizel Baga



Here in Medstar, we deeply appreciate your unwavering dedication and hard work in keeping our wheels turning. Your well-being is a priority for us, and we believe in providing you with a balanced and flexible work environment.

We would like to take a moment to clarify our policy regarding meal breaks (break time) to ensure that you have the information you need:

## Definition

This time is intended for you to enjoy a well-deserved personal break. It can be as short as 30 minutes or extend to a full hour, giving you the freedom to recharge during your shifts. You have the flexibility to use this break for meals, whether it's breakfast, brunch, lunch, dinner, or a meal at any time period that suits your schedule.

## Unpaid Break

We want to emphasize that this is an unpaid break designed to provide you with some personal time. We believe in your autonomy and trust your judgment when it comes to deciding how to make the most of this time.

## Head Home - Phone On

In certain situations, you may receive specific instructions from our dispatch team to either return home for a meal break or take a rest. Additionally, if you receive a text message with the directive "Head Home - Phone On," please understand that this break will be treated as unpaid. We appreciate your flexibility and understanding in these cases as we aim to maintain efficient operations.

## Clocking In and Out

Please remember to clock out from Clockify when you start your meal break and clock in when you resume your work. This will help us keep track of your hours and ensure that you are paid accurately and fairly.

Our goal is to **create a work environment that supports your well-being** while ensuring the smooth operation. We value your commitment and look forward to continuing to work together to provide top-notch service to our clients.

Wishing you all a safe and successful journey ahead!



## Navigating the Road to Mental Wellness: Supporting Office Workers and Drivers in the Transportation Industry

In the fast-paced world of the transportation industry, mental health is often overlooked but critically important. The demands placed on both office workers and drivers can lead to stress, burnout, and mental health challenges. In this article, Medstar wants to explore mental health among office workers and drivers in a transportation company, emphasizing the importance of creating a supportive and inclusive work environment.

### Understanding the Challenges

#### High-Stress Environment

The transportation industry operates around the clock, requiring employees to handle high-pressure situations, tight schedules, and strict regulations.

#### Isolation

Long hours on the road can lead to feelings of isolation among drivers, while office workers may experience isolation due to the nature of their tasks.

#### Physical Demands

Drivers face physical challenges from prolonged sitting and irregular sleeping patterns. Office workers may experience the health impacts of sedentary desk jobs.

### Job Security Concerns

Economic factors can lead to job insecurity, which can exacerbate anxiety and stress for both office workers and drivers.

### Mental Health Strategies for Office Workers

#### Open Communication

Encourage a culture of open communication where employees feel comfortable discussing their mental health concerns with managers and colleagues.

#### Work-Life Balance

Promote a healthy work-life balance by setting reasonable working hours and respecting personal time.

#### Mental Health Resources

Provide access to mental health resources such as Employee Assistance Programs (EAPs) and counseling services.

#### Training and Awareness

Offer mental health awareness training for managers and coworkers to help identify signs of mental distress and offer support.

## Mental Health Strategies for Drivers

### Regular Breaks

Encourage drivers to take regular breaks during long journeys to rest, stretch, and relax.

### Healthy Lifestyle

Promote a healthy lifestyle by offering guidance on nutrition, exercise, and adequate sleep.

### Supportive Networks

Create opportunities for drivers to connect with peers, share experiences, and build a sense of camaraderie.

### Stress Management

Provide stress management techniques, such as mindfulness and relaxation exercises, to help drivers cope with the pressures of their job.

## Creating a Supportive Work Environment

### Reducing Stigma

Foster a workplace culture that destigmatizes mental health issues. Employees should feel safe seeking help without fear of discrimination.

### Promoting Physical Health

Implement wellness programs that promote physical health, including exercise facilities or access to fitness classes.

### Peer Support Groups

Establish peer support groups within the organization where employees can share their experiences and provide emotional support to one another.

Managing mental health for office workers and drivers is important for Medstar as it is crucial for the well-being of employees and the overall success of the company. By acknowledging the unique challenges faced by these individuals and implementing supportive strategies, transportation companies can create a healthier, more productive, and more compassionate work environment. Prioritizing mental health not only benefits employees but also contributes to the safety and efficiency of the transportation industry as a whole. Together, we can navigate the road to mental wellness.



## New Hires

We welcome the following employees who have recently been hired as drivers and office staff from August 18, 2023, to September 21, 2023!

### Drivers in Training

Norman, Joshua  
Kabasele, Celio  
Francois, Daniel  
Kang, Seung Moon  
Skare, Ronald  
Nelson, Dawn  
Youens, Winfield  
Bowers, Gail

He, Kai  
Amos, Travis  
Oldham, Keith  
Kihanga, Gabriel  
Middleton, Willie  
Kaiko, AJ  
Faulkner, Brendon  
Horn, Alex

## Work Anniversaries



**Leonel L.**

9 years on  
September 2



**Daniel D.**

1 year on  
September 2



**Shari Z.**

5 years on  
September 4



**Doyle M.**

6 years on  
September 7



**Xy-za C.**

3 years on  
September 9



**Ria M.**

3 years on  
September 9



**Daniel G.**

3 years on  
September 10



**Cody C.**

2 years on  
September 10



**William H.**

1 year on  
September 14



**Ahlisha J.**

3 years on  
September 21



**Junie Mart T.**

3 years on  
September 22



**Jefferson L.**

3 years on  
September 22



**James G.**

4 years on  
September 24



**Trevonne J.**

1 year on  
September 27



**Susan H.**

3 years on  
September 30



**Haizel B.**

2 years on  
September 30

# September Celebrators



SEPT  
3  
Chester  
R.



SEPT  
3  
Georgeana  
R.



SEPT  
16  
Joji  
G.



SEPT  
17  
Francis Alvin  
A.



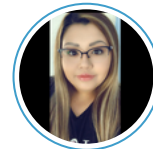
SEPT  
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Ricardo  
E.



SEPT  
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Malia  
T.



SEPT  
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Lou Victoria  
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Alejandra  
C.



SEPT  
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Xy-za  
C.



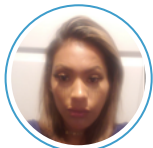
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Susan  
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Diego  
V.



SEPT  
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Alix  
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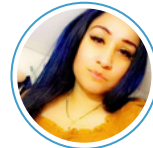
SEPT  
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Sandy  
M.



SEPT  
11  
Manaia  
P.



SEPT  
22  
Arlu Bianca  
C.



SEPT  
23  
Beatrice  
A.



SEPT  
13  
Ghie  
A.



SEPT  
14  
Kami  
H.



SEPT  
23  
Janina Ana  
C.



SEPT  
27  
Lovely  
B.



SEPT  
14  
Teresa  
A.



SEPT  
15  
David  
S.



SEPT  
27  
Laura  
L.



SEPT  
27  
Steven  
M.

## Positive Reviews

Here are some positive reviews from our clients!

- ✓ Our client Aj said that in all of his trips, his experiences with Medstar drivers are great!
- ✓ Our client Noah special mentioned Philip who, according to him, did a great job in his transport!
- ✓ Margaret complimented Medstar's services, specifically mentioning Andreina and Eva as very sweet drivers.

“ Adali is a very good driver. She was attentive, professional, and is a good cautious driver. I really appreciate her as a driver. She is very efficient.  
—Kay W.

“ I had great experiences with all the drivers that I dealt with on all of my trips.  
—AJ M.

“ Call Center is also very helpful and empathetic.  
—Dianne DW

“ Amazing service from all the staff he talked over the phone.  
—William M.