

## *Grateful* no matter what



Thanksgiving is a special day dedicated each year to giving thanks and being grateful. Celebrated in different parts of the world, it marks the beginning of the holiday season. And although this season is getting colder, this time of the year truly warms our hearts at Medstar.

As most of us continue to

experience difficulties this year, 2022 has also been a year of opportunities to grow and continue. Over the last couple of months, Medstar has significantly expanded in a number of areas and has grown by bringing on more brilliant and dedicated people to our team. Given everything that is going on in the world,

there is no better time than this Thanksgiving to pause and give gratitude for everything that is good.

Looking back, we realized how fruitful the last couple of months were for us and we are grateful to all of our employees, clients, and partners. We have

accomplished our objectives and experienced a great deal of success because of your support, effort, and the extra hours you put in. Despite encountering some challenges along the way, it's wonderful that we still chose to remain grateful no matter what.

Happy Thanksgiving!

### Do you have referrals?

**we are hiring**  
**DRIVERS**  
ACROSS  
WASHINGTON STATE

**APPLY NOW**



**SCAN TO  
APPLY**



**WE  
WANT  
YOU!**

# Thank You CORNER

Here are some "Thank You" notes for some of our dear employees:

"Moselle is our CSR of the month! She goes above and beyond for the team. She is always willing to take on and learn new tasks without hesitation. She is a team player and always willing to help her teammates out. She has even moved to help part time in accounting with our PFP Billing, and has been doing a great job while still keeping ip on her CSR tasks for the last half of her shift. We appreciate all that you do, Moselle!" -Operations Admin Team

"Hi, Jeff! I feel so fortunate that I get to work with someone like you. Your inspiring work ethic, dedication, and hard work encourage me. I appreciate you for pushing me outside of my comfort zone. You are awesome. Your guidance and support as a coworker and friend help me a lot. Thank you for all that you do!"

"Did you know that from 102 employees at the beginning of 2020, Medstar now has 240 employees- with 170 drivers across the State?! We have definitely grown as a Company since the pandemic and we are getting more trips and clients! So I'd like to take this opportunity to thank all the members of Medstar's Recruitment and Marketing Team. They led the writing and completion of proposals which made way for us to win contracts. And despite the everyday pressure, they work super hard to ensure that we have the manpower to take on these new contracts. I know we might feel unappreciated sometimes, but do you realize how awesome you've all been? Hiring hundreds of drivers and office staff, writing proposals, and coming up with creative content and marketing materials every week is no joke- and these are all great achievements! So please know that your consistent efforts are making a significant impact on Medstar's growth and success. THANK YOU, Xyra, Nil, LJ, Joy, Rich and Jeff! You're a dream team!" -G.

"To the Accounting Team: I am writing this letter to let you know how much I appreciate all the work you put in every day. I'm continually impressed with the efforts and dedication you all are showing and I am very grateful that I can count on each and every one of you. Thank you for being a member of my team and for staying with Medstar. Watching all of you improve, learn and grow has been a real pleasure. Thank you for setting a higher standard that made it more challenging for me to hire. I strongly believe that if you all keep it up, there's no limit to what you and our team can achieve." -Marielle

I wanna say thanks to Maricruz and David for coming on this year as YDAR bus drivers and doing a great job so far. Thank you, too, Sheena Hoffert, for always being there to listen. And Jeff Lapitan for always coordinating trainees with trainers and making things work. And to Justin, our fearless leader, for making our company grow and always being there for us. And to everyone else that bust their tail everyday to make this company great. -Rocky

I want to send a Thank You to Sandy and Alix for some great training. -Peggy

I would like to give a big thank you to Terry Hall for all her help she has given to me. -Crystal

Gelene- I appreciate how effective a leader you are. You have truly motivated me and the other team members. I want to thank you for everything you've done to make this possible.

Nil- through this challenging period, you have been incredibly supportive. You might not be aware of the blessing you have been. I appreciate your assistance. You're a friend from another space.

Xyra Puzon- I appreciate all that you have done for the team.

Marketing Team- I am honored to be a part of a group of driven individuals who consistently produce top-notch outcomes. More than you can ever realize, I have gained a great deal from your breadth of expertise. Thank you for your friendship and support.

Hazel Baga- Thank you for your consistent monthly reminders to submit our compensation request.

Ms. Marielle- We appreciate you going above and beyond for those of us who rely on you. I'm truly grateful beyond words.

Micko- I appreciate the leadership you have always displayed at work. I've learnt so much from you, and you inspire me. Many thanks!

Justin, CEO - I'd like to thank our ever-supportive CEO because we've been able to accomplish so much because of you. Thank you.

"Hi, James! My struggle when I was a newbie was quickly lessened because you're there to always guide me. There's no time zone difference whenever I see and send a meme that I know that would crack you up. I am grateful and glad to have you!" -Anonymous Friend

Ivan - Thank you for being a great lead that the web developers needed in times of disarray when the documentations that we have is not enough for them to do the task

Ron - Thank you for being a part of a great team that will revolutionize the public transport

Noel - Thank you for being a hardworking developer, we can really benefit for someone as hardworking as you! Please have a great work and life balance next year

Thennil - Thank you for fixing the GOIN' computations, we really needed it. We appreciate the contributions you made so far!

Jazin - Thank you for all the hard work you demonstrated in such short notice, we appreciate all the work you've done with minimal supervision

Glynis - Thank you for keeping the dev and mobile team alive by taking care of the quality of the features being deployed through thorough testing

## CLIENT'S TESTIMONIAL

### Medstar Continues to Deliver Health and Happiness!

“

I think the Service is doing great! I want to commend everyone and if there is any survey or customer review for the service, I would gladly answer one!

-C.T., Spanaway Runner Client

“

I am beyond words in my attempt to describe the exceptional service I received from Sheri / #438. While I admit to not expecting the type of quality service, I will say the sincerely presented attempts to make my ride experience as comfortable as possible was so impressive I had to take a moment to speak on it. 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 and offer this message as my humble expression thereof.

“

Eli was very helpful and professional. He was attentive, asking if my mom was warm and comfortable enough. It was a very enjoyable ride! He drove within the speed limit and paid attention to his surroundings. Thanks, Eli!

“

Lynette Chaska was very polite and sweet. She explained the Medstar rules, asked her if it was too hot or cold while in the van and if the music was okay. I would love to have her for future trips.

-M.B., PFP Client

“

Jonathan R. and Sheri P. did a really great job!

-T.B., Hopelink Client

## Fleet and Safety Corner

### Our Clients Depend on Us!



Wind, rain, snow and slush can be tricky to navigate in. But with a little patience and thinking ahead, you as drivers can accomplish anything nature throws at you.

Medstar transports clients who need life sustaining treatment, and our services are on the frontline getting those clients to and from their greatly needed appointments. Remember: Calling out due to weather is an unexcused absence. So here are a few things to keep in mind as we start to navigate through the winter months:

- Practice putting on your vehicle's chains now. Don't wait until you need them, and you call the office saying you can't pick up a client because you don't know how to use the chains.
  - Here are some videos that show how to put the chains on.
    - <https://www.seattletimes.com>
    - <https://youtu.be/7CPVDbfm0Ow>
    - [https://youtu.be/WX15eiNEd\\_Y](https://youtu.be/WX15eiNEd_Y)
  - Be prepared for the day! Look at the weather forecast for the next day. Map out and plan your trips. Leave earlier if need be.
    - Use your cell or these sites to check the weather forecast:
      - <https://www.weather.gov/sew/>
      - <https://www.kiro7.com/weather/alerts/>
      - <https://wsdot.wa.gov/>
    - Leave yourself room! We cannot always prepare for human error. But, we can think defensively, and always look ahead and think, "If there were an accident can I move myself safely away?"
      - Here are a couple of videos for winter defensive driving tips and how to correct a slide
        - <https://youtu.be/OTC2KeXF2VU>
        - <https://youtu.be/TZQXuWzBC18>



# Redirect Health Open Enrolment

Our health insurance provider, Redirect Health, has informed us that the 2023 Open Enrollment for the health benefit is now available and will close on December 9, 2022. All eligible employees\* can be enrolled in the plan if they desire.

Exciting changes to the plans include the following:

Two different plans with a higher employer contribution that counts dependents: EverydayCare with Hospitalization and EverydayCare Without Hospitalization.

A wider network of specialists  
24/7 Mental Health attention and Life Coaching Sessions with a \$0 Copay included in the plan!

You can [GO TO THIS LINK](#) to watch the video for further explanation of Redirect Health's Health Insurance Plan. Please email us at [hr@gomedstar.com](mailto:hr@gomedstar.com) if you have questions. Also, you can fill out this intake form if you are eligible and are interested in enrolling.



\*After 90 days of employment, Medstar Employees are eligible for enrollment on the Health Insurance Benefit.

## 401(k) Matching Starting 2023!

### What is a 401(k)?

A 401(k) is a tax-advantaged account that allows you to make investments and save for retirement.

### Did you know?

**77%**

of working Americans are not on track to have sufficient savings to retire by age 67.

**2 in 3**

employees say their benefits package helps reduce their financial stress.

**1 in 5**

workers are not saving anything at all for retirement.

### Why save in 401k plan?

To live the life you want in retirement. People are living longer and leading more active lives in retirement. Social Security is not enough to keep up with the growing cost of living. It's up to you to take responsibility for funding your future. Start now!

### Want to retire with 1M?

Save \$390/ month starting at age 25

Save \$825/ month starting at age 35

Save \$1,900/ month starting at age 45

Retire with  
**\$1 million**

### Who can enroll in Medstar 401(k) plan?

An email will be sent to all employees after completing 90 days of employment as an invite to activate their 401(k) plan benefit.

Medstar will offer 401k Matching starting January 1st 2023! We are happy to announce that effective January 1st, 2023, Medstar will implement a match to your 401(k) plan!

### What is employer matching?

An employer match in a 401(k) plan refers to the amount an employer contributes to match a portion of an employee's contribution. Meaning, the company will also contribute to your retirement savings.

### Who can enjoy the 401(k) matching?

All full-time WA employees who  
(1) does have an active 401k plan benefit and  
(2) been with the company for more than 2 years (20% vesting per year; 100% by year 6)

### How much would Medstar contribute?

Since this is a "matching" benefit, Medstar will match 100% of your monthly 401(k) contribution, dollar for dollar up to 3% of your pay-check.

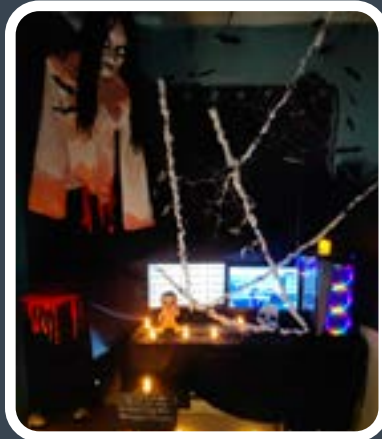
To learn more, please email [hr@gomedstar.com](mailto:hr@gomedstar.com). You can also join our Webinar in December with Human Interest! Stay tuned for calendar invites and announcements in BambooHR!

# HALLOWEEN Challenge

## Best Work Station Decor



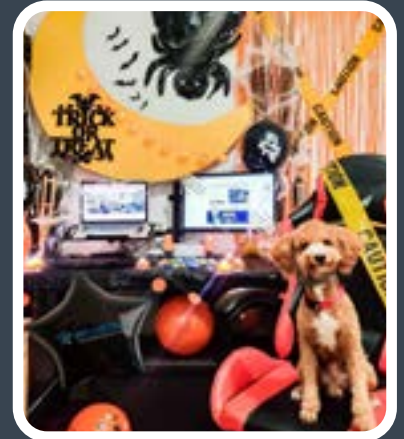
Fritz D.



Jeny S.



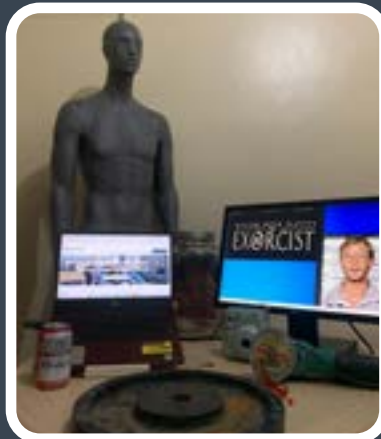
Rich N.



Lj G.



Marielle A.



Xy-za



Ria M.



Ghie A.

3RD PLACE



Kaila T.

1ST PLACE



Jeff L.

2ND PLACE



Junie T.

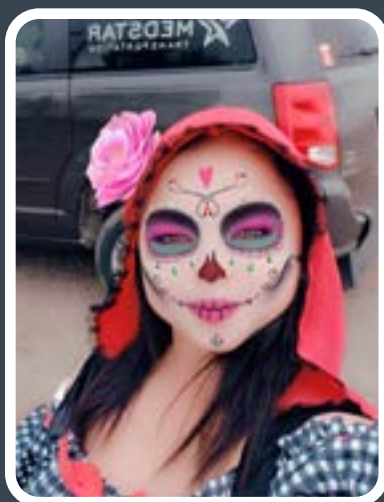


# HALLOWEEN Challenge

## Best Halloween Costume



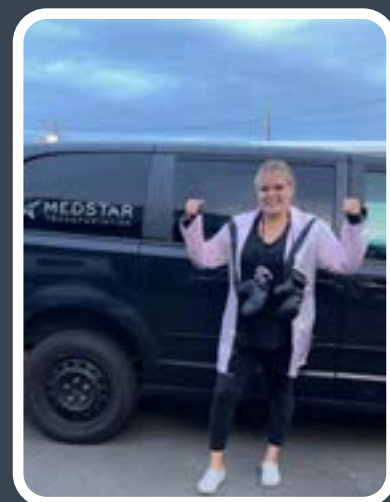
Estefania H.



Eva V.



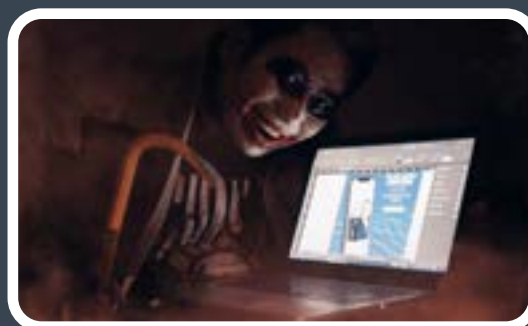
Crystal S.



Erika H.



Sarah E.



Nil M.

**3RD PLACE**



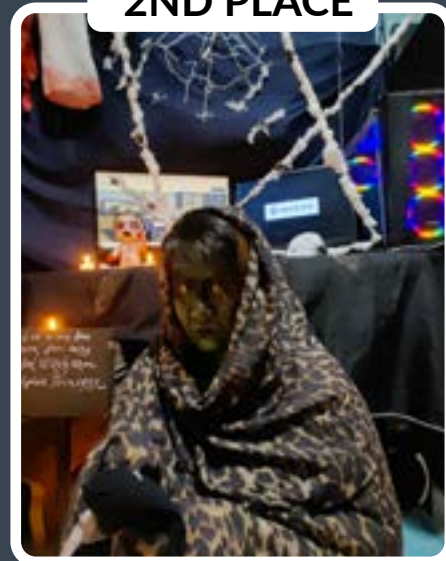
Kathleen T.

**1ST PLACE**



Craig W.

**2ND PLACE**



Jeny S.

But since everyone was sooo creative, all those who participated in the Halloween Costume and Workstation Decoration contests will receive a special prize \$. We will send this to you privately so check out your emails at the end of the month!

# Welcome to MEDSTAR!

We welcome the following employees who have recently been hired as drivers and office staff from October 16, 2022 until November 15, 2022.

**WILL S.**

Transportation

**RACHEL H.**

Transportation

**FADUMA E.**

Transportation

**JESS B.**

Transportation

**LIZZIE D.**

Transportation

**DENNIS W.**

Transportation

**APRIL A.**

HR Representative

**BRITTANY M.**

Transportation

**LAURA L.**

Transportation

**HASSAN A.**

Transportation

**ANDREINA C.**

Transportation

**LEROY G.**

Transportation

**BUBBA T.**

Transportation

**CJ M.**

Transportation

**REX N.**

Transportation

**ANTIOS L.**

Transportation

**JESSY C.**

Transportation

**CRYSTAL R.**

Dispatcher

**JUAN B.**

Transportation

**ALESHA H.**

Transportation

**PEGGY A.**

Transportation

**WILL Q.**

Transportation

**ABDI M.**

Transportation

**MATT S.**

Transportation

**KHURRAM A.**

Transportation

**DUNCAN D.**

Call Center

**KAILA T.**

Call Center

## EMPLOYMENT ANNIVERSARIES

*for November*

3 YEARS

**LISA M.**

NOVEMBER 1

4 YEARS

**JAMES C.**

NOVEMBER 7

4 YEARS

**ROBERT D.**

NOVEMBER 12

3 YEARS

**COLE B.**

NOVEMBER 29

17 YEARS

**MARTIN E.**

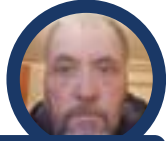
NOVEMBER 21

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



NOVEMBER 1  
TRENTON H.



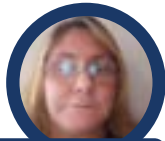
NOVEMBER 3  
JEFFERY H.



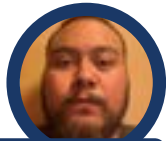
NOVEMBER 3  
KEVIN M.



NOVEMBER 4  
NOEL A.



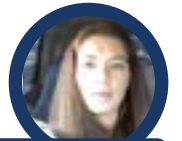
NOVEMBER 4  
ALICIA S.



NOVEMBER 6  
JESUS M.



NOVEMBER 7  
ANDREINA C.



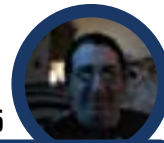
NOVEMBER 9  
NICOLE C.



NOVEMBER 10  
KHURRAM A.



NOVEMBER 11  
BRANDY D.



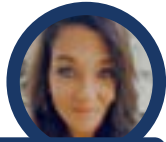
NOVEMBER 15  
ROBERT D.



NOVEMBER 15  
ESMERALDA C.



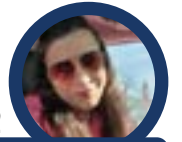
NOVEMBER 16  
GLYNIS N.



NOVEMBER 16  
EMILY F.



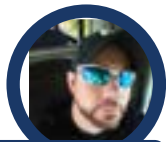
NOVEMBER 16  
ANNE D.



NOVEMBER 22  
KRYSTAL I.



NOVEMBER 23  
HAIZEL B.



NOVEMBER 24  
SCOTT B.



NOVEMBER 25  
MALACHI M.



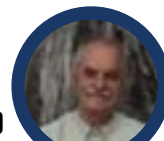
NOVEMBER 25  
DOMINIQUE R.



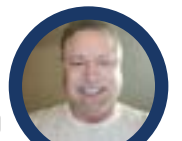
NOVEMBER 25  
DAVID A.



NOVEMBER 28  
LARRY B.



NOVEMBER 29  
PHILIP P.



NOVEMBER 29  
DOUGLAS H.



NOVEMBER 29  
MATEO F.



NOVEMBER 30  
XOCHIL G.

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

-FROM YOUR MEDSTAR FAMILY