

Medstar's Gratitude Spotlight

"Gratitude is the fairest blossom which springs from the soul." – Henry Ward Beecher

As we embrace the cool November breeze, Medstar becomes a canvas painted with the hues of gratitude. Together, let's celebrate the unique narratives that make Medstar not just a workplace but a garden of shared thankfulness.

Join us in discovering the insights of three of our dear employees who have dedicated several years to Medstar. Let's find out the reasons that ignite their passion for working with us and witness the genuine gratitude they express for the meaningful role they play.



Rocky Nelson
Celebrating his **12th** year at Medstar!

I like how everyone comes together when we are in a bind. Ahlisha, Sheena, Brandy, and Alejandra are real good listeners and always there. I'm grateful to have grown with Medstar and been there through all the changes. From Justin to Brad and to Justin's Mom Marilyn who always told me to put my coat on during the winter. I'm grateful for all the clients and coworkers that I've met through the years. I'm grateful for the whole team and grateful for the trust the company has put in me for training new people.



Benjamin Estrada
Celebrating his **20th** year at Medstar!

I love the days when the clients chat with me, showing me how happy they are, and we both laugh and laugh along the way. I am most grateful for having a job that I enjoy, for having a steady job all year long, for all my coworkers who show me they are there, for the ones that help me one way or the other, for the warm feeling that comes to me when one or more in our team salute me and chat with me for a moment; that lights up my day!

Pay Increase Coming Your Way!

This Thanksgiving month, we want to express our deepest gratitude to all our exceptional drivers! **We're thrilled to share the exciting news: starting December 1st, a well-deserved pay increase awaits each of you!** Keep an eye out for an email from HR next week, containing details of the rate increase for all our drivers. Thank you very much! Your contributions are exceptional, and you are truly valued.

And now, as we move forward together, let's go beyond merely providing a service; let's be the bearers of a profound gift – one of health and happiness. In our commitment to safe and reliable rides, we pledge to ensure that the elderly and those with mobility needs aren't just attended to but are genuinely cared for with compassion and unwavering support. Each interaction becomes a meaningful stride toward enhancing their well-being and fostering a community where everyone feels seen, valued, and uplifted. Your role is nothing short of extraordinary, and we are profoundly grateful for the positive impact you bring to the lives of those we serve. Thank you for being the driving force behind our shared mission.



Marty Easter
Celebrating his **18th** year at Medstar!

The thing I love about working for Medstar is that it is very family-oriented. They care about their employees. What I am most grateful for is a job to help people. It's a great feeling knowing you helped someone, even if it's just talking with them.

Fleet & Safety Corner



Rain, snow, or shine, Mother Nature may call the shots, but Medstar never takes a snow day!

Winter Driving

Roads are going to be snow and ice covered. Practice driving in the snow and ice by taking a trip or two around your neighborhood. Leave earlier. Drive slower than you normally would. Make sure to leave yourself extra following distance. Start stopping farther back from the stoplight or stop sign to prevent you from skidding through the intersection.

Here are a few videos that give winter driving tips and how to control a slide:

[Everything You Need To Know About Driving In The Snow](#)

[Winter Defensive Driving Tips for Deep Snow Driving](#)

[How to correct a slide on an icy road](#)

A little humor

If you have rarely or never driven in the snow, just pretend you are driving your grandma to church. There is a platter of biscuits and 2 gallons of sweet tea in glass jars in the back seat and she's wearing a new dress holding a crock pot full of gravy.

Chains

All vehicles are equipped with chains. Know their location before you need them.

- ✓ In a van, the chains could be under the front passenger seat or in the storage space under the space where the Wheelchair belts are placed.
- ✓ In a bus, the chains may be located on the front passenger floor, behind the drivers seat or secured under passenger seats.
- ✓ In a car, they may be located under the front passenger seat or in the trunk.

Drivers must know how to install the chains on their assigned vehicles. Practice or ask for hands on training now, before you call in that you are stranded and don't know how to install the chains.

If you need hands-on training, please email fleet@gomedstar.com and we will be glad to assist.

Here is a video from Les Schwab on how to install the chains:

[Les Schwab: How to Install Quick-Fit Snow Chains](#)

Prepare

Make an emergency kit to take with you. Make sure to include the following items:

- ✓ Bottled water
- ✓ Flashlight/headlamp
- ✓ Gloves
- ✓ Granola/energy bars
- ✓ Socks
- ✓ Snow/rain pants
- ✓ Power pack to charge the phone in case the vehicle battery dies.
- ✓ A couple of large trash bags (to kneel on while installing chains)

Check the weather forecast for the next day. Checking the weather the night before will give you a better idea of how soon you should leave for your first trip of the day. You should never be late to your first trip even on a clear good day.

[Washington State DOT on X](#)

[WSDOT](#)

[NWS Forecast Office Seattle/Tacoma, WA](#)

[Severe Weather Alerts | KIRO7 - KIRO 7 News Seattle](#)

[Seattle, WA Severe Weather Alert | Weather Underground](#)

Plan your day out as best as possible. Leave earlier if needed. Delays will happen. If you are going to be delayed, let your dispatcher know right away. Communication is very important!

DO NOT wait until it's too late and we fail to pick up clients! Most importantly do not leave a client stranded because you cannot get to their exact location or even to their door. Your dispatcher may be able to redirect you or contact clients and have them come to you.

REMEMBER

Our clients rely on us! Absences due to weather conditions are considered unexcused.

Avoiding Accidents

Ensure you have ample space around your vehicle at all times. On rainy or snowy days, maintain a minimum 4-second following distance to account for unpredictable road conditions.

Anticipate the possibility of human error by adopting a defensive mindset. Continuously scan the road ahead, asking yourself, "If an accident were to occur, do I have the space and maneuverability to safely distance myself from the situation?" Thinking ahead and staying vigilant can contribute significantly to your safety on the road.

As we gear up for the winter season, we want to ensure everyone is well-prepared and motivated to deliver exceptional service even in challenging conditions. Please take a moment to read through the following important announcements:

Winter Hazard Bonus - Your Opportunity to Earn More!

We're excited to introduce the **Winter Hazard Bonus**, a monetary incentive aimed at recognizing your dedication during the winter months.

Running from **December through February**, you'll earn an extra \$0.50 per hour worked during this period. This will be included in your monthly incentives for Safety and Performance.

To qualify, meet the following criteria:

- ✔ **Zero Unexcused Callouts**
Maintain a record of zero unexcused callouts during the incentive period. (please refer to the handbook for any clarification on this.)
- ✔ **Adherence to Trip Schedules**
Demonstrate reliability by sticking to trip schedules, even in adverse weather conditions (no trip refusals).

Winter Safety Training in Google Classroom - Act Now!

It's mandatory for all drivers to complete the safety topic of the month to remain eligible for your safety bonus. The training also includes essential winter driving resources. Reach out to your field supervisor if you need help accessing this!

Our goal is 100% completion by December 1st for November's topic of the month. Don't miss out on crucial information—complete your training promptly.

Reminder: Winter Driving and Call-Out Policy

With winter comes the importance of planning and preparedness. Please review our call-out policy, outlined on page 21 of our handbook.

Remember, calling out for winter driving is considered an unexcused absence. Be proactive in planning for traffic, weather conditions, and other factors that may affect your punctuality.

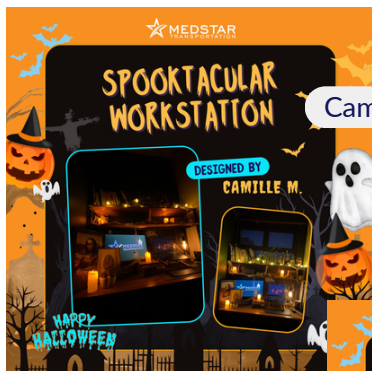
Refer to the handbook for a comprehensive list of unexcused reasons and let's work together to ensure a smooth winter season.

Human Resources

Corner

Congratulations again to our Halloween Contest Superstars!

Spooktacular Workstation Decoration Contest



Camille Matunina



Gly Navarrete



Xy Carandang



Dee Ocampo

Boo-tiful Halloween Costume Contest



Dana Jinzo & Alix Stone



Crystal Sanford



Bubba Truehart



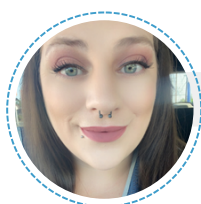
Rocky Nelson

Earn more MedSTARS and get a Medstar Merch!

Continuing with our commitment to your professional growth, we are thrilled to announce an exciting new initiative that rewards your dedication to our learning and development initiatives.

Now, for every completed training session as identified by HR, you will earn 10 MedSTARS points. These points are our way of recognizing and rewarding your commitment to continuous learning and adherence to Medstar's high standards. Each training session is not only a great opportunity to advance your professional skills but also a good way to avail our exclusive Medstar merchandise!

At Medstar Transportation, we believe in the power of learning and development. Your growth is our growth. This new initiative is our way of saying 'Thank You' for your unwavering dedication and commitment to being the best in our industry. Collect those MedSTARS and show off your Medstar spirit with pride.



Alix Stone

Field Assistant

I enjoy my new role. It gives an opportunity for new challenges daily!

What I love about working for Medstar is the outstanding support and encouragement I receive. The people I work with, in management AND as drivers, are just amazing, and I couldn't be more thankful!

— On to the next challenge, Alix!

Congratulations to our employees who have been recently promoted!



Dawn Herrera

Dispatch Admin Assistant

I am truly grateful and excited about my new role as Dispatch Admin Assistant here at Medstar. It's a wonderful opportunity to grow and contribute more to our team and the organization as a whole.

The increased responsibilities are not only a recognition of my skills but also a chance to further develop and make a meaningful impact. I look forward to embracing the challenges and opportunities that come with this new role. Thank you for believing in me, and I am committed to giving my best to achieve our collective goals.

I enjoy my role at Medstar for two primary reasons. First, I derive immense satisfaction from assisting elderly individuals with their transportation requirements. Making a positive impact on their lives and witnessing their joy is reminiscent of caring for my own grandmother. Secondly, Medstar's remote work option empowers me to sustain a healthy work-life balance as a mother, while also supporting my family's needs.

The company's understanding and flexibility during crucial times have allowed me to attend to important matters without compromising my attendance record.

— Keep growing, Dawn!



Updating Employee Address in BambooHR for W-2

Kristine De Los Reyes

As we approach the end of the year, it's time to ensure that our records are up-to-date for the upcoming W-2 filing season. Accurate and current employee information is crucial for the timely and precise distribution of W-2 forms. To facilitate this process, we kindly request all employees to review and update their addresses in BambooHR on or before November 30, 2023.

Why is it important to update your address?

- ✔ **W-2 Delivery**
Your W-2 form, which summarizes your earnings and tax withholdings for the year, will be mailed to the address we have on file. An accurate address ensures that you receive this important document in a timely manner.
- ✔ **Compliance**
Keeping your information current helps us maintain compliance with tax regulations, preventing potential discrepancies or delays in the filing process.

Here's how you can update address in BambooHR:

- ✔ Log in to BambooHR using the following link: <https://gomedstar.bamboohr.com/>
- ✔ Click on the "My Info" tab.
- ✔ Locate the "Personal" section.
- ✔ Update your current address, including any changes in street address, city, state, or ZIP code.
- ✔ Don't forget to click the "Save" or "Update" button to confirm your changes.

Need assistance? Contact our accounting department at accounting@gomedstar.com.

Your prompt attention to this matter is greatly appreciated. Thank you for your cooperation in ensuring the accuracy of our records and a smooth W-2 distribution process.

GOIN' Time Tracker Feature Latest Updates

Haizel Baga

Thank you for providing feedback on the GOIN' Time Tracking feature. Based on your input, we've implemented several enhancements to streamline the clock-in and out process for you. Notably, we've eliminated the standby button. Now, you only need to use the "Available" button when starting your shift or resuming work after a break. For breaks, it's recommended to clock out from "Available" and clock in under "Break Time". This is important because some transit agencies require us to report the hours that drivers spend on break, which is why we have a dedicated "Break Time" button for you.

Clockify Extension

We understand that some of you may still have questions or concerns about the new system. We want to make sure that you are comfortable and confident with using it. That is why we have decided to extend the use of Clockify for payroll purposes until **December 31, 2023**. This means that you will still need to log your hours on both Clockify and GOIN' for this month until the end of the next one. This will also allow our developers to further improve and update GOIN Time Tracking before we fully roll it out.



Feedback and Support

We are grateful for your continued use of GOIN' Time Tracking and your valuable feedback that helps us update and improve it further. We are confident that this feature will make your work easier and more convenient in the long run.

Thank you for your cooperation and understanding. If you have any questions or comments, please don't hesitate to reach out to us via email at accounting@gomedstar.com and we'd gladly do our best to always assist you.

Health Corner



Open Enrollment 2024

Open Enrollment for 2024 health insurance benefits through Redirect Health is now open! This is your opportunity to enroll in health insurance and ensure that you have the right plan for your needs.

Why Enroll in Health Insurance?

Health insurance can help you cover the costs of medical care, including doctor visits, hospital stays, and prescription drugs. Having health insurance can help you avoid large medical bills and provide peace of mind knowing that you are covered in case of an unexpected illness or injury.

What is Redirect Health?

Redirect Health is a health insurance company that offers plans to meet the needs of our employees. Redirect Health plans offer comprehensive coverage and competitive rates.

How can I enroll in Redirect Health?

The process to enroll is very simple, the first step is filling out this form: **Health Benefit Intake Form** <https://forms.gle/jhQbZrKcNewUASJN6>

Open Enrollment ends on December 15th. We encourage you to enroll in health insurance as soon as possible so that your coverage can begin on January 1, 2024.

We encourage you to take advantage of Open Enrollment to enroll in health insurance and ensure that you have the right plan for your needs.

To learn more about the new benefits that Redirect Health is offering for 2024, please visit the Redirect Health website or contact a Redirect Health customer service team at csateam@redirecthealth.com | 888-688-4734.

👋 Medstar *Laughs* 🤪

Let's take a pit stop to refuel our spirits with a dash of humor. In the spirit of Thanksgiving and the open road, we've cooked up a special selection of jokes to rev up your laughter engines. Buckle up, and let's hit the funny lane!

GPS Turkey

Why did the turkey get a GPS for Thanksgiving?
It wanted to make sure it didn't end up stuffed in the wrong place!

Thanksgiving Parallel Parking

Why did the Thanksgiving turkey refuse to park in the crowded lot?
It didn't want to get "stuffed" in between two cars!

Leftover Lanes

Why did the cranberry sauce join the highway?
It heard there was a lot of traffic and wanted to be in a jam!



New Hires

We welcome the following employees who have recently been hired as drivers and office staff from **October 19, 2023 to November 15, 2023!**

Drivers in Training

Semu M.
Christopher G.
Cheryl S.
Niove H.
Heath S.
St Peter F.
Dejah D.
Brendan R.
Markiesha O.

Drivers

Mike D.
Jayleen F.

Software Engineer

Paolo L.

Android Developer

Jean C.

Dispatcher

Clair Z.

Admin Assistant

AM D.
Gieu P.
Aryanne A.

November Celebrators



NOV
3

Butch
M.



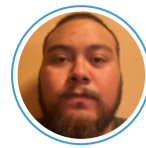
NOV
4

Alicia
S.



NOV
4

Wel
A.



NOV
6

Jesus
M.



NOV
7

Andraina
C.



NOV
7

Alex
H.



NOV
7

Lana
T.



NOV
9

Nicole
C.



NOV
11

Brandy
D.



NOV
15

Robert
D.



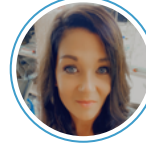
NOV
15

Ezzie
C.



NOV
16

Glynis
N.



NOV
16

Emily
F.



NOV
16

Gelene
D.



NOV
19

Marielle
A.



NOV
23

Haizel
B.



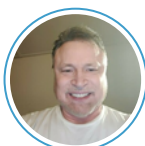
NOV
25

Michael
B.



NOV
28

Larry
B.



NOV
29

Douglas
H.



NOV
30

Jocelyn
M.



NOV
30

Xochil
G.

December Celebrators



DEC 1

Vyacheslav C.



DEC 5

Dawn Joren D.



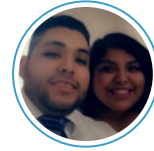
DEC 6

Paul D.T.



DEC 7

Martin E.



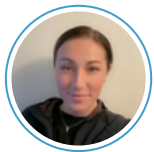
DEC 10

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.

Work Anniversaries



Lisa M.

4 years on November 1



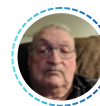
James C.

5 years on November 7



Andreina C.

1 year on November 11



Leroy G.

1 year on November 11



Jerod T.

1 year on November 11



Robert D.

5 years on November 12



Brittany M.

1 year on November 14



Laura L.

1 year on November 14



William S.

1 year on November 16



Susan L.

1 years on November 18



Martin E.

18 years on November 21



Joshua K.

1 year on November 23



John T.

1 year on November 24



Kamie H.

1 year on November 24

Positive Reviews

Terri H. is very pleasant and one of the best drivers.

—JD O.

Diane said that she really appreciates the ZIP service.

—Diane D.

Laura L. makes me feel safe and helps distract me to keep calm.

—Eva B.

Daniel Juarez D. gave us an excellent experience.

—Caregiver of VA client Michael P.

Marty is an awesome driver.

—Renee S., the PCA for Birtie S.

Dominic G. and Anthony C. were very courteous and safe drivers. They were excellent and deserved a pat on the back!

—Dale S.

Renee S. is an excellent driver. She's alert, personable, and focused on driving.

—Diane D.

Medstar is excellent.

—Stacy K.

Ikra I. is an amazing woman! She's concise and always asks the right questions. She speaks clearly and slowly. She is very organized and always gives the ETA.

—Diane D.

October B. is always good! She has had many times, and they are always great.

—Diane D.

Marka S and Elaine M. are good drivers, observant, and cautious.

—Diane D.

Katrina C. is a very good driver! She's observant, cautious, and handles the vehicle well.

—Diane D.

Will S. is a very good driver! He knows Lynnwood well, which is appreciated with all of the constructions. He knows how to use the GPS and makes good decisions.

—Diane D.

Jill G. is a very good CSR. He knows the right questions to ask to make sure the ride goes smoothly.

—Diane D.

Alicia S. was excellent and provided red carpet-like service.

—Mother of Destiny D.

Todd R. is an excellent driver. He is very pleasant, happy, and makes me feel safe during the ride. Todd R. did a good job.

—Anonymous

PAUL D. is very nice and very helpful.

—Son of Robert T.

Nicole C. is one of the best drivers. She is also very considerate.

—JD O.

Alofa S. was one of the best drivers I have ever been with, and the most pleasant. He was really good and kept me in a good mood the whole way here. He's a very good driver.

—JD O.