A Caregiver's Guide to Training, Health & Retirement Benefits

# Caregiver Handbook





Ken, caregiver

2018-2019

# My Benefits Important Information

Name:	Hire date:
	//

#### My Benefits Account (www.myseiubenefits.org)

Email address:	Password:
Provider ID (payroll) number:	
Home Care Credential (HM) number:	
OCA (fingerprint) number:	

#### My Yearly Continuing Education Deadline

(Your birthday)

#### **My Health Plan**

Health plan name:	Health plan number:
Doctor's name:	Doctor's phone number:
Closest urgent care center:	
Dentist's name:	Dentist's phone number:

# How to Use This Book



Read the introduction to find out the different types of caregiving roles, training requirements and helpful contacts.



Go through the Caregiver Journey and identify each step that applies to you.

3

Review "Caregiver Journey - In Detail" for more information about how to complete each step.

- 4 Keep reading to learn about your great training, health and secure retirement benefits.
- 5 Save this book and refer to it later if you have questions about your benefits!

# What Caregivers Are Saying

Taking care of people is my life passion. I can give somebody a high quality of life, while they remain in their home."

- Norma, caregiver

I really like the support and background the Benefits Group provides. This makes me really want to perfect my job. I can do this right and so much easier with their support." -Annette, caregiver

# Welcome to Caregiving!



Thank you for caring for others. You have important work ahead of you as a caregiver. At SEIU 775 Benefits Group, we work closely with caregivers like you, caregiver unions such as SEIU 775, the state of Washington and home care employers to ensure you have access to the best training, health and secure retirement benefits in the nation.

Caregiving is challenging work. **We want you to succeed** — **personally and professionally.** 

This may be the beginning of your career in healthcare. Or you may be providing care for a loved one. This handbook provides clear instructions on how to get certified and stay certified, as well as resources you can use to provide the best care possible.

SEIU 775 is doing trailblazing work to support benefits like high-quality and affordable health care options (page 60), the first-of-its-kind retirement program (page 80) and training programs. The partnership between caregivers and their unions has led to substantial increases in pay, better and safer working conditions and innovative ways to support caregivers' selfcare.

SEIU 775 Benefits Group administers the programs in this handbook, which represent hard-fought benefits caregivers have gained through union efforts.

We encourage you to make the most of these benefits.

Your work is incredibly important to our communities. Best of luck on your caregiving journey!

With deepest gratitude,

Abigail Solomon SEIU 775 Benefits Group Executive Director

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### Contact Information: SEIU 775 Benefits Group Resources

You can easily access answers to your training, health and secure retirement questions. Keep this guide and use it to find important contact information for your caregiver benefits.

#### **Training Questions**

Member Resource Center Certification, class registration support, language/interpretation support	1-866-371-3200 (8 a.m. to 6 p.m., Mon–Fri) mrc@myseiubenefits.org
Peer Mentors Basic training skills support, advanced training support, encouragement	1-855-803-2095 (10 a.m. to 5 p.m., Mon–Fri) peer.mentorship@myseiubenefits.org

#### **Health Questions**

Member Resource Center	1-866-371-3200 (8 a.m. to 6 p.m., Mon–Fri)
Health plan eligibility, enrollment	mrc@myseiubenefits.org
Kaiser Permanente of Washington	1-888-901-4636, www.kp.org/wa
HMO, POS	
Kaiser Permanente Northwest	1-800-813-2000, www.kp.org
(Clark, Cowlitz counties)	
Aetna	1-855-736-9469, www.aetna.com
PPO	1-655-750-9469, www.aetha.com
Delta Dental	1-800-544-1907, www.deltadentalwa.com
Willamette Dental	1-855-433-6825, www.willamettedental.com
Caregiver Kicks	1-833-599-9621, www.caregiverkicks.com
Health Advocate EAP Program	1-877-240-6863
	www.healthadvocate.com/seiu775BG

#### **Retirement Questions**

Retirement Plan Administrator	1-866-770-1917 (Option 3)
Eligibility, plan information	(8 a.m. to 6 p.m., Mon–Fri)

# Contact Information: State Caregiver Resources

#### **State Agencies**

Washington State Department of Social and Health Services	1-800-422-3263	
Information about clients, contact a case manager	www.dshs.wa.gov	
Health Care Authority		
Washington state Medicaid coverage and health care provider relations	1-800-562-3022	
Individual Provider One	1-844-240-1526	
Payroll questions, updating contact info	1-644-240-1320	
Department of Health	1-360-236-2700	
Home Care Aide certification support	1-300-230-2700	
Prometric	1-800-324-4689	
Scheduling home care exam support	1-000-324-4003	





Member Resource Center Representatives

### Member Resource Center

The Member Resource Center (MRC) supports caregivers by resolving issues such as interpretation, language support and ADA requests. It also provides answers to common questions from certification to health benefits information.

#### 1-866-371-3200

8 a.m. to 6 p.m. Pacific time, Monday to Friday

The MRC is closed on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day

- Thanksgiving
- Day after Thanksgiving
- Christmas Eve Day
- Christmas Day

Check **www.myseiubenefits.org/help** for office closures and the most current hours.



# Caregiver Roles & Training Requirements

The caregivers in the SEIU 775 Benefits Group family are as diverse as the people they serve. They share a commitment to providing the best quality care to older adults, people with disabilities and family members.

There are several types of caregivers. Based on who you care for, each has unique training requirements:

#### Standard Home Care Aide (HCA)

Standard Home Care Aides are caregivers who take care of clients, part- or full-time. Training: Orientation & Safety, Basic Training 70

Certification: HCAs need to become certified by the Department of Health

#### Adult Child Provider

Adult Child Providers are caregivers who are taking care of a parent or step-parent.

Training: Orientation & Safety, Basic Training 30

Certification: Not required

#### Limited Service Provider

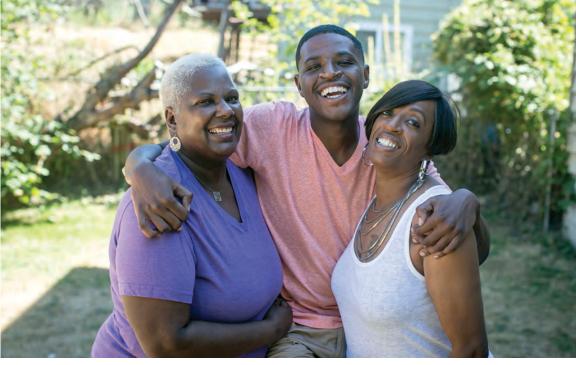
Limited Service Providers are caregivers who work fewer than 20 hours a month. Training: Orientation & Safety, Basic Training 30 Certification: Not required

#### Parent Individual Provider (Non-DDA)

Parent Individual Providers (Non-DDA) are parents who care for their child. They are not part of the Developmental Disabilities Administration (DDA) community.

Training: Orientation & Safety, Basic Training 30

Certification: Not required



Lorraine (left) & Vivian, caregivers

#### Parent DD Individual Provider (DDA)

Parent DD Individual Providers are parents who take care of their child with a developmental disability.

Training: Orientation & Safety, Basic Training 7

Certification: Not required

#### **Respite Provider (DDA)**

Respite Providers take care of other caregiver's clients or family members for a short period of time (less than 300 hours per year).

Training: Orientation & Safety, Basic Training 9

Certification: Not required



Provider Type	Orientation & Safety 5 hours online training	<b>Required Basic</b> <b>Training</b> Within 120 days of starting to provide care	HCA Credential State Certification	Continuing Education 12 hour annual requirement
Standard HCA hired on or after 1/7/2012	Complete prior to providing care	Basic Training 70 hours	Yes*	By your birthday: Your first CE requirement is due on your second birthday after initial certification**

\*Standard HCAs are required to renew certification with Department of Health (DOH) each year by your birthday to remain in good standing. \*\*If your initial certification is issued on your birthday then your CE is due on your next birthday.

Adult Child Provider	Complete prior to providing care	Basic Training 30 hours	No	By your birthday: CE requirement starts in the calendar year after completing Basic Training
Limited Service Provider	Complete prior to providing care	Basic Training 30 hours	No	Not Required
Respite Provider (DDA)	Complete prior to providing care	Basic Training 9 hours	No	Not Required
Parent Individual Provider (Non-DDA)	Complete prior to providing care	Basic Training 30 hours	No	Not Required
Parent DD Individual Provider (DDA)	Complete prior to providing care	Basic Training 7 hours	No	Not Required

NOTE: If you work for more than one employer and / or have multiple roles or multiple clients, you may have different training standards than indicated by the chart above.

#### For workers who have a Certified Nursing Credential (NAC), the chart below applies (not LPNs, RNs, or ARNPs)\*\*\*

Providers working in long-term care with a higher credential must maintain their credential or receive HCA certification before their credential expires to remain in compliance.

Provider Type	Orientation & Safety 5 hours online training	<b>Required Basic</b> <b>Training</b> Within 120 days of starting to provide care	HCA Credential State Certification	Continuing Education 12 hour annual requirement
Providers with a NAC or Special Education Endorsement (OSPI)	Not required	Not required	No	If CE is required in the table above, then your CE is due by your first birthday after you start working as an HCA
Providers with a initial NAC or Special Education Endorsements (OSPI)	Not required	Not required	No	If CE is required in the table above, then your first CE is due by your second birthday following your initial NAC certification

\*\*\*If you are currently certified as an LPN or RN, CE is not required for your role as an Individual Provider or Agency Provider. You must maintain your LPN or RN credential and be in good standing with the state of Washington.

NOTE: A provider may fall into more than one category. They must meet the higher requirements for training and certification.

#### **Two Great Training Options for Non-standard Caregivers**

#### **Exempt Certification Benefit**

Even if you don't have a certification requirement, you now have the chance to master your skills, meet other caregivers and receive Home Care Aide certification when you complete Basic Training 70. Exempt caregivers are not paid for their time in training, but the training is free.

Learn more at myseiu.be/ECB.

#### **Continuing Education for Uncertified Caregivers**

All caregivers can now take advantage of the Continuing Education benefit, where you have an opportunity to review key knowledge and learn new skills. Caregivers without a CE requirement are not paid for their time in training, but the training is free.

Learn more at myseiu.be/CE.

### How to Log In to the Website for the First Time

If you gave your employer an email address when you first started caregiving:

You'll receive an email with an activation link.

You can activate your account on a smartphone (touch-screen phone), tablet or computer.

Croate Login	
Create Login	
Enter a new password.	
EMAIL ADDRESS	
NEW PASSWORD	
NEW PASSWORD	-
CONFIRM NEW PASSWORD	-
NEXT	
PREFERRED LANGUAGE	×
Somali	
\$	
Samoan Sign Language	
Somali	-
Spanish	-
	×
LANGUAGE(S) FLUENT IN	^
5	
English $\times$ . Somely $\times$ . That $\times$	
Samoan	
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🗊 Spanish	
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Create Login	
Account Details	
PREFERRED LANGUAGE	
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LANGUAGE(S) FLUENT IN	-
Ergüler 5 Sonali 8 Thai 3	

#### STEP 1:

On the first screen (see image 1) **enter a new password**. If your password does not meet requirements, the system will let you know. Click "NEXT".

#### STEP 2:

**Choose your preferred language**. This is the language you use most frequently. You can find your language by scrolling down or by typing in the search box (see image 2). Click to select your preferred language and then click "DONE".

#### STEP 3:

**Choose the language(s) you speak** (see image 3). You can select multiple languages including English by clicking on the box to the left. Select all languages you speak fluently and click "DONE".

#### STEP 4:

On this screen (see image 4), **confirm that your language information is correct** and click "NEXT".

#### STEP 5:

The first time you log in you will have to **agree to a Consent for Release**. When you click "AGREE" you will then be logged in to *My Benefits*, the part of our website that gives you access to your training, health and secure retirement resources.

### If you did NOT give your employer an email address when you first started caregiving:

You'll receive a text or an automated phone call with instructions.

To active your account, follow the link in the text on your smartphone (touch-screen phone), tablet or computer. Or go to www.myseiubenefits.org and start the process by going to the login box.



Account Details	_
FIRST NAME	
LAST NAME	
SOCIAL SECURITY NUMBER	Last 4 numbers
SOCIAL SECORITY NOMBER	
	1234
	1234
x x x - x x -	1234
X X X - X X -	1234

#### STEP 1:

On the first screen, **enter an email address and a password**. The email address has to be unique (you don't share it with anyone). Click "NEXT".

#### STEP 2:

On the next screen (see image 2), **enter the following**:

- Your first and last name.
- The last 4 numbers of your social security number.
- Your preferred language and the languages you speak. See images from Steps 3 and 4 on page 16 for more information.

Click "NEXT".

#### STEP 3:

The first time you log in you will have to **agree to a Consent for Release**. When you click "AGREE" you will then be logged in to *My Benefits*, the part of our website that gives you access to your training, health and secure retirement resources.





# The Caregiver Journey Your Path to a Successful Career in Home Care

There are 5 steps to becoming trained as a caregiver. Use this guide to track your progress as you move from your first day of caregiving, through training and certification and into your continuing education requirements.

#### You're not alone on this path. We're here to help!

If you feel stuck, anxious or confused, please call the Member Resource Center (MRC) at 1-866-371-3200, 8 a.m. to 6 p.m. Pacific time, Monday to Friday.

# Caregiver Journey Checklist⊘

This checklist describes the journey to certification for standard HCAs. Read pages 12-13 to see which steps apply to you.

#### **STEP 1: ORIENTATION & SAFETY**

Must be completed before providing care.

- □ Task 1: Complete a background check & fingerprinting
- □ Task 2: Create your training account
- **Task 3:** Take Orientation & Safety
- □ Task 4: Prepare for first day with your client

#### **STEP 2: SUBMIT YOUR HOME CARE AIDE CERTIFICATION APPLICATION**

Application Deadline (14 days after hire): \_\_\_\_/\_\_\_/\_\_

- **Task 5:** Mail your Home Care Aide Certification Application
- □ Task 6: Reply to DOH email verification



#### **STEP 3: BASIC TRAINING**

**NOTE:** Please see pages 14-15 for a description of your basic training requirement based on your caregiver role.

- □ Task 7: Register for Basic Training
- □ Task 8: Prepare for first day of Basic Training
- □ Task 9: Start Basic Training
- **Task 10:** Complete all your Basic Training classes
- □ Training Completion Deadline (120 days after hire): \_\_\_\_/\_\_\_

#### **STEP 4: EXAM & CERTIFICATION**

- **Task 11:** Prepare for your exam
- **Task 12:** Take your exam exam date: \_\_\_\_/\_\_\_/
- □ Certification Deadline (200 days after hire): \_\_\_\_/\_\_\_
- **D** Receive your Home Care Aide Certification!





#### **STEP 5: CONTINUING EDUCATION**

Annual Deadline to Complete 12 Hours of CE:

\_\_\_/\_\_\_\_ (Your Birthday)

# Checklist Details & Instructions



Bev, caregiver

#### **STEP 1: ORIENTATION & SAFETY**



	COMPLETE BY:
DUE	COMPLETE BY: Before providing care

#### Who Needs to Complete This:

Everyone

#### Where Do I Complete This Task:

Background check information comes from your employer

#### What You'll Need to Complete This Task:

Social Security Number or Tax ID Number, criminal history, eligibility to participate in government healthcare programs, education and work history, references

#### To Do This:

Schedule your fingerprint appointment by calling 1-888-771-5097 or by visiting www.identogo.com/FP/Washington

#### Information to Keep:

Fingerprint Originating Case Agency (OCA) number:



TASK 2: Create Your *My Benefits* Account



COMPLETE BY: As soon as possible

Who Needs to Complete This:

Everyone

#### Where Do I Complete This Task:

Log in to www.myseiubenefits.org

#### What You May Need to Complete This Task:

First and last name, email address, last 4 numbers of your social security number

#### To Do This:

Follow instructions sent to you by email, text or phone. You will hear from us within one week after you were hired.

#### For More Information:

See pages 16-17

#### Information to Keep:

Email used for login:\_\_\_\_\_

Website password: \_\_\_\_\_



TASK 3: Complete Your Orientation & Safety Training



COMPLETE BY: Before providing care

#### Who Needs to Complete This:

Everyone

#### Where Do I Complete This Task:

Log in to My Benefits at www.myseiubenefits.org

#### What You'll Need to Complete This Task:

The email you used to log in and your password

#### To Do This:

Log in to *My Benefits* and click "Manage My Training". Your training resources will be on this page.

#### Information to Keep:

The website will track your completion of the required modules



**Training class** 



TASK 4: Prepare for Your First Day at Work



COMPLETE BY: Before providing care

Who Needs to Complete This: Everyone

Where Do I Complete This Task: Review the tips for your first meeting with your client on page 36

What You'll Need to Complete This Task: Caregiver Handbook

For More Information: See page 36



#### Are you an Adult Child Provider, Limited Service Provider, Parent Provider or Respite Provider?

You do not need to be certified. Go to page 40 for more information about your benefits.

#### **STEP 2: HCA CERTIFICATION APPLICATION**



#### TASK 5:

Mail Your Home Care Aide Certification Application



COMPLETE BY: 14 days from the date you are hired

#### Who Needs to Complete This:

Standard HCAs

**NOTE:** Adult Child Providers, Limited Service Providers, Parent Providers and Respite Providers do not need to be certified.

#### Where Do I Complete This Task:

Complete the online application at myseiu.be/DOHApp. On that page you will also learn how to download and print your application.

#### What You'll Need to Complete This Task:

State-issued ID, email address you can check regularly

#### To Do This Follow These Steps:

ONLINE:

• Go to myseiu.be/DOHApp and click on the link "Online application instructions are on our website"

BY MAIL:

- Get your application from your employer or download and print it at www.myseiu.be/DOHApp
- Check the box for "State Pay." You do not need to mail any payment with your application.
- Check "Provisional Certificate" if you are a Limited English Proficiency student. You may be allowed extra days for certification. You must also request to take the exam in a language other than English.
- Use the name on your state-issued ID, such as your driver's license or passport. Write the email address you check regularly for updates. It is a good idea to use the same email address for all caregiver-related accounts such as your payroll and training accounts.
- Respond to your confirmation email within 2 weeks

#### Information to Keep:

Deadline for mailing your application: \_\_\_/\_\_\_/\_\_\_ (2 weeks from the date you were hired)

Home Care Credential (HM) Number:\_ (you receive this from the state)



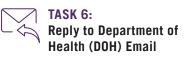
#### Why is this application so important?

This application is critical to becoming a certified Home Care Aide with the state of Washington. Without this application, you will not receive a testing date and may experience delays and barriers to working as a paid caregiver.



#### Did you know?

The Home Care Aide Certification Application is also available in Vietnamese and will soon be available in Russian and Spanish.





COMPLETE BY: After you submit your application to get certified

Who Needs to Complete This: Standard HCAs

#### Where Do I Complete This Task:

Check your email for the message from the Department of Health with the subject line "[REQUIRED]: Respond to Continue With Your Home Care Aide Certification"

#### What You'll Need to Complete This Task:

DOH email

**NOTE:** This a requirement. If you don't reply "Yes" to the DOH email you won't be able to get certified.

#### Information to Keep:

Pending Credential Number: \_\_\_\_\_



Advanced Training students

#### **STEP 3: BASIC TRAINING**



TASK 7: Register for Basic Training



#### COMPLETE BY:

As soon as possible. You have 120 days to complete all of your Basic Training classes.

Who Needs to Complete This: See page 12

#### A Feature of Basic Training (BT): The Classmate Experience

Training works better when you do it together.

In addition to meeting other caregivers in a supportive setting, you'll also remember more from your Basic Training classes!

Here are 4 tips for having the best Basic Training experience:



#### Register for your class early and plan your class schedule



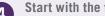
#### Train at one location

A basic training class is built around the idea that you connect with others who are learning the same material at the same time. Learn and laugh with your fellow caregivers!



#### Train with the same instructor

When they get to know you, they better understand what you need to successfully complete training.



#### Start with the first class and go in order

It can be hard to jump into the middle of a training course. Start at class one and go in order until the end.

#### Where Do I Complete This Task:

Log in to *My Benefits* at www.myseiubenefits.org

#### What You'll Need to Complete This Task:

The email you use to log in and password

#### How to Register for Basic Training:

INDIVIDUAL PROVIDERS:

Log in to *My Benefits* and click "Manage My Training" for tips and instructions

#### AGENCY PROVIDERS:

If you are an agency provider, your employer will register you. Use www.myseiubenefits.org to get more information about available courses in either the online or instructor-led format.

#### WHAT YOU'LL GET AFTER REGISTRATION:

You'll receive an email and/or text with details about class time and location along with other training details

#### Information to Keep:

Class Start Date: \_\_\_/\_\_\_/\_\_\_

Class Completion Deadline:\_\_\_/\_\_\_/

**Don't see a class in your language?** Request a free, personal interpreter by calling the Member Resource Center at 1-866-371-3200.



#### Need a hand registering for class? Call the Member Resource Center at 1-866-371-3200, 8 a.m. to 6 p.m. Pacific time, Monday to Friday.



#### TASK 8: Prepare for Basic Training Classes

Who Needs to Complete This: All Basic Training students

#### Where Do I Complete This:

Review the tips for your first day of class on page 37

#### What You'll Need to Complete This:

Caregiver Handbook

#### For More Information:

See page 37. For Learning Commitments and Classroom Norms see page 39.

-00-
DUE

COMPLETE BY: Before providing care



Advanced Training student



# DUE

#### COMPLETE BY: According to the class schedule you registered for. Try to complete the classes in the order they are given.

#### Who Needs to Complete This:

All Basic Training students

#### Where Do I Complete This:

You chose a location when you registered. Make sure you attend all classes to complete your training by your deadline. You can make up missed classes and find other class locations at www.myseiubenefits.org.

#### For More Information:

Find your current class schedule at www.myseiubenefits.org. See page 38 for more details.

#### **STEP 4: EXAM & CERTIFICATION**



TASK 10: Select Your Certification > Exam Date & Location



COMPLETE BY: As soon as possible

Who Needs to Complete This: Standard HCAs

#### Where Do I Complete This Task:

**Part 1:** Check your email often for your "Authorization to Test" email from the Department of Health. If you do not get this email within 14 days of completing Basic Training, call the Department of Health at 1-360-236-2700.

**Part 2:** Within 14 days of receiving your "Authorization to Test" email, you will receive your "Admission to Test" email from an agency called Prometric. It will have your exam time, date and location. If you do not receive your admission to test email, first check your Junk and Spam folders before calling Prometric at 1-800-324-4689. If you are testing in a language other than English, it may take up to 30 days to schedule your exam.

**NOTE:** If you need to change your exam date or location, call Prometric at 1-800-324-4689 at least 6 business days before your exam. There is a \$25 rescheduling fee. Caregivers who reschedule within 5 business days or less will be charged the entire exam fee.

#### Information to Keep:

Exam Date: \_\_\_/\_\_\_/

Exam Time: \_\_\_\_\_ AM or PM

Exam Location:



Advanced Training students



TASK 11: Prepare for Your Certification Exam



#### COMPLETE BY:

Start preparing for the exam as soon as you have completed Basic Training and continue until you take your exam. Try to save 2-3 weeks for preparation.

Who Needs to Complete This:

Standard HCAs

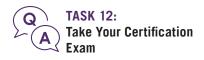
#### Where Do I Complete This Task:

Choose a place to review your training where it is easiest for you to focus and concentrate

#### For More Information:

For help with preparation, you can reach out to the peer mentors. They are certified HCAs who know the test and can offer practice tests and coach you on the exact skills you'll be tested on. Find out more about your peer mentors at www.myseiubenefits.org/peermentors.

Go to www.prometric.com/WADOH for practice exam questions. You can also register for optional 2-hour Basic Training Skills Refresher classes by calling the Member Resource Center at 1-866-371-3200, 8 a.m. to 6 p.m. Pacific time, Monday to Friday.





COMPLETE BY: The date and time you selected when you registered

Who Needs to Complete This: Standard HCAs

#### Where Do I Complete This Task:

If you didn't record your test location above, you will find the location in the Admission to Test email you received from Prometric

### Exam Day Checklist 🕗

Standard HCAs will take their HCA Certification Exam at a Prometric testing location.

- Wear socks with flat, non-skid, closed-toed shoes (Prometric requirement)
- Bring your "Admission to Test" email
- Bring two forms of valid ID:
  - o Government-issued ID (Driver's license, passport, etc.)
  - o ID with your name and signature (Credit card, Social Security card, etc.)
- Bring snacks. Testing can take several hours. Plan your commute to the test location.
- □ Plan on arriving 30 minutes early so you do not miss your exam

#### FYI:

No phones or bags are allowed in the testing area. Many locations have a secured area to leave your valuables. Consider leaving them at home if possible.

You will see your exam results shortly after completion. When you pass, the Department of Health will also send you a letter confirming your certification and provide your official HM (Home Care Aide) number. If you do not pass on your first try, you can try again after more practice.

# You got this!

### You Are Now a Certified Home Care Aide!

Go ahead, do a little dance! You deserve it!



Your professional expertise and growing experience are vital to your client's health and happiness and to the growing community of home care professionals.

As you grow and nurture your caregiving relationship with your client, know that you are not alone!

The work can feel isolating, tiring and exhausting. But when I go to bed and think about what I have done that day, I smile because I am helping my client live with dignity."

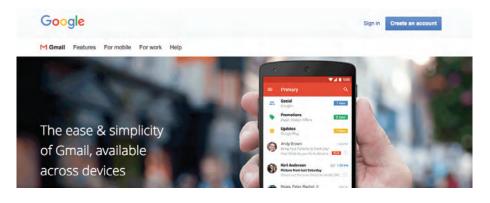
- Christy, caregiver & instructor

#### **STEP 5: CONTINUING EDUCATION**

Your Continuing Education benefit is an opportunity for you to review key knowledge and learn new skills.

As a reminder, you will need to complete 12 hours of Continuing Education every year. CE classes can be completed in instructor-led (in person) classes or online. Complete your annual CE requirement each year by your birthday.

# Caregiver Journey -In Detail



### How to Create Your First Email Account

From registering for your Home Care Aide certification exam to submitting your payroll hours online with Provider One, having your own email account is an effective way to stay connected.

If you are new to the game, don't worry. Here are a few simple steps to get your account up and running.

#### **Step 1: Create Your Account**

Go online to www.mail.google.com and click the blue "Create an account" button.

On the next screen you will enter your name, create a username (the address to receive and send your emails) and create a secure password for your account.

**Username tip**: You might find that your name (johndoe@gmail.com) is already taken. Try adding a middle initial, dots between names, a variation of your name or a significant number (e.g. john.e.doe60@gmail.com). Keeping it professional is always a good idea.



**Password tip:** Make passwords both complex and easy to remember by using words that paint an image in your head. (E.g., "horsebatteryfishtank" would be very difficult to crack.)

Google		
Gmail +	· C Mor	5 ×
COMPOSE	Primary	🚨 Social 🕒 Pro
Inbox (3) Starred	Gmail Team	The best of Gmall, wherever you are - Hi Breedev G
Sent Mail	Gmail Team	Stay more organized with Gmail's inbox - Hi Sreed
Drafts More <del>•</del>	Gmail Team	Three tips to get the most out of Gmail - Hi Sreede

#### Step 2: Learn How to Manage Your Gmail Account

The G Suite Learning Center has a lot of great information about how to get the most out of your new Gmail account:

https://gsuite.google.com/learning-center/products/gmail/get-started/#!



My Website Password: \_\_\_\_\_

Need Help? Call the Member Resource Center at 1-866-371-3200, 8 a.m. to 6 p.m. Pacific time, Monday to Friday.





#### Worried about protecting your personal information online, or about others accessing your personal information for fraudulent purposes?

Visit the FTC's online security site for more information about staying safe online: myseiu.be/safeonline.

### **Orientation & Safety Training Online**

You are now ready to take your first caregiving training! Orientation & Safety provides you with basic safety skills before you start caring for your client.

Skills you will learn in this class:

- Emergency readiness
- How to stop the spread of infectious diseases
- Accident prevention

#### Do I need to take Orientation & Safety training?

All caregivers are required to take Orientation & Safety training before providing care. The training you will take is based on what type of care you provide. See pages 14-15 for your training requirements by provider type.



Take this training **as soon as possible**. You'll need to complete this before providing care for your client.

#### Need help registering or taking training?

Go to www.myseiubenefits.org/register for instructions and tips. You can also call the Member Resource Center at 1-866-371-3200 (8 a.m. to 6 p.m. Pacific time, Monday to Friday).



#### Did you know?

Orientation & Safety Training is currently available in the following languages:

Cantonese
 Russian

Spanish

Vietnamese

- English
- Korean



### First Day Tips with Your Client

This can be a stressful day, whether you are meeting your client for the first time or beginning to provide care for someone you already know.



I had no idea if I was doing things right," said one caregiver about her first day on the job.



#### 4 Tips for meeting your client

- Dress professionally. Consider wearing scrubs, minimal makeup and avoiding strong scents in case your client has scent sensitivities.
- Share a little about yourself and, 2 to get to know your client, ask questions such as:
  - What are your expectations of me?
  - Do you have any restrictions I should be aware of?
  - What food / shows / activities do you like?
  - Go over their **care plan** together. Make sure you both understand vour role. Set boundaries and expectations.

Heather, caregiver



- Gather your supplies, such as:
- Closed-toe, non-slip shoes
- Care Plan / task sheet
- □ Water bottle
- □ Snacks
- U Work bag



Bri. peer mentor

#### Perfect time to call your peer mentor!

Peer Mentors are certified Home Care Aides trained to support you as you get started in home care.

Call 1-855-803-2095, 10 a.m. to 5 p.m., Monday to Friday, or email peer.mentorship@myseiubenefits.org.

REMINDER: Learn how to submit hours worked accurately and on time in order to get paid on time!



#### **Basic Training students**

# Preparing for Class

The first day of Basic Training is exciting and sometimes stressful. One student shared, "I haven't been in school for over 20 years. I'm anxious about being in a learning environment again." This is very common and your skilled instructors work hard to create a positive experience for you!

#### First day tips from instructors:

- □ Talk with your employer as soon as possible about finding a respite caregiver for your client while in class
- Map your route to class and plan on arriving 15 minutes early
- Bring a valid, state-issued ID
- Wear comfortable clothes
- Bring snacks and water
- Plan on having fun learning with other caregivers
- Review Learning Commitment & Classroom Norms (page 39)
- Contact the MRC if you need accommodations or language interpretation

#### **My Class Details:**

Class Date: \_\_\_\_/\_\_\_\_ Start Time: \_\_\_\_\_ AM / PM Address: \_\_\_\_\_



You might meet Instructor Christy in your classroom. "The work we do is hard, but oh so rewarding. It's a hands-on job. You're protecting your client and letting them do the most they can for themselves."

Ask your peer mentor questions about your first day in training at 1-855-803-2095 (10 a.m. to 5 p.m., Monday to Friday)



Pamela, Nichole and Teresa, caregivers

# Going to Class

It's time to dig into the good stuff of caregiver skill-building in Basic Training. This course will equip you with caregiving best practices and hands-on skills practice to pass your Home Care Aide exam. (Don't stress about the exam. We will help you along the way!)

#### Some skills you will learn include:

- Using safety tools and body mechanics to lift your client without injuring yourself
- Providing medication assistance
- Understanding your client's health rights and encouraging independence

#### What is the classroom like?

Your classroom might be in an SEIU 775 Benefits Group building or in one of our mobile hotel conference classrooms.

You will see lots of stations for trying hands-on skill building. Your instructor will have all of your learning guides and supplies in the classroom.



Stay in touch with your peer mentor during Basic Training. They can provide extra skills coaching, practice tests and a positive boost of encouragement when you need it.

Call 1-855-803-2095 (10 a.m. to 5 p.m., Monday to Friday) or email peer.mentorship@myseiubenefits.org.

# Learning Commitment & Classroom Norms



For more learning commitments, visit myseiu.be/learningcommitment.

Thank you for taking your valuable time to come to class. The following policies are designed to ensure a positive learning environment where everyone can support each other and be successful.

#### **Preparing for Class**

- Students are required to be registered for class and be on the class roster in order to take a class
- One week before class starts, plan your transportation and know the class location
- If you need help with scheduling, accommodation or language interpretation contact the Member Resource Center or your agency employer
- Students are expected to show a state-issued picture ID to sign in for class. It can be a valid, state-issued ID, a driver's license or a passport.
- You'll receive textbooks on the first day of class. Be prepared for all classes by bringing relevant books, files, pens and supplies.
- For language interpretation or accommodations call the MRC

#### Late Policy

- Instructors will close class for attendance 10 minutes after the scheduled class start time. Basic Training is the exception. You have an additional 10-minute grace period on the first day.
- If you arrive more than 10 minutes late to class after the first day, you will be considered late, not be permitted to attend and will need to reschedule the class

#### Attendance

- Only registered students and registered interpreters are allowed in the class
- Students may not bring clients, children, pets (excluding service animals) or other visitors to the class
- Make sure to sign in and out of each module to receive class credit

#### Safety

- Students and staff have the right to a safe and secure environment. Any behavior that compromises this is unacceptable.
- Drugs, alcohol, firearms or other weapons may not be brought into the classroom
- SEIU 775 Benefits Group reserves the right to remove those who are disruptive or compromising the safety of others

#### **Student Participation During Class Time**

- Treat instructors, support staff and fellow students with respect at all times
- Students are expected to fully participate in the learning experience
- Students will practice skills and assessments to help prepare for the state exam
- Class time is the opportunity to hear from other perspectives. Please be respectful of others by listening when others are talking and waiting your turn.
- Return promptly from breaks and lunches

#### Phones

- Personal phone calls and personal matters should be taken care of during breaks / lunch
- Silence your cell phone during class
- Refrain from texting during class

#### Facilities

- Respect the property / classroom / restrooms. Pick up after yourself (coffee cups, food, paper, etc.).
- Smoking, including vapor cigarettes and chewing tobacco, is not allowed in the facility or within 25 feet of its entrances
- Use designated smoking areas only

#### **Class Cancellation**

- If you are unable to attend class, call the Member Resource Center as soon as possible to reschedule
- If SEIU 775 Benefits Group has to cancel a class, we will call you. Please keep an updated number on file with the Member Resource Center.
- We will work with you to reschedule the class
- Inclement Weather: In the event of bad weather, our policy is to follow determinations made by the local public school district where the class is being held. If your local school district announces a school closure due to bad weather, we will cancel class in that area.

For classroom support, call the Member Resource Center at 1-866-371-3200, 8 a.m. to 6 p.m. Pacific time, Monday to Friday.





# Find your next client today on Carina

# Browse, Search & Connect

- It's free (thanks to your union contract!)
- Search and browse nearby client jobs that meet your interests
- Find respite care providers too

#### Sign Up in Minutes: www.CarinaCare.com

Carina is a free self-service website created to help verified Individual Providers and Medicaid in-home care clients find each other. We work in partnership with the SEIU 775 Benefits Group and DSHS to provide this service.



# **Start Earning More** Join over 6,000 Washington IPs using Carina

I now have full time 40 hours of work as a caregiver for three different people and I'm loving every minute of it... thanks to Carina!

It was so easy to inquire and connect with possible clients. This is a much easier, more personal way to find clients.

Join Carina in Minutes: www.CarinaCare.com

## SEIU 775 **Union Difference**

#### 2017-2019 Contract Added:

- Starting wages of \$15 an hour by 2019
- More than \$18 an hour for experienced caregivers with advanced training
- Raises every six months
- Doubling of employer retirement contributions
- Paid administrative time
- More paid time off
- Expanding health insurance

#### 2015-2017 Contract Added:

- Raises averaging \$2.50 an hour
- Average wage of more than \$14an hour
- Retirement plan the first in the nation for home care workers!
- Increased vacation accrual

#### 2013-2015 Contract Added:

- \$10.53 an hour to start with step increases
- Experienced caregivers get almost \$15 an hour
- Increased mileage reimbursement
- Increased vacation accrual

#### Early Progress:

- \$10.03 an hour with a step increase, and health insurance
- Mileage reimbursement
- Vacation and paid training, L&I coverage, equal wages and benefits for agency workers

#### Before SEIU 775:

•\$7.68 an hour and no other benefits



"When my fellow caregivers and I formed the Union back in 2002, we were getting paid minimum wage, just a little more than \$7 an hour. Now, our wages are at least double that, with healthcare, PTO, professional training, and retirement benefits.

"What that means is that caregivers like me can start to afford a decent life for our families. That's all we want, and that's why we've joined together in a Union to just get paid enough to have a safe home and enough to eat."

TJ Janssen,
 Individual Provider

"One of the things I appreciate about being part of SEIU 775 is it's a community of caregivers, where people understand and appreciate each other.

"Instead of feeling helpless and alone, we were able to raise our voices together to make sure our elected officials understand how important benefits and programs like Medicaid coverage are to our communities.

"Together, we're stronger and we have your back."

— Dara Mann, Agency Provider



The SEIU 775 Membership Plus program is designed to help caregivers' paychecks go further.

Open to SEIU 775 card-signing members in good standing, Membership Plus gives access to money-saving discounts on insurance, shopping, and more – things you already spend on.

To become eligible, call the MRC to sign or update your membership form. If you are already a card-signing member in good standing, you can access these benefits at SEIU775Plus.org.

#### **Membership Plus Open Enrollment**

- Supplemental Life Insurance
- Family Dental Insurance
- Family Visions Insurance
- Family Accident/Critical Illness Insurance



"Even with our rising wages, it's not always possible to treat myself or my family.

"With Membership Plus, I'm able to go on family vacations and have the opportunity to sign up for necessities like dental and vision insurance for them at much lower costs."

- Jackie, caregiver

#### **Union-Paid Life Insurance**

Qualify for \$3,000\* of Union-paid life insurance by updating your membership form. In the event something tragic happens, your Union-paid life insurance helps to ensure that loved ones are taken care of.

#### Bright Now! Dental

Bright Now! Dental provides card-signing members and your families with dental benefits at significantly reduced out-of-pocket costs. This is available whether or not you have dental insurance.

#### Costco

New Costco members receive coupons valued at more than \$55 and three FREE items.

#### SEIU Free College

Eligible members and their families can earn their college Associate Degree or Certificate online for FREE! This includes covering the cost of tuition, feeds, and e-books for specific online programs.

#### **Family Vacations**

Take time off for you and your family with discounts at Busch Gardens, Disneyland, Disney World, LEGOLAND, SeaWorld, Six Flags, and Universal Studios.

#### **SEIU Auto Buying Program**

This program is a great way to buy or lease your next new or used vehicle.

#### SEIU Visa and Personal Loan

Select from three different SEIU VISA card choices. Additionally, you can apply for a SEIU Personal Loan up to \$30,000.

#### **Technology Discounts**

Take advantage of member deals with AT&T, Charter Communications, Dell, DISH, HP, Lenovo, Panasonic Direct, and Xfinity.

\*SEIU 775 Card-signing members in good standing are eligible for a \$1,000 Union-paid life insurance policy if you have signed a membership form prior to Version 5, \$2,500 if you signed Version 5 of the membership form or \$3,000 if you sign sections 1, 2 and 3 of Version 6. You will receive \$2,500 if you only complete sections 1 and 2 of Version 6.

PLUS

MEMBERSHIP



Kalkidan, Van and Flo, caregivers

# What's Next?

#### Here are some ways to stay connected to the caregiver community:

- Call your **peer mentor** as you begin to apply your new skills at 1-855-803-2095 (10 a.m. to 5 p.m., Monday to Friday).
- Sign up for **Power of You** caregiver health, wellness and training events and programs. (See tear-out postcard after page 34.)

#### Caregiver benefits to look forward to:

After 2 months of caregiving (at 80 hours/month), you qualify for our **health plan**, packed full of high-quality medical and dental benefits. (See page 60 for details.)

Caregivers who are eligible for the SEIU 775 Benefits Group health plan can also receive a pair of **Caregiver Kicks** shoes at no cost to them. (See page 77 for details.)

After you become vested in the **secure retirement plan**, you are eligible to receive a retirement benefit beginning at age 65. (See page 80 for details.)

# Staying Engaged

You'll want to stay in touch to find out about exciting new Continuing Education courses – many designed in response to caregiver feedback – inspirational health and safety programs and enhancements to the benefits you receive.

Throughout the year you may receive messages from us via email, text message (SMS), phone calls, Facebook (if you have an account) and through the U.S. Postal Service.

You may also receive information about events and other opportunities to connect with other caregivers in your local area.

To make sure you receive news from SEIU 775 Benefits Group:

1

Log in to *My Benefits* at www.myseiubenefits.org to manage your contact information, including email address, cell phone and home phone, mailing address, your preferred language and the languages you speak.

2 Add the email addresses that come from SEIU 775 Benefits Group (emails from an address that ends in "@myseiubenefits.org") to your address book, and check your spam folder.



Eva, caregiver

# Connect With the Caregiving Community

## Connect With Us on Facebook

Like SEIU 775 Benefits Group on Facebook for the latest caregiver stories, tips and news. **www.fb.com/SEIU775BenefitsGroup** 



## Attend a Caregiver Coffee Chat

Meet and connect with other caregivers in your local community! Join SEIU 775 Benefits Group and other caregivers to socialize over a cup of coffee and snacks.





### Connect With Other SEIU 775 Caregivers

Caregivers around the state meet at monthly meetings, summer BBQs, holiday parties, and at the annual SEIU 775 Convention to connect, share and learn together. If you're interested in attending any of these events, please call the Member Resource Center at 1-866-371-3200, and let them know you want to get involved!



# Training





"We need to keep providing high-quality training and more training to our workforce. Bringing our training into the 21st century with competency-based education and leveraging technology will benefit our work and the care we provide to our clients."

- Linda, caregiver

# Learning on the Job

Once you begin your caregiving career, you can find many opportunities through SEIU 775 Benefits Group and your training benefits to build your skill set, identify exciting career development choices and increase your technical knowledge.

# These are a few of the benefits you can access throughout your career journey:

# **Advanced Training**

As an Advanced Home Care Aide Specialist, you'll learn more skills to provide exceptional care in complex settings.

You'll also strengthen the relationship between you and your client, get paid to attend, advance your caregiving career and receive a raise in pay — an extra 0.50 an hour.

This training is just one day a week in class, plus online learning.

\*Available only to eligible Individual Providers, based on client eligibility. Currently offered in English only.

## **National Apprenticeship Certification**

Grow your career through a national, industry-recognized apprenticeship certification from the U.S. Department of Labor.

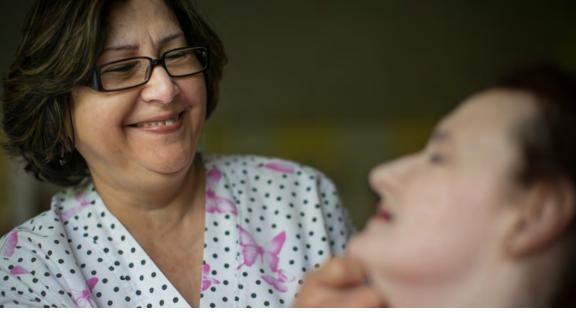
This free certification adds additional support to your Advanced Training experience and full access to our peer mentors. You receive:

- A national, industry-recognized apprenticeship certification
- Unlimited, on-the-job mentorship
- Help practicing new skills and preparing for exams and assessment

## **Nurse Delegation**

Nurse Delegation classes teach you how to administer Registered Nurse specific tasks to your client. Classes are available on subjects such as core nursing skills and diabetes management skills. This may be required, depending on your client's needs.

#### For more information about all of your training benefits, keep reading!



Isabel, caregiver

# Growing Your Care Skills

# Your Guide to Continuing Education

Your Continuing Education benefit is an opportunity for you to review key knowledge and learn new skills.

#### Each year by your birthday, you will need to:

- Complete 12 hours of continuing education. See the chart on pages 14-15 for requirements by provider type.
- 2. Renew your certification with the Department of Health if applicable.

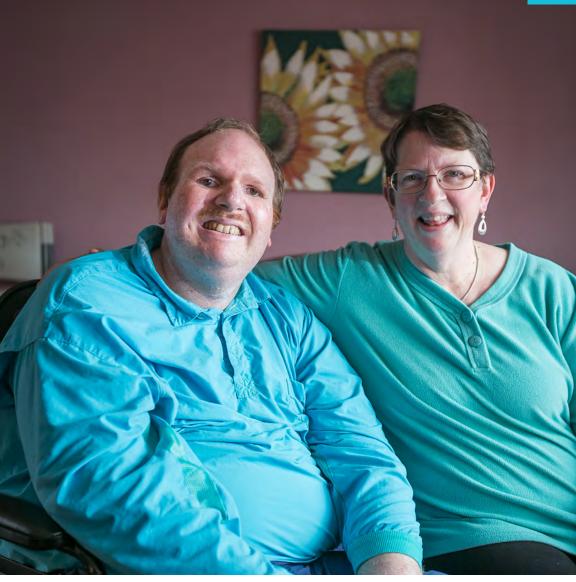
#### My Yearly Continuing Education Deadline:

## Bring a Community Interpreter (friend or relative):

You can bring an interpreter to your in-person classes. If you enroll online, let the Member Resource Center know by calling 1-866-371-3200.

(Your birthdav)

Want to make sure you get the course you want, at the time of day you want? Search our online CE catalog at myseiu.be/CE.



Shari, caregiver

#### To enroll, log in to My Benefits at www.myseiubenefits.org

New courses are planned for a release in April 2019. Language needs are analyzed each year to determine which languages courses will be offered in. The languages for the current in-person CEs are:

Arabic	English	Korean	Spanish
Chinese	Khmer/	Lao	Tagalog
(Cantonese/Simplified)	Cambodian	Russian	Vietnamese

Want to see the catalog of up to 20 CE courses, including new courses that recently started?

Visit myseiu.be/CE.

# Courses Offered Online or in the Classroom (Instructor-Led Training)

You can now take some courses either online or in the classroom.

#### **Culture, Communication & Bias**

1 hour, online or in the classroom

The relationship you build with your client is essential to your well-being and effectiveness on the job. In this course, you will learn how to maintain and improve your relationship by establishing an understanding of and respect for your client's cultural identity.



#### **Improving Time Management Skills**

#### 2 hours, online or in the classroom

Who couldn't use more time in their day? This course is about learning to use time management skills to maximize your time, including the time you spend with clients.



#### Planning & Preparing for Mindful Meals

*1 hour, online or in the classroom* Preparing meals on a daily basis can be a challenge for even the most confident home cook. Join us to learn a variety of effective techniques for preparing quick and inexpensive meals that appeal to your client's preferences.

#### Practical Approaches for Caring for Clients with Anxiety

#### 2 hours, online or in the classroom

Anxiety has touched most people at some time or another in their lives. Join us to learn about the four most common types of anxiety. We will explore best practices on how to minimize client anxiety and communicate with a client about his or her anxiety and triggers.

#### Practical Approaches for Caring for Clients with Depression

#### 2 hours, online or in the classroom

Being a caregiver may mean you have come face-toface with people suffering from depression. Learn how to recognize the signs and symptoms of depression and how to use resources to support clients with depression.



# Explore All-New Online Courses

These classes are currently offered online. Take classes when it's most convenient for you:

#### **Client Use of Marijuana in Home Care**

#### 1 hour, online

Discover the possible uses of medical marijuana and the positive and negative effects associated with its use. Learn how to respond to negative effects of marijuana use and how to support a client who legally uses medical marijuana.

#### Influenza (The Flu)

#### 1 hour, online

This course provides you with information on influenza. You will learn to tell the differences between cold and flu symptoms, to identify which groups are at higher risk of flu-related complications and to recognize emergency warning signs of the flu. You will also model ways to protect against the flu using infection control practices and learn how to create a comfortable environment for clients who are sick.

#### Managing Compassion Fatigue

#### 2 hours, online, in the classroom beginning April 2019

This course helps you understand the signs and symptoms of compassion fatigue. You will learn the different phases of compassion fatigue and how to use best practices for addressing it.

#### **Opioids & Pain Management**

#### 2 hours, online

This course provides you with an understanding of how opioid medications are used for pain management, the risks associated with opioid use and signs of abuse. Learn how to support clients in minimizing these risks while managing pain.

#### Supporting a Client with Hearing Loss

#### 2 hours, online, in the classroom beginning April 2019

This course provides you with the skills needed to support a client with hearing loss, including reporting signs of hearing loss in a client, communicating with a client who has hearing loss and supporting a client who uses hearing aids or other devices/technologies. You will also learn to assist a client in preparing for their first audiology appointment. By the end of the course, you will be able to use best practices to prevent hearing loss and find the best resources to help clients with hearing loss.

#### **Understanding Basic Medical Terminology**

#### 1 hour, online

This course is designed to improve your ability to understand and communicate through medical terminology. Examine common word parts used in medical terminology and practice translating medical terminology into plain language using realistic scenarios.

# HCA Best Practices Instructor-Led Training Courses

HCA Best Practices courses cover relevant, timely knowledge and skills that are helpful for caregivers. Offered in a classroom setting, they are also a great opportunity to connect with other caregivers.

#### HCA Best Practices in Infection Control & Bloodborne Pathogens

#### 2 hours, in the classroom

Course Description: In this course, you will review best practices for infection control, such as safe techniques for hand washing, using personal protective equipment, and cleaning and disinfecting. You will also review information about immunizations and how to limit exposure to bloodborne pathogens such as hepatitis B, hepatitis C, and HIV.

#### HCA Best Practices in Confidentiality, Client Rights, & Body Mechanics

2 hours, in the classroom

Course Description: Learn best practices for complying with laws and regulations such as HIPAA and the Patient's Bill of Rights. Additionally, you will practice using proper body mechanics and will review ways to modify a home environment to help apply good body mechanics.



HCA Best Practices courses keep you up to date on skills essential to your job as a caregiver. Watch for new topics and plan on taking an HCA Best Practice course once every 2 years!

#### Accommodation Process

Students with disabilities have the right to request and receive reasonable accommodation in order to receive all of the Training Partnership's programs and activities.

Reasonable accommodation means modifying or adjusting practices, procedures, policies, educational services and delivery, or the training environment so that a student with a disability can enjoy equal educational opportunity, so long as: (1) there is sufficient medical evidence establishing a relationship between the disability and the need addressed by the specific accommodation; and (2) it does not impose an undue hardship on the Training Partnership.

To request reasonable accommodation from the Training Partnership, a student with a disability should complete the "ADA Request Form" (See Appendix A of the ADA Policy Document and Forms) or call the Member Resource Center. Once the request is received by the Training Partnership, the Accommodation Process begins, during which the student is asked to provide current documentation of his or her disability, the functional limitations resulting from the disability, and recommendations for specific accommodations. As part of the Accommodation Process, the ADA Coordinator will confer with the student to identify appropriate and reasonable accommodations warranted under their particular circumstances. The Training Partnership has the right to establish qualifications and other essential standards and requirements for its courses, programs, activities, and services. All students are expected to meet these essential qualifications, standards and requirements, with or without reasonable accommodations.

Download the ADA Request Form and learn more about reasonable accommodation at myseiu.be/accommodation.

Juana, caregiver



# Health



The pilot programs at Benefits Group have changed my life. Their innovation is what keeps me as a caregiver because I have been healthy and want to continue to do this job!"

- Gina, caregiver



# Your Health

You work hard to make sure your client's needs are met with great care and dignity.

It's easy to ignore your own health when you are juggling the challenges of caring for others.

#### Your health matters, too!

SEIU 775 Benefits Group provides high-quality, affordable health and dental coverage focused on keeping you healthy.

# Find Your Health Plan

Veteran caregivers say the key to providing great care for their clients begins with taking great care of their own body and mind.

Whether you are looking for your first health insurance plan or considering changing plans, there are multiple ways to learn about your health coverage.

#### Quick Eligibility Guide

To qualify for SEIU 775 Benefits Group coverage, you must work 80 hours each month for 2 months in a row and maintain 80 hours per month going forward to keep your coverage.



Questions about your health plan options? Call the Member Resource Center at 1-866-371-3200, 8 a.m. to 6 p.m. Pacific time, Monday to Friday.



# The SEIU 775 Benefits Group Health Plan

For \$25 a month, you will receive medical, prescription drug, mental health, hearing, vision and dental benefits.

Depending on your ZIP code, your medical, vision and prescription drug health care coverage will be provided by Kaiser Permanente or Aetna. You can choose between Willamette Dental Group and Delta Dental of Washington for dental coverage.

Some of these services may be covered in full, or you may have a co-pay (small cost to you) for:

- Acupuncture
- Allergy shots and other injections
- Chiropractor visits
- Colorectal cancer screenings
- Doctor office visits
- Employee Assistance Program (EAP)
- Gastric bypass surgery
- Hearing exams and hearing aids
- Hospitalization

- Laboratory services
- Mammograms
- Maternity services
- Mental health and chemical dependencies
- No-cost preventative dental
- Rehabilitative therapies
- Routine immunizations
- Slip-resistant safety shoes
- X-rays and diagnostic imaging

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Penny, caregiver

# Health Plan Eligibility

## Do I Qualify for SEIU 775 Benefits Group Coverage?

# Question 1: Have you worked 2 months or more in a row as a caregiver? No Yes No Yes No Yes No Yes Weshington Apple Health

Although you don't qualify for the SEIU 775 Benefits Group plan yet, you can still find affordable health insurance through Washington
 Apple Health (Medicaid) or the Washington Healthplanfinder.
 See page 66 for more information.

# Congratulations! You Are Now Eligible!

You meet the first eligibility requirement for the **SEIU 775 Benefits Group health plan** for caregivers.

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## How to Apply:

**Individual Providers**: Apply for health benefits at anytime by completing an enrollment application at myseiu.be/healthenrollment or calling the Member Resource Center at 1-866-371-3200.

**Agency Providers:** You can apply when you meet the eligibility questions above. You can also apply if you are eligible during Open Enrollment in July 2019. APs can call the MRC number and select options 2 and 2 to be redirected to Zenith for eligibility questions.

Questions about your health plan eligibility or options? Give us a call at the Member Resource Center at 1-866-371-3200, 8 a.m. to 6 p.m. Pacific time, Monday to Friday.

# Your Health Plan Options

Caregivers can choose from one of three coverage options:

	SEIU 775 Benefits group	Apple Health	
	SEIU 775 BENEFITS Group Plan	MEDICAID/ Apple Health	WASHINGTON Healthplanfinder
YOUR COST	\$25/month	Free, depending on your household income.	Varies depending on the plan you choose.
DEPENDENT COVERAGE	Dependents covered only for Agency Providers who pay for full premium of their dependents.	Spouse and children covered.	Spouse and children covered.
ELIGIBILITY	Work 80 hours for 2 months in a row.	• Depends on household income.	<ul> <li>If you do not qualify for insurance through an employer, you may be eligible for a subsidy for health coverage purchased on Washington Healthplanfinder.</li> </ul>
APPLY	Apply by visiting www.myseiubenefits.org.	Visit Washington Healthplanfinder for more information at www.wahealthplanfinder.org.	Visit Washington Healthplanfinder for more information at www.wahealthplanfinder.org.
ENROLLMENT PERIODS	APs: Within 60 days of becoming eligible, or during Open Enrollment. IPs: Any time after becoming eligible.	• Enroll anytime when eligible.	• Open from Nov. 1, 2018 to Dec. 15, 2018, or when you have a "qualifying event" such as marriage, a child, or loss of coverage.

Questions about your health plan options? Call the Member Resource Center at 1-866-371-3200, 8 a.m. to 6 p.m. Pacific time, Monday to Friday.

\* Disclaimer: SEIU 775 Benefits Group is not affiliated with Washington Healthplanfinder. The information provided is for informational purposes only.





Willamette

**Dental Group** 



# The Family of SEIU 775 Benefits Group Providers

Explore all of your covered health and dental benefits by finding your plan in the following section.

Depending on where you live, you are in one of these three plans:

- Kaiser Permanente of Washington HMO
- Kaiser Permanente Northwest (if you live in Clark and Cowlitz counties)
- Aetna PPO plan

See page 7 of this handbook for contact information for all carriers.

aetna NAP	Nap Vendor Logo Customer or Logo Network Logo
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#### Not sure which plan you're in? Take a look at your health plan card to find your plan name.

Questions about your health plan? Call the Member Resource Center at 1-866-371-3200, 8 a.m. to 6 p.m. Pacific time, Monday to Friday.



Marian, caregiver

# Your Guide to 2018-19 Health & Dental Benefits

Did you know that your SEIU 775 Benefits Group health plan includes \$200 worth of optical supplies every two years, free mental health visits and \$15 co-pays for acupuncture and massage services?



**A** lot of caregivers don't know what they have in their insurance. A lot of caregivers don't know where to go."

- Monique, caregiver & caregiver health advocate



**Looking for Plan Summaries?** The current version of plan summaries can be found online: myseiu.be/plansummaries

# Get the Most Out of Your Coverage

There are 4 easy things you can do right now to get the most out of your health coverage:

#### Get to Know Your Primary Care Provider (PCP)

Your PCP is your primary point of contact for better health. Refer to your provider's welcome packet for instructions for choosing the primary care provider who's the best match for you. Then, make a preventive care appointment.

#### 3 Use Your Mental Health Benefits

When you think about staying healthy, is your mental health part of the equation? Mental health care and treatment can include psychotherapy, medication, group therapy, and complementary and alternative medicines.

# The first step is talking to your primary care provider.

Let them know you would like to access your mental health benefits. With your input, they can guide you to the care that is best for you.

#### 2 Show Your Teeth Some Love

Dental cleanings not only prevent cavities and tooth loss, but they can also boost your overall health. Studies show dental cleanings may lower your risk for diseases like heart disease and stroke. Under Delta Dental and Willamette Dental, you have full coverage for cleanings up to twice a year. Choose a dentist, complete a dental cleaning, and smile!

4

#### Make a Plan for Your Best Care Options

Whether accessing your primary care provider, urgent care, or the emergency room, we want you to receive the right level of care. Learn more at: myseiu.be/ChooseRightCare

If you have questions about your eligibility, or for more information for healthcare coverage options, call the Member Resource Center at 1-866-371-3200, 8 a.m. to 6 p.m. Pacific time, Monday to Friday.

# Plan Enhancements for 2018-19

These enhancements to your SEIU 775 Benefits Group health coverage have been made for the 2018–19 Plan Year:

#### Hearing Benefit Through EPIC Hearing

#### Up to \$2,400 for New Hearing Aids

You can now get free hearing exams and hearing aid hardware benefits through your health plan membership!

You can receive:

- A routine hearing exam each year, covered in full if provided by an EPIC Provider
- \$1,200 per ear toward hearing aids every 3 years. Please note: You are responsible for costs over the \$1,200 per ear allowance.
- Up to 60% off retail on major brand hearing devices
- Extended warranties and complimentary batteries

To take advantage of this benefit, go through EPIC Hearing. Prior to accessing your benefits, call EPIC at 1-866-956-5400.

#### Employee Assistance Program (EAP) Through Health Advocate

#### Support and Guidance When You Need It the Most\*

With our new Employee Assistance Program (EAP), you can receive licensed, professional counseling to help with life's challenges, including:

- Anger, grief, loss, depression
- Job stress, burnout, work conflicts
- Marital relationships, family / parenting issues
- Addiction, eating disorders, mental and emotional health

To access the EAP benefit, call 1-877-240-6863 24 hours a day, or email: answers@HealthAdvocate.com.

\* To be eligible, you need to have worked at least 1 hour per month for an employer who participates in the Health Benefits Trust. To remain eligible, continue working at least 1 hour per month.

# **Urgent Care**

When you need immediate care, look for your closest Urgent Care center or a CareClinic inside Bartell Drugs, or make a same-day appointment or schedule a free online visit with your primary care provider.

Emergency Room	Urgent Care / Doctor Visit / Bartell CareClinic
\$200 Co-pay	\$15 Co-pay

Khalid, caregiver



# Dental Care Through Delta Dental & Willamette Dental

These enhancements to your SEIU 775 Benefits Group dental benefits have been made for the 2018–19 Plan Year:

#### **Preventative Dental for Both Plans**

• No co-pay required for preventive care on both plans

#### **Delta Dental Coverage**

- Orthodontic coverage, now available with Delta Dental, covers 50% of the cost of treatment, up to a \$2,000 lifetime maximum
- White fillings are covered

#### Give Your Teeth Some Love with These High-Quality Benefits

These in-network services are covered at no or minimal cost:

- Routine exams
- Regular cleanings
- X-rays
- Gum care
- Fillings



I always make sure that I go every 6 months to get my teeth cleaned. I think that's really important. Also it feels really good."

- Eva, caregiver

Depending on your plan, some of the cost of the following procedures may also be covered:

- Composite ("white") posterior fillings
- Crowns, inlays
- Bridges, dentures
- Implants
- Oral surgery
- Periodontics (treatment for gum disease)
- Endodontics (root canals)

#### Preventive Dental Care Is Covered for All Plans

When you take time to book a cleaning or check-up with your dentist, you are helping prevent more serious problems down the road – including progressive dental disease, costly hospital visits and missed days at work.

Studies have shown that for every dollar spent on preventive dental care, \$8-\$50 can be saved in restorative and emergency treatments – and potentially more in additional types of medical treatment.

Dental Plan Comparison	Willamette Dental	Delta Dental
Annual Maximum	No Annual Maximum	\$2,000
Deductible	\$0	\$0
Co-pay for routine exams	Covered in Full	Covered in Full

Visit the Delta Dental or Willamette Dental websites to find a dentist in your area, schedule an appointment or learn more about your oral health.

Delta Dental	Willamette Dental
www.DeltaDentalWA.com	www.WillametteDental.com
1-800-547-9515	1-855-433-6825



Sylvia, caregiver

## Tuning In to Your Mental Health

As caregivers, you look after your client's physical and emotional health. Taking time for your emotional and mental health may not be your top priority.

> Depression can kind of sneak up on you. You don't even realize you're depressed, you just go and go and think things will get better and better."

- Alice, caregiver

Depression is very common among caregivers, with 1 in 5 reporting they have moderate to severe depression. Symptoms look different for everyone, according to Kaiser Permanente.

Signs of depression can include:

- Unexplained physical aches and pain
- Eating or sleeping less or more than usual
- Agitation
- Loss of energy
- General sadness

Take a quick mental health checkup at myseiu.be/checkmymentalhealth

### Finding the Right Support for You

A lot of [mental health treatment] is stigmatized, like mental health is something bad, but it's really just the same as your physical health. It's just another part of you.

Everyone can benefit from talking about their problems. Everyone can benefit from making sure that they're taking care of themselves."

- Kristin, caregiver

Caregiver Bob manages his clinical depression through counseling, medication and self-care activities. "It helps me take care of myself."

#### What do emotional health services look like?

Mental health care and treatment can look like a number of things:

- **Psychotherapy**: One-on-one therapy with a trained mental health professional.
- Medication: Medication does not cure mental illness, but it may help with symptoms.
- **Group Therapy:** Support group meetings where members guide each other toward the shared goal of recovery.

Often, the first step is talking to your primary care provider. Let them know you would like to access your mental health benefits. With your input and preferences, they can help guide you to the care that is best for you.



My life is done a complete  $180^\circ$  turn since l've gotten the support l needed to improve my mental health.

I've learned how to talk to my friends and family when I need extra support. I have a job that I love, and I feel more present in my life than I ever have before. The freedom and confidence I finally feel after going through therapy is worth every second of the struggles I went through trying to get help over the years."

- Stephanie, caregiver

## New Emotional & Mental Health Treatment Options

#### **Online Resources**

**Ginger.io** offers secure videochat with licensed therapists and psychiatrists, as well as 24/7 coaching service via mobile app. Eligible\* caregivers enrolled in the SEIU 775 Benefits Group health benefit can access secure video chat with a licensed professional, with no co-pay.

\* To be eligible to use the Ginger.io benefit you must have worked at least one hour for an employer who participates in the Health Benefits Trust. Ginger.io is available in both the Google Play store and Apple App Store.

**AbleTo** (free to all Aetna plan members) provides emotional support when you need it. Talk with your care team via web-based videoconferencing, or on the phone.

To use this benefit, call AbleTo at 1-855-773-2354, 6 a.m. to 5 p.m. Pacific time, Monday to Friday. You can ask questions and be screened by an AbleTo staff member.

#### **Online Classes**

#### **Tools for Calm**

Tools for Calm is a 6-week online course that gives you new ways to deal with the stress and challenges in your life.

This class can help you:

- Identify when and how to find
   moments to relax
- Be calm in the midst of stress
- Better deal with feelings of anxiety or depression
- Sleep better

Caregivers in earlier classes have reported benefits such as better sleep and lower anxiety and stress, even months after the program ended. Caregivers who complete all 6 sessions of the course may be eligible to receive 6 hours of Continuing Education (CE) credit.

Visit myseiu.be/toolsforcalm to see the current class schedule.

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## Get Your Caregiver Kicks!

Get a pair of Caregiver Kicks – modern shoes for the modern caregiver – at no cost to you.

Caregiver Kicks: • Look great

- Are comfortable
- Keep you safer on the job

#### It's easy to get your Kicks!

Order online: caregiverkicks.com Order by phone: call 1-833-599-9621 Call Monday to Saturday, 5 a.m. to 5 p.m. Pacific time

Please Note: To be eligible caregivers must have worked 2 consecutive months of 80+ hours and 80 hours in the current eligibility month.



These shoes should be on every caregiver."

- Brittany, caregiver

## When You're Hurt at Work A Guide to Reporting an Injury to L&I

If you're injured performing any tasks on your client's care plan, you can file for worker's compensation through the Department of Labor & Industries (L&I).

If your claim is accepted, you might receive:



Medical bill coverage for treatment of your injury.



Prescription medication necessary for your injury.



Wage replacement (60%-70% of lost wages) if you miss work because of your injury.



Travel reimbursement if you travel more than 15 miles to treat your injury.



#### **Did You Know?**

You have a full year to report your injury. If you are unsure of the timing, there is no harm in reporting it to L&I to see if you qualify.

### Steps to Reporting Your Injury

#### Step 1: Get first aid

If you are injured at work, go to your doctor or nearest urgent care center, or, for severe injuries, the emergency room. Make sure you let your doctor know that you were injured at work.

#### Step 2: File a claim

You can file an accident report for your injury at your doctor's office, over the phone to the L&I office at 1-877-561-FILE or online at **www.LNI.WA.gov**. L&I will notify your employer once your claim has been submitted.

#### Step 3a: Your claim is approved

L&I will approve your claim if your doctor certifies you were injured at a specific time and place at work, or if you have a disease or disorder caused by your work.

#### Step 3b: Your claim is rejected

Claims can be rejected if the doctor cannot certify your medical condition is related to something specific that happened at work or an occupational disease. You and / or your doctor have the right to appeal any decision made about your claim online at **www.LNI.WA.gov**.

#### Step 4: Get back to work

Some injured workers miss days of work while they recover. However, many can return to work gradually while still receiving medical benefits.

# Learn more and file your claim at www.LNI.WA.gov

# Retirement



Melissa, caregiver

Having a secure retirement is what will take home care from being a job to being a career. I couldn't be happier than the day I got my statement and realized that it wasn't a bill that I needed to pay but that it was my contributions (for) my retirement."

- Melissa, caregiver

# Secure Retirement Plan

SEIU 775 Secure Retirement Plan is the first of its kind in the nation for home care workers. We want to help provide additional financial security when you retire. Your employer's contribution is based on the hours you work and is not based on your payroll deductions. This plan is **solely funded by employer contributions** and trustees direct the investment of those funds.

### Program

- Your retirement benefit is based on your account balance in the plan at retirement. In addition to employer contributions, your account receives a proportionate share of investment gains and is reduced by investment losses, if any, as well as administrative expenses of operating the plan.
- The amount contributed on your behalf is determined by the Collective Bargaining Agreement between your employer(s) and SEIU 775. The amount being contributed increased to \$.50/ qualifying hour in July 2018. See your CBA for current contribution amounts.



Heather, caregiver

You become a plan participant automatically when your employer reports the first qualifying "contributory" hour on your behalf. These contributory hours are generally Medicaid or Private Pay hours worked and do not include paid time off or training hours.



- 4 You will receive a welcome letter and Summary Plan Document once you become a participant. Thereafter, you will receive a statement annually.
- 5 Your retirement plan is NOT a government-sponsored pension plan. Your participation does not prevent you from taking a Social Security benefit.
- 6 Your plan only accepts employer contributions. You cannot contribute to the plan at this time. You may wish to increase your retirement savings by contributing to another savings account such as an IRA (Individual Retirement Account) or a Roth IRA (a post-tax income account).

#### Where Can I Go for Help?

See plan details at www.myseiubenefits.org/retirement.

1-866-770-1917, option 3 Monday to Friday (excluding standard holidays)

Secure Retirement Plan Administrative Office c/o Zenith-American Solutions 11724 NE 195th Street, Suite 300 Bothell, Washington 98011-8242





SEIU Healthcare NW Training Partnership 215 Columbia, Suite 300, Seattle, WA 98104 NONPROFIT ORG US POSTAGE **PAID** Permit No. 1632 Seattle Wa

#### **EIGHTH EDITION**

WWW.MYSEIUBENEFITS.ORG