

Caregiver Welcome Guide

Explore Your Learning, Health, Retirement
and Job-Matching Benefits



Luz C.
Caregiver, Kennewick



SEIU 775
BENEFITS GROUP



Learning



Health



Retirement



Jobs

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myseiubenefits.org

Keep Connected & Join Caregivers Online

     **@SEIU775BenefitsGroup**

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, the caregivers' union SEIU 775, the state of Washington and home care employers to ensure you get the best learning, health, secure retirement and job-matching benefits in the nation.

SEIU 775 is doing trailblazing work to support benefits like high-quality and affordable healthcare options, the first-of-its-kind retirement program and innovative training programs. The partnership between caregivers and their union has led to substantial increases in pay, better and safer working conditions and innovative ways to support caregivers' wellbeing.

SEIU 775 Benefits Group administers the programs in this guide, 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. Thank you!

Best of luck on your caregiving journey,



A. Solomon

Abby Solomon
Chief Executive Officer
SEIU 775 Benefits Group

How to Use Your Welcome Guide





Lisa R.
Caregiver,
Marysville

This guide gives you information about your high-quality learning, health, secure retirement and job-matching benefits, as well as the steps you need to take to become a Home Care Aide, for those who are becoming officially certified.

Career advancement opportunities, healthcare for just \$25 a month, free slip-resistant shoes from popular brands like Reebok, a retirement plan your employer contributes to, free self-care tools and much more—this Welcome Guide has what you need to make the most of your benefits.



Learning pg. 6

Get free training and other tools to become and remain a certified caregiver, and help you succeed and grow in your new career.



Health pg. 20

Eligible caregivers get medical, dental and prescription benefits plus free emotional health, self-care and personal life resources.



Retirement pg. 26

A secure retirement plan for caregivers whose employer makes contributions, to help give you more financial security.



Jobs pg. 28

Find new clients, back-up care and childcare through Carina—the free online matching service that connects caregivers and clients.



Learning



Your Learning Benefits

Your Benefits Start Today

Your learning benefits begin as soon as you decide to become a caregiver. You will get comprehensive learning experiences that will help you give high-quality care to your client or loved one.

You will have many opportunities to build your skill set, grow professionally and increase your technical knowledge through Basic Training, Continuing Education and other programs.

Learn about all your learning benefits.

myseiu.be/welcome-learning

Training Reminders

You will get communications by email or text as you go through training. Be sure to check your email and phone for important messages. If you do not have your own email account, you will need to make one. It's a good idea to use the same email address for all caregiver-related accounts, such as your payroll and training accounts.

Get Online

One of your first steps toward accessing your benefits is to create a *My Benefits* account. You will need a login to begin your training. Follow instructions sent to you by email or go to myseiubenefits.org and use the login box on the page. For help, visit myseiu.be/mybenefitshelp.

"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 it is so much easier with their support."

Annette R.
Caregiver, Marysville



Resources To Help You Succeed

Marguerite B.
Caregiver, Everett



Member Resource Center (MRC)

Get all your questions answered and get support with training, certification and other issues by calling the Member Resource Center (MRC).



You can get help in English, Russian, Spanish, Cantonese, Vietnamese and Korean, with other support available for all additional languages.

Call the MRC at 1-866-371-3200 (8 a.m. to 4:30 p.m. Pacific time, Monday to Friday)
or email mrc@myseiubenefits.org.

Peer Mentors

Get guidance and support for Basic Training and the Home Care Aide (HCA) certification process by phone, email or online webinar. Peer Mentors are certified caregivers, with years of experience caregiving as well as coaching other caregivers on what to expect in class, the steps to becoming a certified HCA, preparing for the exam and free skills tutoring support.

Peer Mentors give support in many languages. Email peer.mentorship@myseiubenefits.org or go to myseiu.be/pmhhelp for more information.

Peer Mentors
Bri, Ghenet and Tammy



Accommodation Process

Students with disabilities can request reasonable accommodation for training, programs and activities. To make a request, complete the ADA Request Form.

Download the form and learn more at myseiu.be/accommodation.

Learn in Your Language

Classes and course materials are available in many languages. You can also arrange to bring an interpreter who is a friend or family member (18 years old or older) to your English in-person courses, or request a free interpreter by calling the MRC.

Your Path to a Successful Career in Home Care

Your Learning and Certification Checklist

Understand the steps to becoming and remaining a certified caregiver (“Standard Home Care Aide”) using the steps below and the information on the following pages.

If you are a caregiver who does not need to become certified (such as an Adult Child Provider or Parent Provider), you can learn about your next steps and learning requirements by looking at the chart on pages 12 and 13.



STEP 1: Orientation & Safety Training

Who: Everyone

Taking Orientation & Safety training is required for everyone before they begin working.



STEP 2: Turn in Home Care Aide (HCA) application

Who: Standard Home Care Aides

If you are becoming a certified Standard Home Care Aide, you need to turn in your HCA application right away. Without it, you will not receive a testing date and may experience delays in working as a paid caregiver.



STEP 3: Basic Training

Who: Everyone

You need to complete your Basic Training requirement by the deadline. You will get an email or text with information about enrolling in Basic Training and fulfilling your training requirement.



STEP 4: Exam and Certification

Who: Standard Home Care Aides

After completing Basic Training, you need to take your certification exam if you are becoming a certified Home Care Aide.



STEP 5: Continuing Education

Who: Standard Home Care Aides, Adult Child Providers

After becoming certified (or becoming an Adult Child Provider), you need to complete 12 hours of Continuing Education each year. Your birthday is your deadline.

Learning Requirements

page 14
**Orientation
& Safety**

Complete prior to
providing care

Provider Type

Find your provider type to see what training is required.

Standard Home Care Aide (HCA)

are caregivers who take care of clients, part- or full-time.



Adult Child Provider

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



Limited Service Provider

are caregivers who work fewer than 20 hours a month.



Parent Individual Provider (Non-DDA)

are parents who care for their child.



Parent Individual Provider (DDA)

are parents who take care of their child with a developmental disability.



Respite Provider

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



**For workers who have a Nursing Assistant-Certified credential (NAC),
the chart below applies.*** (does not include LPNs, RNs, or ARNPs)

Providers with a NAC or Special Education Endorsement (OSPI)



Providers with an initial NAC or Special Education Endorsements (OSPI)



*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. 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.

<p>page 16</p> <p>HCA Certification Application</p> <p>Complete 14 days from the date you are hired</p>	<p>page 17</p> <p>Basic Training</p> <p>Needs to be completed by your training deadline</p>	<p>page 18</p> <p>HCA Exam & Certification</p> <p>Complete by your exam date deadline</p>	<p>page 19</p> <p>Continuing Education</p> <p>12 hours required annually</p>
✓	✓ 70 hours	✓	✓
✗	✓ 30 hours	✗	✓
✗	✓ 30 hours	✗	✗
✗	✓ 30 hours	✗	✗
✗	✓ 7 hours	✗	✗
✗	✓ 9 hours	✗	✗
✗	✗	✗	✓
✗	✗	✗	✓

Notes: 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.

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

Orientation & Safety Training

Who: Everyone

Caregiver Learning

Complete your Orientation & Safety Training (O&S) before you begin providing care.

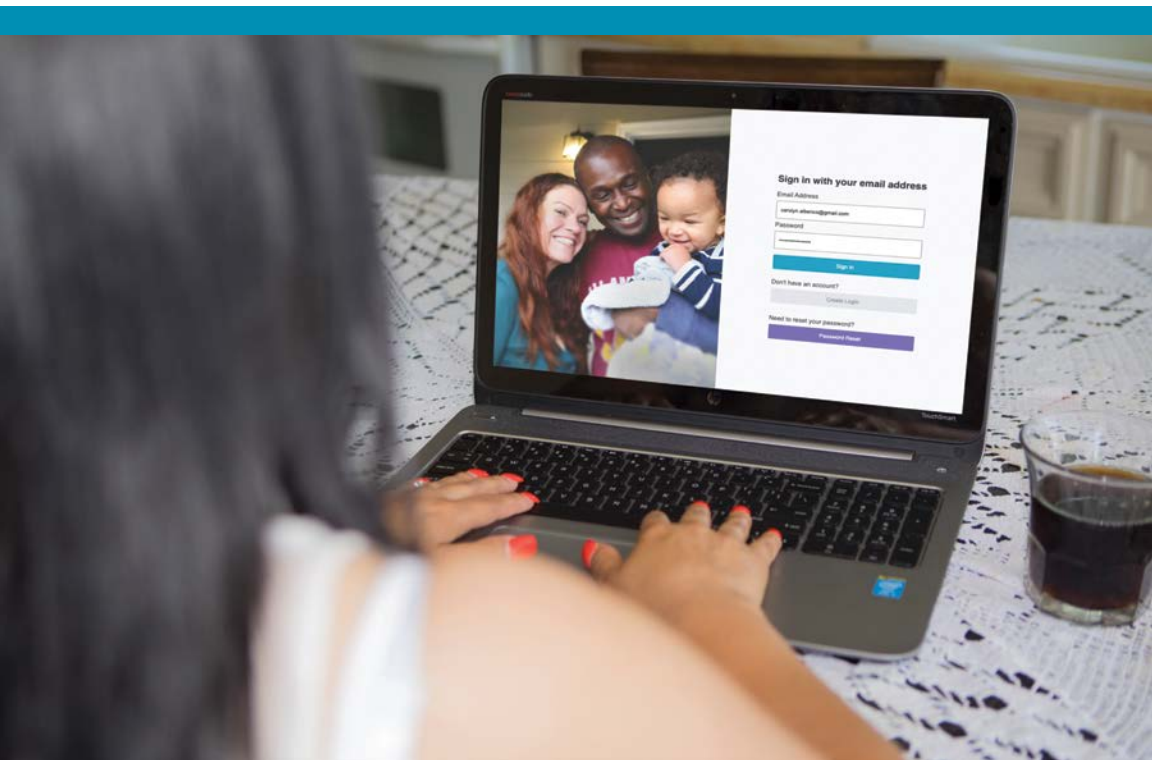
Learn more about how to complete O&S at myseiu.be/take-os.

O&S gives you basic safety skills before you start caring for your client.

Once O&S is completed, you can begin work.

Skills you will learn in this course:

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



6 Tips for a Successful First Day at Work

Feel Prepared And Confident On Your First Day

Whether you are meeting your client for the first time or beginning to provide care for someone you already know, these tips can help.

- 1 Dress professionally. Consider wearing scrubs, minimal makeup and avoiding strong scents in case your client has scent sensitivities.
- 2 Gather your supplies, such as:
 - Closed-toe, non-slip shoes.
 - Care plan / task sheet.
 - Water bottle.
 - Snacks.
 - Work bag.
- 3 Go over your client's care plan together. Make sure you both understand your role.
- 4 Share a little about yourself and get to know your client by asking questions, like:
 - What are your expectations of me?
 - Do you have any restrictions I should be aware of?
 - What food / shows / activities do you like?
- 5 Learn how to submit your work hours accurately and on time, so you can make sure you get paid on time.
- 6 Call a Peer Mentor.

Peer Mentors have years of experience caregiving as well as coaching other caregivers, and can help answer questions or concerns you may have. See myseiu.be/pmhelp for more information.

HCA Certification Application

Who: Standard HCA

Steps to Getting Certified

Complete your application online or by mail within 14 days of your hire date.

Your HCA application (sometimes called a “DOH Application”) is critical to becoming a certified Home Care Aide. Without it, you will not receive a testing date for your certification exam (administered by Prometric) and you may experience delays and barriers to working as a paid caregiver.

Learn about the application process.
myseiu.be/getcertified



Basic Training

Who: Everyone

Caregiver Learning

Enroll in Basic Training

As soon as you get information for enrolling in Basic Training, you should follow those instructions and get your training on your calendar. You will have a deadline for completing training.

Prepare for Basic Training Classes

Follow these tips to prepare for your training.

1. Talk with your employer as soon as possible if you need a respite caregiver or other coverage for your client.
2. Review the Learning Commitment & Classroom Norms by visiting myseiu.be/learner-commitment.
3. Contact the MRC if you need accommodations for a disability or language interpretation.

For your first in-person class:

- Arrive 15 minutes early.
- Bring a valid, state-issued ID.
- Wear comfortable clothes.
- Bring snacks and water.
- Do not bring your client.
- Do not bring your family members or friends unless they are your interpreter.

Completing Your Basic Training

- Classes should be completed in the order they are scheduled; start at the first course and go in order until the end. Make-up days are available if you miss a class.
- You can get free tutoring and support from Peer Mentors, in many languages! Get help by calling **855-803-2095** 9 a.m. to 5 p.m., Monday-Friday, or emailing peer.mentorship@myseiubenefits.org.



HCA Exam & Certification

Steps To Getting Certified

Prepare for Your Certification Exam

You can start preparing for the exam as soon as you have completed Basic Training. For tips on preparing, contact Peer Mentors, who have webinars, skills demonstrations, phone support sessions and more. See myseiu.be/pmhelp for more information.

Before the Exam

You will get your exam date by email from Prometric after completing Basic Training, so check your email regularly. Follow all instructions in this email. If you do not get an exam confirmation or a test date and time, call Prometric at **1-800-324-4689**.

Day of Exam

- Bring your “Admission to Test” (ATT) letter and 2 valid forms of identification.
- Arrive at least 30 minutes before your scheduled exam. Late arrivals will not be allowed to take the exam and will need to pay the exam fee for the rescheduled date.



Congratulations!

You are now a certified Home Care Aide.

You have now joined a community of tens of thousands of caregivers. You will have continued access to free learning tools and career development resources through your learning benefits.

Continuing Education

Who: Standard HCA
Adult Child Provider

Caregiver Learning

Growing Your Care Skills

Continuing Education (CE) courses are an opportunity for you to refresh important skills or learn new skills that are specific to the needs of your client(s).

You will need to complete 12 hours of CE every year*. CE courses can be completed at instructor-led in-person classes, live online instructor-led webinars or online at your own speed. Complete your annual CE requirement each year by your training deadline, which is usually your birthday.

**See the chart on pages 12-13 for CE requirements by caregiver type.*

Learn more about CE and how to enroll.
myseiu.be/continuingeducation



**CEs are available in
multiple languages.**





Health

John R.
Caregiver, Seattle



Your Health Matters

Explore Your Health Benefits

Taking care of your own health and wellness is just as important as caring for others. Learn about all the free or low-cost benefits you can use.

High-quality, Low-cost Healthcare Coverage

As a caregiver, you can get healthcare coverage for just \$25 a month*.

Your Free Benefits

Whether you have healthcare coverage or not, you can get free health and safety benefits* like:

- Emotional health and self-care services like the Ginger smartphone app.
- Tools for Calm, which gives you practical tools for less stress and anxiety.
- Personal life help resources through Resource Finder.
- Stylish slip-resistant shoes, called Caregiver Kicks.

Learn about all your health benefits.
myseiubenefits.org

**If you are eligible. Eligibility requirements vary. Information about eligibility for specific benefits is available at www.myseiubenefits.org.*

Get Covered

Get High-quality Health and Dental Coverage for Just \$25 Per Month

Your coverage includes the following benefits:

- Free Doctor Visits
- Medical
- Orthodontia
- Dental
- Vision
- Hearing
- Fertility Services
- Prescription Drug
- Emotional Health Support

To be eligible for healthcare coverage, you must work 80 hours or more a month 2 months in a row, and continue to work 80 or more hours a month to remain covered. Your healthcare coverage will be provided by Kaiser Permanente or Aetna, depending on your home zip code. You can choose between Willamette Dental Group and Delta Dental of Washington for dental coverage.

Have questions? Speak to a Health Benefits Specialist at **1-877-606-6705**.

Learn More About Applying For Coverage.
myseiu.be/myplan-welcome

“SEIU 775 Benefits Group provides this great health insurance ... Having health insurance makes me feel so safe.”

**Sylvia L.
Caregiver, Seattle**



Make the Most of Your Healthcare Coverage

Find a Doctor and Schedule a Free Appointment

Care begins with you: Choose a doctor (also called a Primary Care Provider), who you can then see with no co-pay for wellness visits, if you get sick or if you need a referral to a specialist. Find out more at myseiu.be/care-welcome.

Use Your Emotional Health Benefits

Emotional health affects health overall, and there are many ways to get support. To see the options available through your healthcare provider, visit the Emotional Health Benefits webpage at myseiu.be/eh-benefits.

Get Healthcare Anywhere

Get convenient, personalized, high-quality healthcare services online or by phone*. Learn about your options at myseiu.be/ha-welcome.

**If you are having a health emergency (like a broken bone or suspected heart attack), you should still go to the urgent care or emergency room, in person.*

Free Benefits For Caregivers

Get the Help You Need

Your free benefits give support for you or your family anytime, anywhere, including help with day-to-day life stresses as well as challenges such as anxiety or depression.

Ginger

The Ginger smartphone app connects you with an expert coach who can give advice and emotional health support through text-based messaging. Learn more at myseiu.be/wg-ginger.

Tools For Calm

Tools for Calm offers practical tools for relieving stress and finding more calm in your life and work through a 6-week, 6-hour live webinar course. Learn more at myseiu.be/wg-tools.

Resource Finder

If you or your family need personal life help, use Resource Finder to get access to emotional health support, childcare, legal help and more. Learn more at myseiu.be/wg-resource.



See all your self-care benefits.
myseiu.be/wg-self-care



Caregiver KICKS™



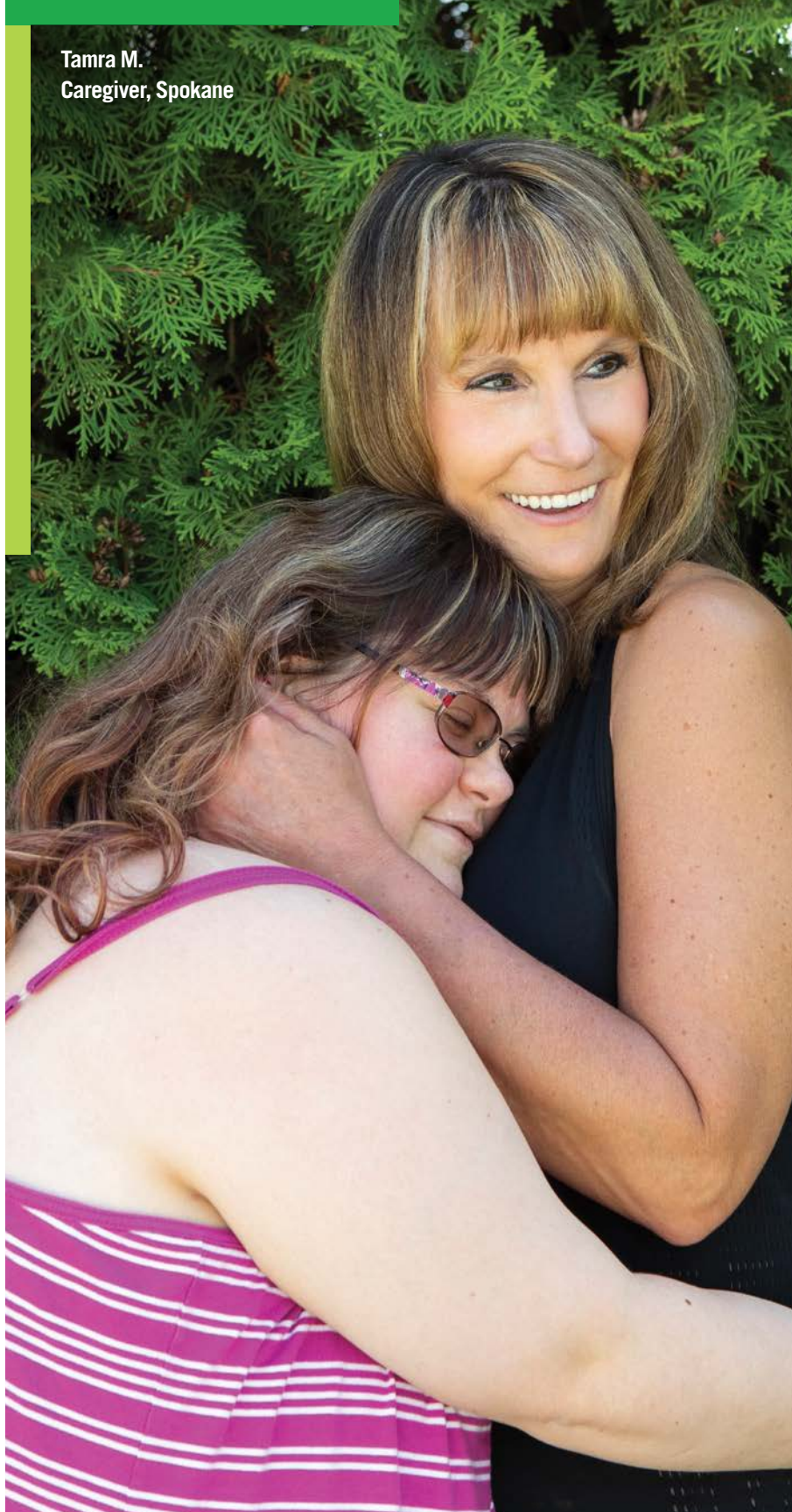
Get a free pair of Caregiver Kicks — slip-resistant shoes — every year!
They are comfortable, keep you safer on the job, look great and are available
in over 70 styles from popular brands like Reebok and Skechers.

Get your Caregiver Kicks at myseiu.be/wg-kicks.



Retirement

Tamra M.
Caregiver, Spokane



Get More Financial Security For Retirement

With Your Secure Retirement Benefit

SEIU 775 Secure Retirement Plan is the first of its kind in the nation for home care workers. It's available to caregivers whose employer contributes to the retirement fund.

Participating in the Secure Retirement Plan is easy. You just need to start working as a caregiver.

- After working for 6 months you are automatically enrolled in the Plan. You will get a welcome letter and email, around month 8, that confirms you are enrolled.
- Every month, your employer will contribute to your retirement account.

To review your funds, set up an online account on *My Plan* by going to **myseiu.be/retirementmyplan** to:

- See your balance.
- Update your contact information.
- Name a beneficiary.

Talk to your employer or go to **myseiu.be/employers** to see if they contribute.

You can also speak to a Secure Retirement Representative by calling **1-800-726-8303**.

Learn about your Secure Retirement Plan.
myseiu.be/welcome-retirement

“When I found out that they had retirement, I was so excited. It's like, maybe it (retiring) won't be so bad because of those benefits that we've never had. I think that's wonderful.”

Katherine M.
Caregiver, Spokane



How to Get Your Retirement Funds

All you need to know,
based on your age and work status

Under 65 and still working as a caregiver	You qualify for a retirement payment when you reach age 65.
Under 65 and NOT working as a caregiver	<ul style="list-style-type: none">• If 2 years (24 months) has passed since you stopped working as a caregiver AND your balance is \$2,400 or less, you can receive a one-time payment.• If you start working as a caregiver with a participating employer again, your retirement account will reopen and contributions made for you will go into your account right away. You do not have to wait 6 months.
Over 65 and still working as a caregiver	Once your account reaches \$2,400, you can start receiving a minimum monthly payment of \$100 (minus withholding), depending on your age and account balance.
Over 65 and NOT working as a caregiver	<ul style="list-style-type: none">• If your account is less than \$2,400, you can get a one-time payment.• If your account is more than \$2,400, you can get a minimum monthly payment of \$100 (minus withholding) depending on your age and account balance.*• If you permanently retire, you can roll over your account balance into an IRA, no matter your account size.

See more information about the
SEIU 775 Secure Retirement Plan at
myseiu.be/welcome-retirement

If there is a conflict between the information in
this Welcome Guide and the Plan document,
the Plan document will be followed.

See Acceptable Proof of Age Documents:
myseiu.be/welcome-srt-proofofage



Kandie L.
Caregiver, Bellevue



Melissa E.
Caregiver, Seattle

Find Jobs And Backup Care

With Your Job-Matching Benefit

Find steady work and income with Carina, a trusted, safe and easy to use care-matching service. Carina connects caregivers with families and individuals seeking care at no cost.

Carina is:

- A 100% free benefit.
- Easy to use on your phone or computer.
- Designed to help you find jobs and care nearby.

Find Backup and Respite Care

In addition to matching caregivers with new clients, caregivers can use Carina to find backup or respite care for their client.

Get Child Care

Carina also connects families seeking child care with experienced child care providers providing early education in their homes. Find child care: carina.org/childcare.



“Carina is a really easy system to figure out and navigate. It really helped me put myself out there.”

**Patrick M.
Caregiver, Puyallup**

**Find jobs and backup care
— register for Carina today!
Carina.org/providecare**

THE UNION DIFFERENCE

SEIU 775 Caregivers Experience

Starting wage of **at least \$17** an hour by **2023**

More than \$20.50 an hour for experienced caregivers

Raises every six months and **additional raises** as you gain experience

Prior experience recognized for placement on the wage scale

Retirement contributions

Paid **administrative time**

Holiday Pay & Paid Time Off

Comprehensive **health insurance** for **\$25 a month**

Anti-harassment, Abuse, and Discrimination language (**HADit**)

“Caregiver Kicks” – slip-resistant shoes for caregivers

Carina.org – IP job-matching app

New advanced training program for IPs working with clients with significant behavioral health problems

PPE as directed by L&I guidelines ([SEIU775.org/ppe](https://seiu775.org/ppe))

Mileage reimbursement

Union representation

BEFORE SEIU 775

- \$7.68 an hour
- No promised raises
- No retirement
- No healthcare coverage
- No L&I coverage



“Caregivers have always stood up for the right to justice, equality, and the right to live, be safe, and live a full life. Every time we bargain for our new contract, we know that we’re fighting for more than ourselves — we’re also fighting for our clients, families, and communities.”

—Darryl J., SEIU 775 caregiver in Tacoma



MEMBERSHIP PLUS PROGRAM

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.

Sign your membership form at join775.org to become eligible. If you are already a card-signing member in good standing, you can access these benefits at SEIU775Plus.org.



“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 at much lower costs.”

— Jackie K., Caregiver, Spokane



MEMBERSHIP PLUS DEALS

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.

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, fees, 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, Great Wolf Lodge, 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.

Home and Shopping Deals

Deals and discounts with Costco, Disney+, 1-800-Flowers, HelloFresh and more.

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, Dell, DirectTV, HP, Lenovo, Panasonic Direct, and Xfinity.



Contacts & Resources

LEARNING	
Member Resource Center (MRC) Certification, course enrollment, language/interpretation support and more	1-866-371-3200 (8 a.m. to 4:30 p.m., Monday–Friday) mrc@myseiubenefits.org
Peer Mentors Free learning and HCA certification support	855-803-2095 (9 a.m. to 5 p.m., Monday–Friday) peer.mentorship@myseiubenefits.org
HEALTH	
Health Plan Administrator Eligibility, plan information	1-877-606-6705 (8 a.m. to 6 p.m., Monday–Friday) SEIU775BG-caregiver@magnacare.com
Kaiser Permanente of Washington (KPWA) HMO, POS	1-888-901-4636 kp.org/wa
Kaiser Permanente Northwest (KPNW)	1-800-813-2000 kp.org
Aetna PPO	1-800-872-3862 aetna.com
Delta Dental	1-800-554-1907 deltadentalwa.com
Willamette Dental	1-855-433-6825 willamettedental.com
Resource Finder Personal Life Help Resources	myseiu.be/wg-resource
Caregiver Kicks	1-877-606-6705 (8 a.m. to 6 p.m., Monday–Friday) caregiverkicks.com
RETIREMENT	
Secure Retirement Plan Administrator Eligibility, plan information	1-800-726-8603 (8 a.m. to 6 p.m., Monday–Friday)
OTHER CONTACTS	
Washington State Department of Social and Health Services (DSHS) Client information, contact a case manager	1-800-422-3263 dshs.wa.gov
Department of Health (DOH) Home Care Aide certification support	1-360-236-2700
Consumer Direct Care Network Washington (CDWA) Consumer Directed Employer (CDE)	866-214-9899 consumerdirectwa.com InfoCDWA@consumerdirectcare.com
Prometric Scheduling home care exam support	1-800-324-4689

Jules D.
Caregiver, Seattle





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Appalonia V.
Caregiver, Spangle



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[f](#) [v](#) [in](#) [t](#) [@](#)SEIU775BenefitsGroup