



New Caregiver Packet



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Congratulations on your new role at PeaceHealth! We are grateful that you've answered the call to join our ministry.

We know that you receive a lot of information when you begin a new job, so we have collected the following resources and reminders to help you feel successful as you begin your PeaceHealth career.

Important Reminders - Critical Tasks to Complete

As we discuss during your virtual New Caregiver Welcome session, you have tasks to complete that are critical to your employment and benefits. These include:

- Complete your assigned eLearning modules in [My Learning](#). Due dates vary, please focus on completing 1. *NCO QuickStart* and 2. *NCO Infection Prevention*, both are required to be completed within the first 7 days of employment.
 - Attestation of Attendance, please go to My Learning > 1. *NCO QuickStart Program (First Week)* > *NCO Virtual Welcome Session Attestation of Attendance* > (click) *Launch* and follow the prompts.
- Complete the required [Onboarding Activities](#).
 - This can be accessed by a link in the email sent to your PeaceHealth email address. Sent from, 'noreply@peacehealth.org' with subject line, "Welcome to PeaceHealth."
 - Complete [Multi-Factor Authentication](#) (MFA) during the first day of work.
 - After completing Direct Deposit, please allow up to two pay cycles before anticipating your paycheck will directly deposit to your bank account. Your paycheck will arrive by mail at the address we have on file until your bank account details have been verified by your banking institution.
 - If you have not received the Onboarding Activities email or experience technical issues, contact Technology Solutions Partners (1-800-452-1425).
- Perform Hand Hygiene demonstration per your week's schedule (requirement varies by role).
- Attend additional orientation sessions as assigned, either via eLearning or in person. Read course descriptions in [My Learning](#) for details.
- If eligible, enroll or decline your health plan benefits within 30-days of your start date in [My HR/My Benefit Enrollment](#). You must complete the benefits enrollment process, regardless of if you choose to enroll or opt-out; if you take no action you will be automatically enrolled in the default health plan.
- Complete [feedback survey](#) regarding this program.

Please take time during your first few weeks to access and review the resources on the following table, as well as important supplemental information contained in this document.

Electronic Resources

Resource	Electronic Link or Path
Accessing Crossroads from home	PeaceHealth.org/for-caregivers
Benefits	Crossroads > My HR > Benefits > My Benefits / My Benefit Enrollment
Caregiver Behavioral Standards	Caregiver Model
Center for Inclusion, Diversity, Equity and Access (CIDEA) information	CIDEA Program Page
Clinical Excellence	Clinical Excellence Program Page
Code of Conduct	Code of Conduct Booklet
Community Health	Community Health
HR Policies	Crossroads > My HR > Caregiver Resources > HR Policies
IT Service Ticket information	Call extension 6464, dial 1-800-452-1425, or log an electronic ticket here . Also available from Crossroads > REPORT INCIDENT > IT Service Ticket
Mission Services System	Mission Services
Multi-Factor Authentication	PeaceHealth > For-Employees > Download Instructions to setup MFA
My Learning	My Learning eLearning modules
My Time (timecard) job aid	My Time Resources
Onboarding Activities	Onboarding Activities
Patient Privacy information	Organizational Integrity Department Page
Patient Safety	Patient Safety Department Page
Philanthropy (PeaceHealth Foundations)	New Caregiver Orientation Video
Payroll Calendar	Crossroads > My HR > Pay & Time Off
Work & Life resources	Crossroads > My HR > Work & Life

Policies & Procedures

PeaceHealth has many policies and procedures that provide standards for our daily work. They also provide clarity when dealing with issues and activities that are critical to health and safety, legal liabilities, and regulatory requirements.

Clinical and safety policies and procedures can be accessed from Crossroads > My Tools > [Policies](#).

HR specific policies (such as time/attendance and personnel related topics) are found on Crossroads > My HR > Caregiver Resources > [HR Policies](#)

For Oregon Caregivers

In compliance with state requirements, you will receive an email with the following policies attached. Please be certain to review these important documents.

- [Workplace Harassment Policy](#)
- [Equal Employment Opportunity Policy](#)

Positions Represented by Bargaining Units

If you have a position that is represented by one of our bargaining units, you will need to become a member of the corresponding union. To help you with the process, your local union representative has received your contact information, including your personal email address and phone number. They may be contacting you to review the collective bargaining agreement and complete your membership enrollment.

Benefits & Enrollment

We strive to inspire and develop our caregivers, while creating healthier communities. Benefits play an important role in this, and we work hard to make sure that our benefits reflect the needs and wants of our caregivers and their families.

We recognize that benefit enrollment can be a very complex decision and is unique for everyone. As such, in addition to our online benefit information, we have implemented a personalized support model. New caregivers with questions regarding benefit options and the enrollment process may speak with a customer service representative by contacting the PeaceHealth Benefits Service Center either by phone, or online through AskHR.

PeaceHealth Benefits Service Center

Hours of Operation: 8:00 am to 5:00 pm (PT) Monday-Friday

Phone: (855) 333-6947

Online: Crossroads > My HR > Caregiver Resources > AskHR > Benefits Service

Eligibility

Your eligibility for certain programs is based on the number of hours you work for PeaceHealth per week.

Health and Welfare Benefits	Wellness Program*	Retirement Benefits
All regular FTE positions 0.5-1.0 FTE	All Caregivers (per diem, part time, full time)	

**Includes non-temporary caregivers only*

FTE stands for Full Time Equivalent and is based on your scheduled work week hours.

FTE	0.000001	0.10	0.20	0.30	0.40	0.50	0.60	0.70	0.80	0.90	1.0
HRS/WK	Per Diem/Relief	4	8	12	16	20	24	28	32	36	40

Resources and Communication

It's important to know that all email communications related to benefits will be sent to your PeaceHealth email.

Health & Welfare Benefits

PeaceHealth offers the following health & welfare plans

- 3 Medical Plans:
 - Exclusive Provider Organization (EPO)
 - Preferred Provider Organization (PPO)
 - Account Based Health Plan (ABHP)
 - Health Savings Account (HSA), if eligible, and enrolled in the ABHP. Includes up to \$1,600 PeaceHealth contribution.
- Dental
- Vision
- Basic Life as well as Short Term (STD) and Long-Term Disability (LTD) paid by PeaceHealth
 - *PeaceHealth provided Short Term Disability is dependent on bargaining unit negotiations*
- Voluntary Life and Long-Term Disability (LTD) Buy-Up
- Critical Illness and Accident Insurance
- Long-Term Care Insurance
- Health Care and Day Care Flexible Spending Accounts
- Time Off Benefits

When Coverage Begins

- Coverage begins on the first of the month following a 30-day waiting period.
- If you do not complete your web enrollment within 30 days from your date of hire, you will be enrolled in default benefit coverage, which may result in associated premium cost.
 - Default coverage includes ABHP medical coverage for caregiver-only (no HSA), basic life and disability, and no coverage for dental, vision or FSA.

How to Enroll

- Information will be sent to your PeaceHealth email with detailed instructions. You may also proceed to enroll online by going to Crossroads > My HR > Benefits > [My Benefits / My Benefit Enrollment](#)

Wellness Program

When Coverage Begins

Immediately

How to Enroll

An email invitation will be sent from Virgin Pulse to join the [PeaceHealth Wellness Program](#)

How to Earn Rewards and a Free Fitbit

- Complete a free wellness lab screening at a participating Quest Diagnostics Patient Services Center. You can find scheduling instructions in My HR under Work/Life Balance in the Wellness section.
- After registering with Virgin Pulse, complete an online Health Assessment (HRA).
- Earn a Fitbit (one per lifetime) and up to \$400* per year (\$100 per quarter).
**Per IRS regulations, rewards you receive through the Wellness Program are considered taxable income.*

Retirement Benefits

PeaceHealth offers the following retirement plans:

- 403(b) Tax-Deferred Plan
 - Pre-tax contributions made by you
- 401(a) Retirement Plan
 - Pre-tax contributions made by PeaceHealth
- Other savings opportunities may be available to caregivers

When Coverage Begins

- Please visit <http://www.netbenefits.com/PeaceHealth> to view eligibility and plan information

How to Enroll

- New caregivers will receive an email notification during the first week of employment. You will create a unique username and password for this site. To get started now, enroll by clicking this [link](#).
- You will choose the deferral rate, investments, and designate your beneficiaries

Other Benefit Programs

PeaceHealth also offers the following programs you may have access to. These are accessible from this [link](#) or from Crossroads > My HR > Benefits > My Benefits / My Benefit Enrollment.

- Employee Assistance Program (EAP) through Spring Health which offers resources for counseling and legal services (among other services)
- Premium Reduction Program
- Tuition reimbursement
- Transportation benefits
- and much more!