

## **MESSAGE FOR PROVIDENCE OREGON CAREGIVERS**

Please note: The following information is specific to caregivers who are employed through Providence Oregon. Other caregivers employed through the system will hear from their system leaders: Home and Community Care, Physician Enterprises, Ambulatory Care Network, Population Health and Shared Services.

The recent devastating fires in our region have severely affected many of our valued caregivers and their families. During this difficult time, Providence is committed to assisting caregivers by providing special temporary resources, services and programs to support well-being.

If you have been affected by the wildfires, please contact the HR Service Center at 888-687-3753 and identify yourself as a caregiver who works in Oregon requesting fire disaster support. You will be referred to a special resource for immediate assistance.

If you are affected by the fires, help is available through the following resources and services:

### **CAREGIVER RESOURCES**

Caregiver Assistance Program is a free, confidential resource for all caregivers and their family members. To access this benefit, call 844-875-5716 anytime, day or night.

### **HOTEL RESOURCES**

Providence has many hotel partners in our service areas. Caregivers affected by the fires are welcome to use special rates for short- or long-term housing. To book a hotel, or for more information, contact PSJH Travel Services at 425-687-3966 or [phstravel@providence.org](mailto:phstravel@providence.org). If an apartment or home is needed for an extended period of time, contact Pat Plaster at [patricia.plaster@providence.org](mailto:patricia.plaster@providence.org).

### **TEMPORARY LIVING RESOURCES**

Global Mobility Solutions (GMS) is our relocation partner. They may be able to assist you with locating temporary short- or long-term accommodations. For more information and assistance please call 1-800-617-1904 between 8:00 and 4:30 PST

### **HOUSING RELIEF FUND**

Caregivers and employed physicians who have experienced a total loss of home and shelter are eligible for a maximum of one payment per home (\$5,500 for full-time and part-time caregivers, and \$2,250 for per-diems). This payment may subject to tax depending on your home address. Please call the Human Resources Service Center at 888-687-3753 and identify yourself as a caregiver who works in Oregon caregiver requesting housing relief fund assistance to apply for this benefit.

### **RECEIVE A LOAN OR WITHDRAW FUNDS FROM YOUR RETIREMENT ACCOUNT**

Caregivers may also be eligible for a loan or withdrawal from their 401(k), 401(a) and/or 403(b) Plan account(s). Caregivers interested in pursuing a loan or withdrawal due to the fire disaster should contact Fidelity at 800-343-0860 to discuss options and tax implications. Fidelity can then help complete the desired transaction. For a free, detailed financial wellness conversation, ask to be transferred to a retirement planner.

### **FIRE RELIEF FUND**

Benefits-eligible caregivers who have participated in a mandatory evacuation, or who have experienced a total loss of home and shelter are eligible for the fire relief fund. The benefit includes a maximum of one payment per home up to \$500 with itemized accommodation receipts. To apply for this benefit, please call the Human Resources Service Center at 888-687-3753 and identify yourself as a caregiver who works in Oregon caregiver requesting fire relief fund assistance.

#### **PAYMENT FOR OFFICE CLOSURES DUE TO FIRE**

- If due to the fires, you lost work hours due to facility/department closure or reduced hours of operation and alternative work was not provided, you will be made whole. If you used Paid Time Off (PTO) or Provider Time Away (PTA) for the closure/change in business hours your PTO/PTA accrual will be replenished for hours coded as PTO or PTA. Please work with your supervisor to ensure your time is recorded correctly. These are special, temporary variations from the PTO and PTA policies due to the wildfires.
- Every effort will be made to ensure that adjustments will be visible on paychecks as quickly as possible and within the next two pay cycles.

#### **TEMPORARY PTO USE FOR MISSING WORK DUE TO FIRES**

- If you and your family have been evacuated or lost your home due to the wildfires, you can choose to use your PTO or PTA, take unpaid time off (e.g. to preserve PTO), or go into a negative PTO balance if you have not accrued enough time to cover the time off. (Those earning PTA are not eligible for negative balances). These are special, temporary variations from the PTO and PTA policies due to the wildfires.
- If your department or facility is open and operating and you are not subject to evacuation, you are expected to report to work.
- As always, the caregiver is responsible to enter time accurately and work with their supervisor to ensure the time is coded correctly.
- Missed shifts due to the disaster during this disaster period are considered protected occurrences for purposes of disciplinary action (i.e., there is no intention for individuals affected by the disaster to receive disciplinary action due to their related absence). If there are unique situations that might require investigation, please work with your HR Business Partner after the disaster period ends.

#### **Important Phone numbers:**

HR Service Center - 888-687-3753

Caregiver Assistance Program – 844-875-5716

Providence Travel Services -- 425 687-3966

Fidelity -- 800-343-0860