

# Caregiver Welcome Guide

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



Lesly R.  
Caregiver, Mount Vernon



Learning



Health



Retirement



Jobs

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# Welcome to Your Career as Caregiver

## Thank you for caring for others.

You have important work ahead of you as a caregiver. That's why SEIU 775 Benefits Group is committed to supporting your well-being through our learning, health, retirement and job-matching benefits.

**SEIU 775 Benefits Group** administers the benefits you'll learn about in this guide. These benefits exist because of the partnership between caregivers' employers and SEIU 775, the caregivers' union – as well as a commitment from the state of Washington.

This strong collaboration has resulted in best-in-the-nation benefits that include innovative training programs, high-quality and affordable healthcare coverage, a first-of-its-kind retirement program and a job-matching benefit that helps you find clients where you live.

You deserve benefits that ensure you are healthy, supported and well-equipped to care for others. I encourage you to make the most of the benefits and programs in this guide.

Best wishes on your caregiving journey,



Merissa Clyde  
Chief Executive Officer  
SEIU 775 Benefits Group



# Your Caregiver Career Benefits





## As a professional caregiver, you have access to many free and low-cost benefits.

This includes advancement opportunities, affordable healthcare coverage for you and your children, an employer-funded retirement plan, 1 pair of free slip-resistant shoes every year, free self-care tools and much more. Use your Welcome Guide to understand your benefits and make the most of them!



### Learning

Comprehensive training and support to help you help you give high-quality care and succeed as a professional caregiver.



### Health

Medical, dental and prescription benefits for you and your children, plus free emotional health and self-care resources.



### Retirement

A retirement plan for caregivers, to give you another source of income when you retire.



### Job-Matching

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

# Learning Benefits





“ The training programs opened doors for me. It helped me get the certifications I need to continue doing what I enjoy doing.”

Dora P. | Caregiver, Tacoma



Learning

## Learn the skills to start your career and help you deliver quality care.

Your learning benefits begin as soon as you become a caregiver. You'll get comprehensive training to help you give high-quality care, plus access to learning support and guidance to help you succeed.

You'll also have future opportunities to build your skill set, grow professionally and increase your knowledge.

### Use this guide to get started.

Learn about the steps and required training you need to become a caregiver based on your provider type.

- **Standard Home Care Aides (HCA):**

Learn about your requirements on page 8.

- **All other provider types:**

Learn about your requirements on page 12.

Once you have reviewed your requirements, go to page 14 to learn about your future learning opportunities. You'll also learn about Caregiver Learning Center, and find tips to help you successfully complete your training.



Learn about  
your learning benefits:  
[myseiu.be/learning](http://myseiu.be/learning)

# Home Care Aide (HCA) Certified Caregivers

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**Understand the steps and required training needed to become a certified HCA.**

# ① Orientation & Safety Training

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

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'll learn in this course:

- Emergency readiness.
- Preventing the spread of diseases.
- Accident prevention.

**Learn more: [myseiu.be/take-os](http://myseiu.be/take-os)**

# ② HCA Certification Application

**Complete your application online within 14 days of your hire date.**

Completing your Home Care Aide (HCA) Certification Application (also called the “DOH Application”) is one of the first things you'll do.

**Learn more: [myseiu.be/getcertified](http://myseiu.be/getcertified)**

# 3 Basic Training 70

## Complete your Basic Training by your deadline.

Your training deadline is 120 days from your hire date.

Go to [caregiverlearning.org](http://caregiverlearning.org) to enroll in your training. Your employer can confirm your official deadline.

# 4 HCA Exam & Certification

## Prepare for your certification exam.

For tips on preparing for your certification exam, contact Peer Mentors.

**Before the Exam:** You will need to check your email and follow all the instructions given to you about signing up for your exam and completing it.

**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. If you arrive late, you will not be allowed to take the exam and will need to pay the exam fee for the rescheduled date.

## All Standard HCAs are eligible for Peer Mentor support

before, during and after Basic Training, or if you're preparing for the HCA exam.





# Peer Mentor HCA Tutoring & Skills Support

Peer Mentors are experienced HCAs who are trained to prepare you for your new career. They offer free tutoring support in multiple languages and can answer your questions about the skills and knowledge needed to pass your training and exam.

## Phone Support

Call **855-803-2095** to get started with a tutoring plan and review your first-year training and certification checklist.

## Live Webinars

Get help with course materials and attend skills demonstrations online. Email to request the current webinar schedule.

## Email Support

Email **peer.mentorship@myseiubenefits.org** with your questions or needs any time. Expect a response within 48 business hours.



Learn about Peer Mentor support:  
[myseiu.be/peermanitor](http://myseiu.be/peermanitor)

# Other Provider Types

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**Understand the steps and required training needed if you are a caregiver who doesn't need to become certified.**

# ① Orientation & Safety Training

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

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'll learn in this course:

- Emergency readiness.
- Preventing the spread of diseases.
- Accident prevention.

**Learn more:** [myseiu.be/take-os](http://myseiu.be/take-os)

# ② Basic Training

## Complete your Basic Training by your deadline.

**Your training deadline is 120 days from your hire date.**

Go to [caregiverlearning.org](http://caregiverlearning.org) to enroll in your training as soon as possible. Your employer can confirm your official deadline.

To learn more about which trainings are required for certain Provider Types, visit [myseiu.be/requirement](http://myseiu.be/requirement).

# Continuing Education

**Expand your professional skills and explore topics relevant to the needs of those you care for.**

Continuing Education (CE) courses are an opportunity for you to build on the knowledge gained in Basic Training and learn more specialized skills. You'll be able to choose from a variety of diverse subjects. You can earn up to 12 paid hours per year for completing CE courses.

**Learn more: [myseiu.be/ce](http://myseiu.be/ce)**

## CE Requirements

Check with your employer to confirm your CE requirement and due date. **All Standard HCAs need to complete 12 hours of CE every year.**

Courses can be completed in-person, through scheduled webinars or online.

## Learning Library

Free Continuing Education courses are an optional benefit for caregivers who don't have a CE requirement. The Learning Library offers a variety of online courses, so you can learn at your own pace, when it's convenient for you.

# Advanced Training

## More learning opportunities to advance your career.

Advanced Home Care Aide Specialist Training (Advanced Training) provides eligible caregivers an opportunity to build on the knowledge and skills learned in Basic Training and to help clients with complex needs.

You'll get paid for your training, plus a new certification and an hourly wage increase when you complete and pass the training.

If you qualify, you will receive an email with information on how to enroll.



# Caregiver Learning Center

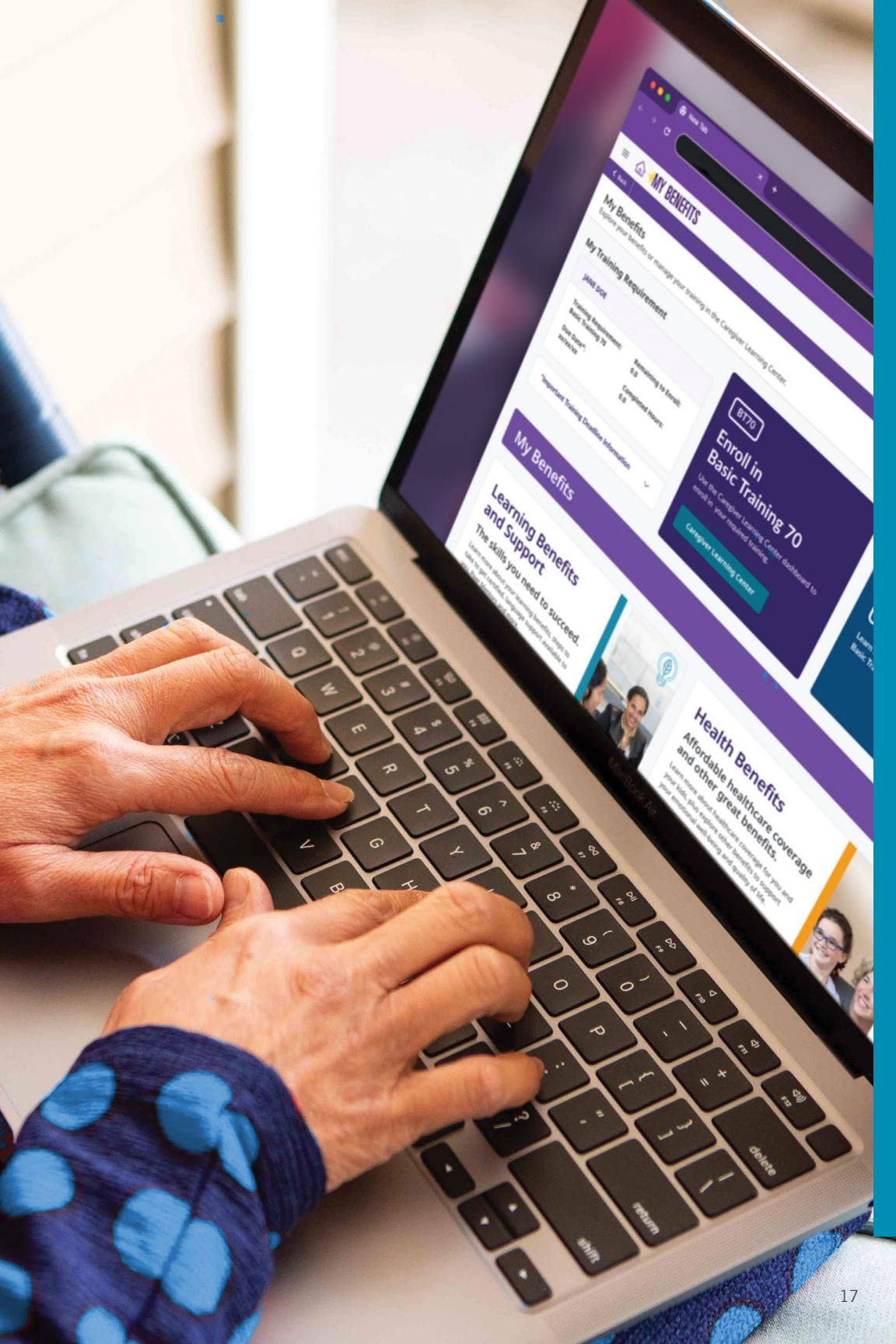
**You'll use [caregiverlearning.org](http://caregiverlearning.org) to enroll in and complete your training.**

Your username was sent to you in your Welcome Letter and email. Once you log in to the Caregiver Learning Center you can:

- Enroll in and complete your training.
- Access online courses in multiple languages.
- See your schedule and location for in-person classes.



**Learn how to log in, enroll and complete your training:  
[myseiu.be/cglc](http://myseiu.be/cglc)**



# Tips for Success

## ✓ Confirm your training requirements and deadlines.

**Your training requirements are based on your provider type.** Your employer can confirm your provider type, training requirements and deadlines. If you are working towards an HCA certification, they can also give you your HCA certification deadline.

See the Learning Checklist sent to you in your Welcome Mailing or go to [myseiu.be/requirement](http://myseiu.be/requirement).

## ✓ Enroll in Basic Training early.

Enroll as soon as possible to make sure you complete training by your deadline.

## ✓ Check your email and texts.

You will get important information and updates about your training.

**If you don't have your own email account, you'll need to make one** and it's a good idea to use the same email address for all caregiver-related accounts and activities.

## ✓ Prepare for your first day caregiving.

Bring your client's care plan with you, so you can review it together and make sure you both understand your role.

## ✓ Take advantage of your learning support options.

You have access to many support options, including Caregiver Learning Center help, language assistance, guidance from instructors and more.

## ✓ Prepare for Basic Training.

Follow these tips to prepare before starting Basic Training:

- Log in to [caregiverlearning.org](http://caregiverlearning.org) before your first class.
- Talk with your employer if you need coverage for your client.
- Review the Learning Policies at [myseiu.be/classroom](http://myseiu.be/classroom).
- Take advantage of your learning support options.

## Get ready to attend classes.

Please don't bring your client, family members or friends, unless they are your language interpreter.

### For in-person classes:

- Bring your government-issued ID on your first day.
- Find the location of your class in the Caregiver Learning Center.

### For online and webinar classes:

- Have your Caregiver Learning Center login information available.
- Find your webinar links in the Caregiver Learning Center.

If you miss a class or can't attend a course you can reschedule through the Caregiver Learning Center. Learn how, at [myseiu.be/cglc](http://myseiu.be/cglc).



# Learning Support

## Member Resource Center (MRC)

If you have enrollment questions, need language assistance or Caregiver Learning Center help, call **1-866-371-3200** or email [mrc@myseiubenefits.org](mailto:mrc@myseiubenefits.org).

Monday - Friday, 8 a.m. to 4:30 p.m., Pacific time.

## Language Support

Classes and course materials are available in many languages. Even if you speak English fluently, a course in your primary language may better set you up for success. You can also arrange to bring an interpreter who is a friend or family member to your English in-person courses or request a free interpreter by calling the MRC.

## Course Instructors

Your instructors are caregivers themselves and have a wealth of knowledge about caregiving and course materials. They're available during class to answer course-related questions.

## Accommodations

Contact the MRC if you need accommodations for a disability. Learn more about requesting reasonable accommodations at [myseiu.be/accommodation](http://myseiu.be/accommodation).



See all your learning support options at [myseiu.be/help](http://myseiu.be/help)



# Health Benefits

Alyssa E.  
Caregiver,  
Sedro-Woolley





## Health



“  
The health insurance benefit has helped me a lot. It helps me be able to visit my doctor regularly.”

Evelyn K.  
Caregiver, Des Moines

## Taking care of your own health and wellness is just as important as caring for others.

Stay healthy by enrolling in high-quality healthcare coverage and making the most of your other free and low-cost benefits.

### Health and Dental Coverage Designed for Caregivers

You can get high-quality coverage for yourself and your children. This includes medical and dental coverage, as well as prescription benefits. With your new coverage, you can see your primary doctor for free, access urgent and emergency care and find specialists for specific needs or conditions.

### More Wellness and Safety Benefits

Whether or not you have healthcare coverage through SEIU 775 Benefits Group, you can get free benefits like:

- Emotional health and self-care services.
- Stylish slip-resistant shoes, called Caregiver Kicks.
- Tools for Calm, a course that gives you practical tools for less stress and anxiety.



Learn about  
your health benefits:  
[myseiu.be/health](http://myseiu.be/health)

# High-Quality Healthcare and Dental Coverage

Healthcare coverage offers many ways to get care and support for your health and well-being—with access to free primary care visits, mental and emotional health benefits and other resources to support a healthy lifestyle.

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.

## Coverage starting at \$25 per month.

It includes the following benefits plus access to wellness coaching, personalized programs and more.

- ✓ Preventive Care
- ✓ Medical
- ✓ Dental
- ✓ Orthodontia
- ✓ Prescription Drug
- ✓ Emotional Health
- ✓ Vision
- ✓ Hearing
- ✓ Family-building and Reproductive Benefits
- ✓ Gender-Affirming Care
- ✓ Chiropractic and Massage
- ✓ Physical Therapy



You can get benefits for every stage of life, from fertility and family-building to pregnancy, postpartum and menopause.



You and your kids can get a no-cost annual hearing exam and up to \$3,000 of hearing hardware per ear every 36 months.

### Individual Coverage Medical and Dental

# \$25/mo.

Get medical and dental coverage for yourself for just \$25 a month.

#### Eligibility

Work 80 paid hours or more a month.

### Individual Coverage + Coverage for Kids Medical and Dental

# \$125/mo.

Get medical and dental coverage for yourself, plus your kids, for just \$125 a month.

**The cost is the same, no matter how many kids you cover!**

You can add eligible dependent children through their 26th birthday.

#### Eligibility

Work 120 paid hours or more a month.

### When and how to apply for coverage.

You can apply when you first become eligible (within 60 days, once you receive your enrollment packet), during Open Enrollment (July 1-20 every year) or if you have a Qualifying Life Event.

The easiest way to apply for coverage is through your Health Benefits Account at [myseiu.be/apply-online](http://myseiu.be/apply-online).



**Learn about getting coverage:  
[myseiu.be/get-covered](http://myseiu.be/get-covered)**

For questions or language support,  
call **1-877-606-6705**.

# Bonus Benefits to Support Your Quality of Life

You can access additional benefits designed to promote your health, reduce stress and ensure safety at work. Many benefits are available even without SEIU 775 Benefits Group coverage. Eligibility rules apply.

## Self-Care Benefits

Your emotional health is as important as your physical health. Caregivers often put the needs of their clients first, but it's important to care for yourself as well. There are many free and low-cost benefits for caregivers that can help address day-to-day stress, anxiety and depression.

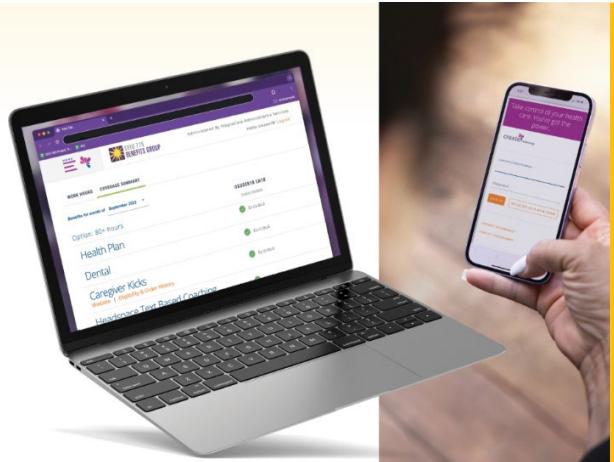


Learn about your self care benefits:  
[myseiu.be/sc](http://myseiu.be/sc)

## Manage your health benefits online.

Log in to your Health Benefits Account, hosted by Magnacare, to view hours and eligibility for health benefits, apply for or make changes to healthcare coverage and more.

Learn more: [myseiu.be/account](http://myseiu.be/account)



# Caregiver KICKS

You can get a free pair of shoes every year!  
Caregiver Kicks are slip-resistant shoes that  
keep you safe and more comfortable on the job!

Choose from more than 90 styles from popular  
brands like Skechers, Reebok, Crocs, Fila,  
Timberland and more.

**Learn more: [myseiu.be/ck](http://myseiu.be/ck)**



# Retirement Benefit

John R.  
Caregiver, Seattle





## Retirement



**I got notice about my retirement benefits, and I felt so excited. I feel secure about my future.”**

Amy L. | Caregiver, Seattle

### Get more money for when you retire.

The SEIU 775 Secure Retirement Plan (SRP) is the first of its kind in the nation for caregivers. It's available to those whose employer contributes to the retirement fund. Talk to your employer or go to [myseiu.be/retirement-plan](http://myseiu.be/retirement-plan) to see if they contribute.

### How the Secure Retirement Plan Works

- You don't need to sign up. You're enrolled automatically after working for 6 months with a contributing employer. Around month 8, you will get a Welcome Letter and email.
- Your employer contributes for every eligible hour you work. Contributions to your SRP are made by your employer and aren't deducted from your paycheck.
- At age 65, you can start getting distributions from your retirement, even if you're still working.

Once you get your Welcome Letter, make sure you create a login on Retirement: *My Plan*, hosted by Milliman, where you can:

- See your balance and watch your money grow.
- Name a beneficiary who will get your funds if you pass away.
- Read important plan documents and account statements.



**Learn about your  
retirement benefit:  
[myseiu.be/retirement-plan](http://myseiu.be/retirement-plan)**

# Resources to Help You Plan For Retirement



Learn about Individual Retirement Accounts (IRAs) and Social Security, and get access to tools that can help you plan and increase your financial knowledge.

Visit [myseiu.be/planning](http://myseiu.be/planning) to get financial education resources.

# More About Your Retirement Plan

The Secure Retirement Plan (SRP) was created to provide another source of income when you retire, adding to your other retirement income sources like an Individual Retirement Account (IRA) or Social Security.

## How your money grows.

Participants get monthly contributions to their account from their employer based on the number of hours they work. Investment professionals manage that money to grow over time and add to your retirement savings.

## How you get your retirement funds.

In most cases your money becomes available in monthly payments for retirement when you turn 65 years old. If you are 65 or older, you don't have to stop working as a caregiver to get monthly payments.

## Have questions?

If you're not a participant yet, learn more by going to [myseiu.be/retirement-plan](http://myseiu.be/retirement-plan).

When you become a participant, you'll receive a welcome letter that includes instructions for how to log in and see your account balance. Call a Milliman Secure Retirement Representative at **1-800-726-8303** from 5 a.m. to 5 p.m. Pacific time, Monday - Friday. Help is available in your language.

## Create a login for your Retirement: *My Plan Account*

You will get a Welcome Letter confirming your participation, it will include helpful instructions on how to log in for the first time and see your account balance.



**Already a participant?  
Access your Retirement: *MyPlan* account.  
[myseiu.be/retirementmyplan](http://myseiu.be/retirementmyplan)**



# Job-Matching Benefit



Evelyn K.  
Caregiver, Des Moines



**“Carina is very easy. As soon as I input all my information, it gives me a list of all these people and I can see exactly what their needs are.”**

**Sonja T. | Caregiver, Renton**

## **Find jobs and backup care with Carina.**

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

Carina is:

- A 100% free benefit for Individual Providers (IPs).
- Easy to use on your phone or computer.
- Designed to help you find jobs and care nearby.
- Available in English and Spanish.

## **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](http://carina.org/childcare).



**Register for Carina today!  
[myseiu.be/job-matching](http://myseiu.be/job-matching)**



# Our SEIU 775 Union Difference

**Our Union, SEIU 775, represents more than 55,000 long-term care workers providing quality home care, nursing home care, and residential services in Washington, Montana, and Alaska.**

**Our mission is to unite the strength of all caregivers, to create a better life for ourselves and those we care for, and to lead the way to a more just and equitable world.**

**Being a part of our Union means you have benefits, representation, and rights.**

**Learn more at [seiu775.org](http://seiu775.org)**

**Contact us at 1-866-371-3200 or [mrc@seiu775.org](mailto:mrc@seiu775.org)**



**We take action!** Through our Union's strength, caregivers have led historic wins in Washington legislative sessions, making meaningful change for all long-term caregivers, our communities, families, and clients. Because of our strong presence in the state capital, we have won real changes and successfully secured billions of dollars in funding.

**We win strong contracts!** Since being founded in 2002, by uniting together, standing strong, and making our voices heard, caregivers have doubled wages – and experienced caregivers earn even more. But we're not stopping there! Every time we go back to the bargaining table, we're fighting for better wages, healthcare, PTO, paid family leave, L&I, retirement, and the right for those we care for to live dignified lives.

**We hold our employers accountable** and fight to make sure caregivers are treated with the respect we deserve! When a contract is violated, we take action by filing a grievance. Whether you've experienced issues with your paycheck or had unfair terminations or disciplinary action against you in your career, **you have the right to representation should any of this happen to you.** Through our grievance process, our Union has won millions of dollars for thousands of workers in backpay, interest, damages, and other penalties for late or inaccurate paychecks or other problems.

**Join our caregivers Union at [join775.org](http://join775.org)**

# MEMBERSHIP PLUS

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

Open to SEIU 775 members, 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](http://join775.org) to become eligible.

If you are already a SEIU 775 member, you can access these benefits at [seiu775.org/membership-plus](http://seiu775.org/membership-plus).



**Thanks to our Union, SEIU 775, and Membership Plus, I can save a little more for retirement through several cost-saving benefits. And I've talked with caregivers who were able to get a college education at a discounted price or who used the financial benefits to build their credit. I am working hard now, and to know that maybe there will be a day when I don't have to work anymore and there will be something to fall back on is a real relief.”**

**— Miranda B., Moses Lake**



## Bright Now! Dental

Members and our families receive dental benefits at significantly reduced out-of-pocket costs. This is available whether or not you have dental insurance.

## SEIU College

Loans With Undergraduate, Graduate, and Parent Loan programs, SEIU's member benefits help when federal loans, scholarships, and grants don't add up to the full cost of college.

## Family Vacations

Discounts at Disneyland, Disney World, LEGOLAND, Great Wolf Lodge, Six Flags, and Universal Studios.

## Home and Shopping Deals

Deals and discounts with Costco, Office Depot, 1-800-Flowers, AMC movie tickets, 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 \$20,000.

## Technology Discounts

Take advantage of member deals with AT&T, Dell, HP, and Lenovo.



# Contacts & Resources

LEARNING	
<b>Caregiver Learning Center Help</b>	<a href="http://myseiu.be/cglc">myseiu.be/cglc</a>
<b>Member Resource Center (MRC)</b> Certification, course enrollment, language/interpretation support and more	1-866-371-3200 (8 a.m. to 4:30 p.m., Monday–Friday) <a href="mailto:mrc@myseuibenefits.org">mrc@myseuibenefits.org</a>
<b>Peer Mentors</b> Free Basic Training skills tutoring support	855-803-2095 (9 a.m. to 5 p.m., Monday–Friday) <a href="mailto:peer.mentorship@myseuibenefits.org">peer.mentorship@myseuibenefits.org</a>
<b>Consumer Direct Care Network Washington (CDWA)</b> Employer of Individual Providers (IPs)	866-214-9899   <a href="http://consumerdirectwa.com">consumerdirectwa.com</a> <a href="mailto:InfoCDWA@consumerdirectcare.com">InfoCDWA@consumerdirectcare.com</a>
HEALTH	
<b>MagnaCare, Customer Service for Health Coverage</b> Eligibility and application support, language assistance	1-877-606-6705 (8 a.m. to 6 p.m., Monday–Friday) <a href="mailto:SEIU775BG-caregiver@magnacare.com">SEIU775BG-caregiver@magnacare.com</a>
<b>Kaiser Permanente of Washington (KPWA)</b>	1-888-901-4636   <a href="http://kp.org/wa">kp.org/wa</a>
<b>Kaiser Permanente Northwest (KPNW)</b>	1-800-813-2000   <a href="http://kp.org">kp.org</a>
<b>Aetna</b>	1-800-872-3862   <a href="http://aetna.com">aetna.com</a>
<b>Delta Dental</b>	1-800-554-1907   <a href="http://deltadentalwa.com">deltadentalwa.com</a>
<b>Willamette Dental</b>	1-855-433-6825   <a href="http://willamettedental.com">willamettedental.com</a>
<b>Caregiver Kicks</b>	1-877-606-6705 (8 a.m. to 6 p.m., Monday–Friday) <a href="http://myseiu.be/ck">myseiu.be/ck</a>
RETIREMENT	
<b>Milliman, Secure Retirement Plan Administrator</b> Eligibility, plan information	1-800-726-8303 (5 a.m. to 5 p.m., Monday–Friday)
OTHER CONTACTS	
<b>Washington State Department of Social and Health Services (DSHS)</b> Client information, contact a case manager	1-800-422-3263   <a href="http://dshs.wa.gov">dshs.wa.gov</a>
<b>Department of Health (DOH)</b> Home Care Aide certification support	1-360-236-2700
<b>Prometric</b> Scheduling home care exam support	1-800-324-4689

Dora P.  
Caregiver, Tacoma





SEIU 775 Benefits Group  
215 Columbia St., Suite 300  
Seattle, WA 98104

Appalonia V.  
Caregiver, Spangle



[seiu775benefitsgroup.org](http://seiu775benefitsgroup.org)



Get Connected & Join Online