

Caregiver Welcome Guide

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



Lesly R.
Caregiver,
Mount Vernon



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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 by delivering your learning, health, retirement and job-matching benefits.

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.

Together, this collaboration has created best-in-the-nation benefits, including innovative training, high-quality affordable healthcare, a first-of-its-kind retirement program, and job matching to help you find clients.

You deserve benefits that ensure you're healthy, supported and prepared 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 caregiver, you have access to many free and low-cost benefits.

This includes advancement opportunities, affordable healthcare coverage, an employer-funded retirement plan, free slip-resistant shoes 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 give high-quality care and succeed as a professional caregiver.



Health

High-quality, low-cost healthcare coverage that includes medical, dental and prescription benefits for you and your children.



Retirement

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



Job-Matching

Find new clients and back-up care through Carina, the job-matching website that connects you with people nearby who need care.

Learning Benefits





“**Training helps us to have a good career. Caregiving is not just a job, this makes it professional.**”

Kandie L. | Caregiver, Issaquah



training

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

Home Care Aide (HCA) Certified Caregivers



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

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

3 Basic Training 70

Complete Basic Training by your deadline.

Your training deadline is 120 days from your hire date.

Go to caregiverlearning.org to enroll in your training. Your employer can confirm your official deadline.

4 HCA Exam & Certification

Prepare for your certification exam.

Visit myseiu.be/exam for the most up-to-date instructions and resources. You'll find step-by-step guidance on what to do before your exam and what to expect on the day of your test.

Training & Certification Support

All Standard HCAs can access Peer Mentor support before, during, and after Basic Training — and while preparing for the HCA exam. Reach out if you have questions or need extra help.





Peer Mentors

HCA Tutoring and Skills Support

Peer Mentors are experienced HCAs, trained to prepare you for your new career. They offer free tutoring support in multiple languages and can answer 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/peermentor

Other Provider Types



Understand the steps and training needed if you are a caregiver who doesn't require certification.

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

② Basic Training

Complete your Basic Training by your deadline.

Your training deadline is 120 days from your hire date.

Go to 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.

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

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 CE 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.

If you have a client with a complex health need, you may be eligible for Advanced Training, which builds on the skills learned in Basic Training.

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

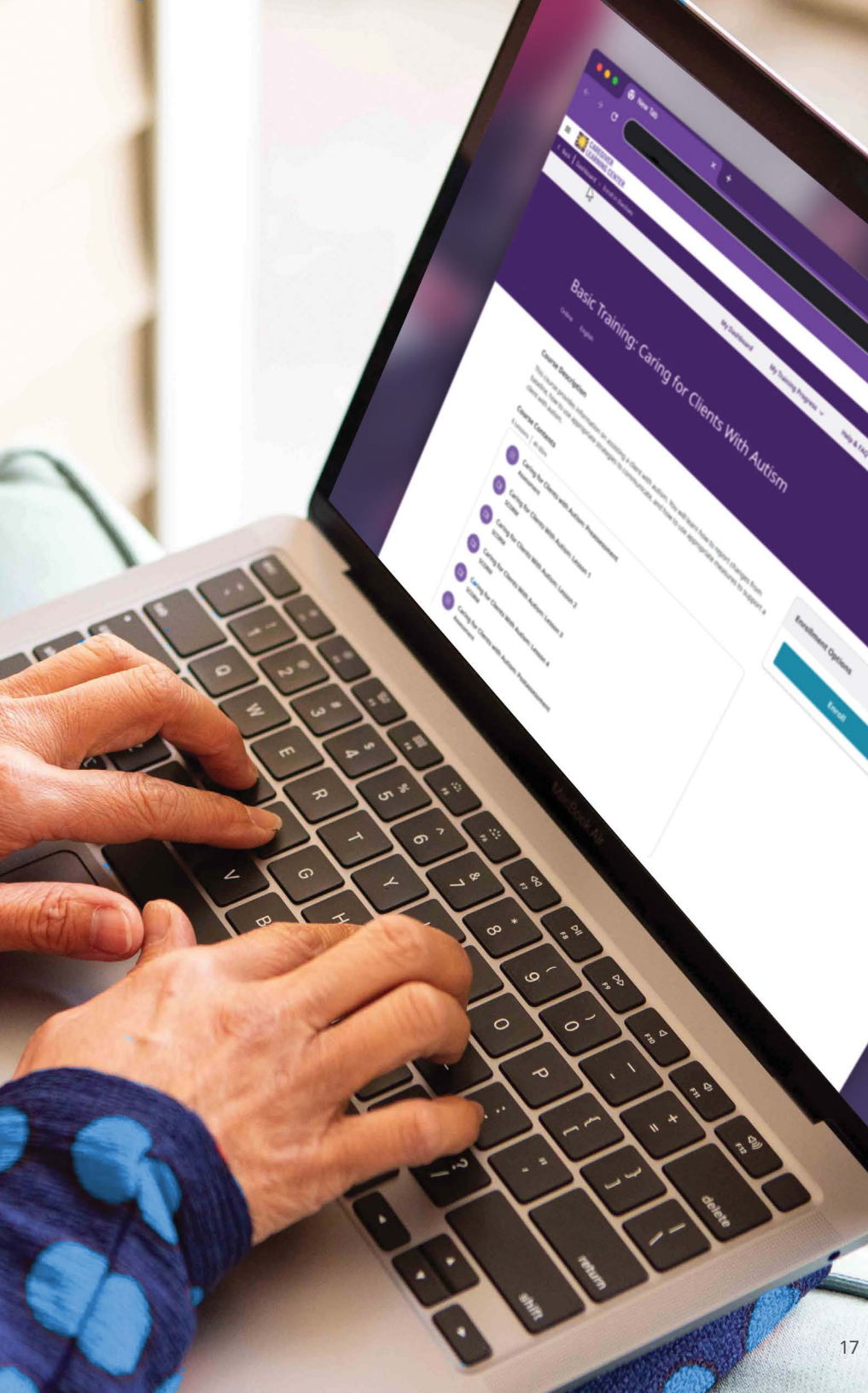
You'll use caregiverlearning.org to enroll in and complete your training.

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



Tips for Success

✓ Confirm your 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 in your welcome letter or go to **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.

If your client has a care plan or care agreement, bring that with you to review it together.

✓ Use 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** before your first class.
- Talk with your employer if you need coverage for your client.
- Review the Learning Policies at **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.

Classes can be rescheduled in the Caregiver Learning Center.

Learn how at **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**.

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**.



See all your learning
support options at
myseiu.be/help



SEI 375
BENEFITS GROUP
AMHARIC
PROFESSOR
GROUP

Health Benefits

Alyssa E.
Caregiver,
Sedro-Woolley





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

Evelyn K. | Caregiver, Des Moines



health

Taking care of yourself is just as important as caring for others.

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

Health and Dental Coverage

You can get 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.

Wellness & Self-Care

With coverage, you also get access to tools and support to help you feel your best. From no-cost wellness coaching to self-care apps and mental health support, these benefits can help you manage stress and build healthy habits.



**Learn about
your health benefits:
myseiu.be/health**

Healthcare and Dental Coverage



Healthcare coverage offers many ways to get care and support for your health and well-being.

Healthcare coverage starting at \$25 per month.

Healthcare coverage is available to eligible caregivers through Kaiser Permanente or Aetna, depending on your home ZIP code. Healthcare coverage includes the following benefits plus access to wellness coaching, personalized programs and more.

- ✓ Medical & Preventive Care
- ✓ Dental & Orthodontia
- ✓ Prescription Drug
- ✓ Mental Health
- ✓ Vision
- ✓ Hearing
- ✓ Family-building & Fertility
- ✓ Gender-Affirming Care
- ✓ Massage & Chiropractic
- ✓ Physical Therapy



Individual Coverage Medical and Dental

\$25/mo.

Monthly Co-premium

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

Eligibility

Work 80 hours or more a month.



Individual Coverage + Coverage for Kids Medical and Dental

\$125/mo.

Monthly Co-premium

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

Same cost—no matter how many kids you add!

Eligibility

Work 120 hours or more a month.



Individual Coverage + Coverage for Kids Dental-Only

\$35/mo.

Monthly Co-premium

Get medical and dental coverage for yourself, plus dental coverage for your kids, for just \$35 a month.



**Learn about healthcare coverage:
myseiu.be/get-covered**

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

Health Benefits Online Account

Your online account is managed by MagnaCare, the administrator of your health benefits.

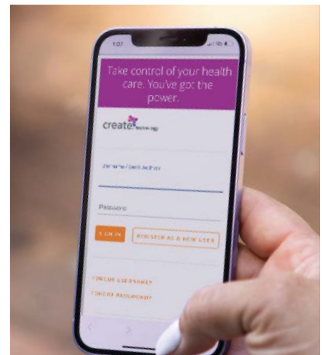
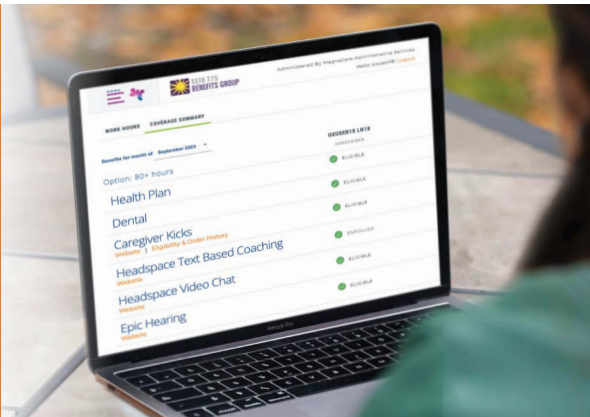
In addition to being able to apply for healthcare coverage or make changes, you can pay co-premiums, view payment history, access plan documents and sign up for email communications.

- ✓ **Check Your Eligibility**
View your work hours and eligibility for coverage and other wellness benefits like Caregiver Kicks.
- ☰ **Apply For Coverage**
Access your account to easily apply once you become eligible.
- 💬 **Get Live Chat Support**
Get help with questions about applying, eligibility and more.



Learn how to create an account:
myseiu.be/hba

Accounts are currently available in English. If you need help making an account or language support call **1-877-606-6705**.



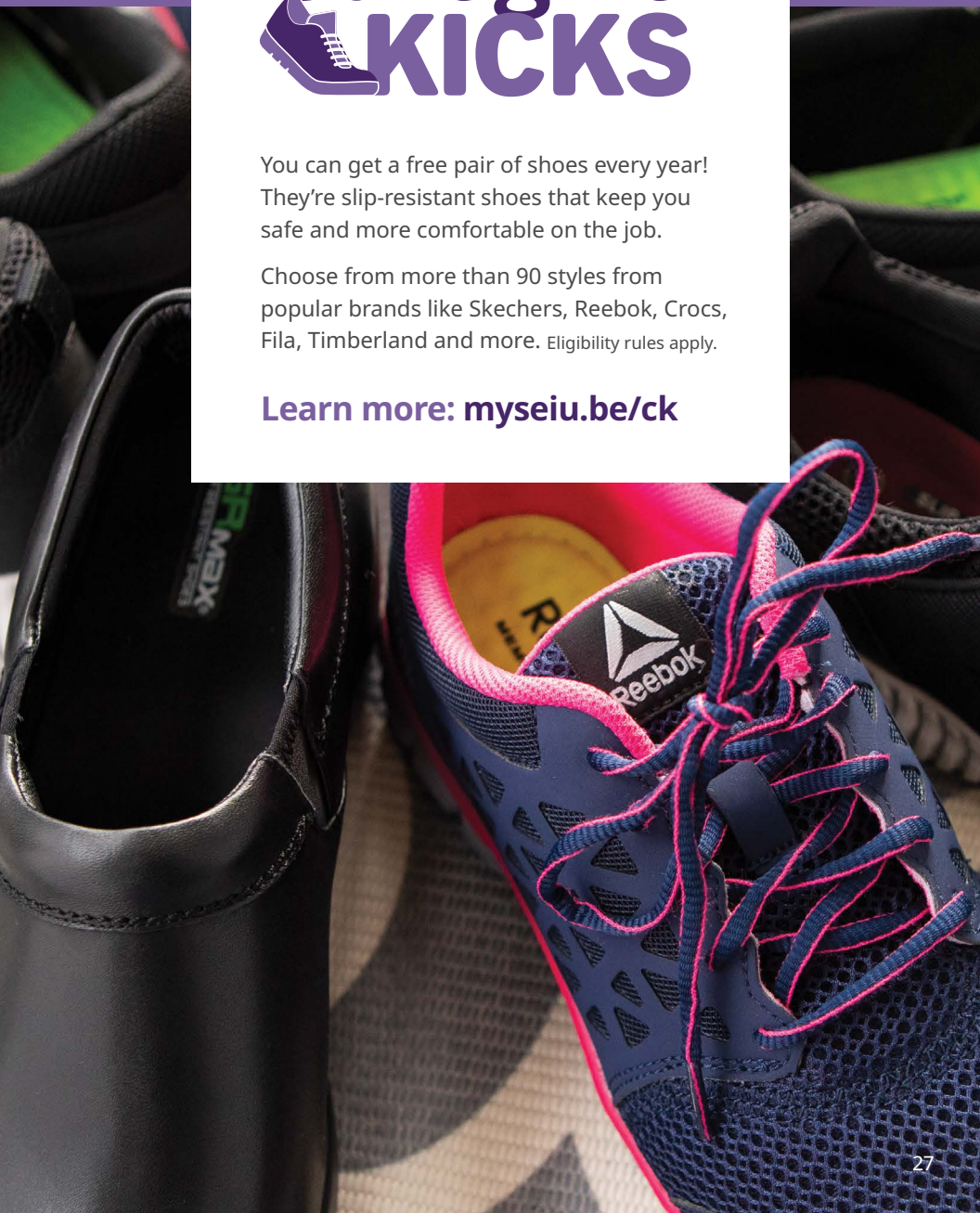


Caregiver KICKS

You can get a free pair of shoes every year!
They're 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. Eligibility rules apply.

Learn more: myseiu.be/ck



Retirement Benefit

John R.
Caregiver, Seattle





“Retirement has made me feel like I have security. There will be something I can rely on.”

Melissa B. | Caregiver, Vancouver



retirement

Get more money for when you retire.

The SEIU 775 Secure Retirement Plan helps you build income for the future. It's available to caregivers whose employer contributes to the plan. Check with your employer to see if they participate.

How It Works

- You're automatically enrolled after working 6 months with a contributing employer. Around month 8, you'll receive a letter with instructions to set up your online account.
- Your employer contributes to your retirement account for every eligible hour you work. These contributions are not deducted from your paycheck.
- Employer contributions are invested and professionally managed to grow over time, helping increase your retirement savings.
- In most cases, you can begin receiving monthly payments at age 65. You do not need to stop working as a caregiver to receive your retirement benefits.



Learn about your retirement benefit:
myseiu.be/retirement

Retirement Benefit Online Account

Secure Retirement Plan participants can access their online account, hosted by Milliman.

In addition to being able to check your balance, you can access plan documents, monthly statements and more.



Watch Your Money Grow

Check your account balance and see your employers contributions.



Get Retirement Planning Tools

Access the retirement calculator—designed for caregivers, and other planning tools anytime.



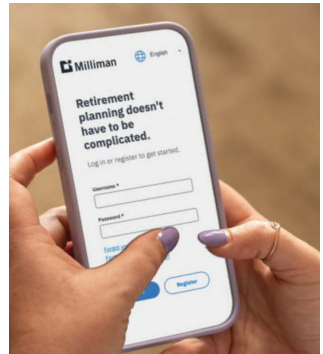
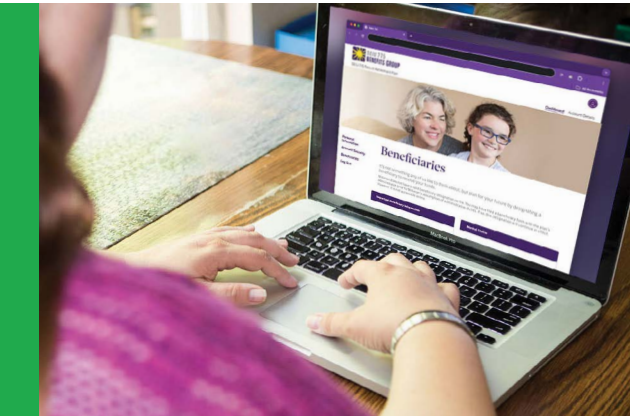
Name a Beneficiary

Assign a beneficiary, the person who will get your funds if you pass away.



**Learn how to create an account:
myseiu.be/sra**

If you need support call Milliman at **1-800-726-8303**.



Financial Education Resources



Explore financial tools made specifically with caregivers in mind. Visit myseiu.be/money for resources that can help you plan for retirement, understand your options and take simple steps to prepare for your future.

Jobs Powered by CARINA

Patrick M.
Caregiver,
Puyallup





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

Sonja T. | Caregiver, Renton



Find work with Carina.

Carina helps you find steady work and income with a safe, easy-to-use website that connects you with clients nearby.

Carina is:

- Free to use for caregivers.
- Easy to use on your phone or computer.
- Designed to help you find jobs that fit your needs.
- Available in 13 languages.
- Helpful for getting more hours to qualify for healthcare coverage.

Find Backup and Respite Care

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



Register for Carina today!
myseiu.be/carina



Our SEIU 775 Union Difference

Our Union, SEIU 775, represents more than 60,000 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

Contact us at 1-866-371-3200 or 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](https://www.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 to become eligible.

If you are already a SEIU 775 member, you can access these benefits at 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

TRAINING	
Caregiver Learning Center Help	myseiu.be/cglc
Member Resource Center (MRC) Training enrollment and language support	1-866-371-3200 mrc@myseiubenefits.org
Peer Mentors Free Basic Training skills tutoring support	855-803-2095 peer.mentorship@myseiubenefits.org
Consumer Direct Care Network Washington (CDWA)	866-214-9899 consumerdirectwa.com InfoCDWA@consumerdirectcare.com
HEALTH	
MagnaCare Healthcare Coverage Administrator Eligibility and application support, language assistance	1-877-606-6705 SEIU775BG-caregiver@magnacare.com
Caregiver Kicks	1-877-606-6705 myseiu.be/ck
RETIREMENT	
Milliman Secure Retirement Plan Administrator Eligibility, plan information	1-800-726-8303
JOB-MATCHING	
Carina	1-855-796-0605 Carina.org
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
Prometric Scheduling home care exam support	1-800-324-4689

Luz C.
Caregiver,
Kennewick





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Appalonia V.
Caregiver,
Spangle



seiu775benefitsgroup.org