



Meridian  
SERVICES

## DIRECT SUPPORT PROFESSIONAL (DSP) RESOURCE GUIDE- 2021

- EMPLOYEE NAME:
- ORIENTATION DATE:
- PROGRAM:
- SUPERVISOR:



# TABLE OF CONTENTS

• Organization overview.....	2
◦ Organization explanation chart.....	3
• Locations.....	4
• Directory.....	5
• Important Information & Logins.....	6
• Human Resources.....	7
◦ Full Time Benefits.....	7-8
◦ Part Time Benefits.....	9
◦ Insurance Carrier Information.....	10
◦ Using Your Insurance.....	11
◦ Employee Assistance Program (EAP).....	12
◦ Family and Medical Leave Act (FMLA), Leave of Absence (LOA), Americans with Disabilities Act (ADA), & Worker's Compensation.....	13
◦ Reporting Resources.....	14
• Payroll.....	15
◦ Payroll Schedule.....	16
◦ Example Timesheet.....	17-18
• Attendance Policies.....	19
◦ Orientation Attendance Policy.....	20
◦ Hours of Work & General Attendance Policy.....	21-22
• Training.....	23
• Scheduling.....	24
◦ Shiftboard FAQ.....	25-31
• Referral Program.....	32
• Connect With Us.....	33

## ORGANIZATION OVERVIEW

It was the late 1970's, and a new concept was becoming a reality. People with developmental disabilities, who had been put away in state institutions for decades, were beginning to have the opportunity to live in the community and to lead as normal and as independent a life as possible.

Our organization began at that time when Marya Hage helped two women successfully to live the lives they wanted to live. Marya was one of the pioneers in this field, a part of the creation of the services that people with disabilities would receive for decades to come, designed to help them to achieve independence. As a result of her success helping these two women to live in the community, as well as her success in doing the same for others who followed, she founded Meridian Services in January 1980.

Meridian Services has grown in the years to become an organization of companies providing services in Minnesota and across the United States. Meridian Services is now significant provider of Residential Services, Case Management Services, and a wide range of Fee for Service programs, including In-Home Services, Independent Living Services and Semi-Independent Living Services. Zenith Services is a provider of Vocational Services and Orion Associates provides Management Services. Orion Intermediary Services Organization was founded to provide Financial Management Services in Minnesota while Morning Sun Financial Services was founded to provide those same services in Utah, Colorado, Oklahoma, Alabama, Tennessee and Ohio. In addition, the organization includes Headwaters Relief Organization, an international non-profit organization provide a wide range of disaster relief.

While the organization has grown significantly over the years, when we remain at heart a business with the same, simple mission ... to help the people we serve to lead as normal and as independent a life as possible. If you, as a new member of our organization, strive to help us to continue with this mission with the people with whom you will be working, you'll be doing exactly what we would ask of you.

Welcome!

Stephen Hage  
Chief Administrative Officer



To learn more about the organization & to view the Leadership Team, visit:  
<https://www.meridiansvs.com/about-us/>

# 1 ORGANIZATION → 6 COMPANIES



Provides: Management services for other companies in the organization. In addition, the Little Stars childcare center operates under Orion Associates



Provides: Case management services, Residential services, Respite services, In-Home services, Supervised living services (SLS), Independent living skills (ILS), Semi-Independent living services (SILS), and Psychological services.



Provides: Vocational services for adults with disabilities through job placement, custom services, and day programs. Zenith Services is a 501(C)(3) nonprofit organization.



Provides: Financial management services (FMS) for consumer directed community supports (CDCS), personal supports, and/or consumer support grants (CSG) for individuals in Minnesota.



**MORNING SUN**

Provides: Financial management services (FMS) for consumer directed community supports (CDCS), personal supports, and/or consumer support grants (CSG) for individuals nationwide in states such as Alabama, Colorado, Louisiana, Oklahoma, Tennessee, and Utah.



Provides: Disaster relief services by supporting the emotional and the housing needs of communities ravaged by disaster. Headwaters is a 501(C)(3) nonprofit organization.

## LOCATIONS

### Golden Valley West Office (GVW)

9400 Golden Valley Road

Golden Valley, MN, 55427

Program Management, Finance, In-Home  
Services, Little Stars Daycare, Headwaters  
Relief Organization



### Golden Valley East Office (GVE)

820 Lilac Drive North

Golden Valley, MN, 55422

Human Resources, Recruiting, Training,  
Case Management, Orion ISO



### Hopkins Office (HOP)

541 2nd Ave South

Hopkins, MN, 55343

Zenith Services Vocational Day Program, Case  
Management



**Main Line:** 763-450-5000



MAIN PHONE LINE	CHIEF ADMINISTRATIVE OFFICER	CHIEF OPERATIONS OFFICER	EXECUTIVE ADMINISTRATOR HUMAN RESOURCES	EXECUTIVE ADMINISTRATOR MERIDIAN
763-450-5000	<b>Stephen Hage</b> 763-450-5004 shage@orionasso c.net	<b>Cheryl Vennerstrom</b> 612-239-3768 cherylv@orionass oc.net	<b>Angela Cavalier</b> 763-450-5018 acavalier@oriona ssoc.net	<b>Jennifer Schraut</b> 612-432-5915 jschraut@meridia nsvs.com
DIRECTOR OF TRAINING MERIDIAN	TRAINING SPECIALIST	LEARNDASH LOGIN	DIRECTOR OF PAYROLL (Mer/Zen)	PAYROLL SPECIALISTS
<b>Jason Hoffrogge</b> 763-450-5029 jhoffrogge@orion assoc.net	<b>Patrick Paschke</b> 612-400-6415 ppaschke@orion assoc.net	<a href="https://www.orio&lt;br/&gt;nassoc.net/login/">https://www.orio nassoc.net/login/</a>	<b>Michelle Dionne</b> 763-450-7903 mdionne@oriona ssoc.net	mer- payroll@meridian svs.com
HR DIRECTOR OF BENEFITS AND ONBOARDING	HR DIRECTOR OF RISK MANAGEMENT	HUMAN RESOURCES GENERALIST	HUMAN RESOURCES GENERALIST	HUMAN RESOURCES GENERALIST
<b>Andrea Seurer</b> 763-450-5057 aseurer@orionas soc.net	<b>Andrea Hagen</b> 763-450-5008 ahagen@orionas soc.net	<b>Toni Bahl</b> 763-450-5003 tbahl@orionasso c.net	<b>Emilie Froidcoeur</b> 612-400-6760 efroidcoeur@orio nassoc.net	<b>Amanda Yang</b> 612-400-6427 kyang@orionasso c.net
OFFICE MANAGER - GVE	OFFICE MANAGER - GVW	SCHEDULING MANAGERS	SCHEDULING DEPT	HUMAN RESOURCES GENERALIST
<b>Joy McLaughlin</b> 763-450-7902 jmclaughlin@orio nassoc.net	<b>Kathy Bauwens</b> 763-450-5023 kbauwens@orion assoc.net	<b>Annie Logan</b> 612-296-3712 <b>Erin Moore</b> 612-964-6256 <b>Grace Halvorson</b> 612-414-6432	<b>Office</b> 763-450-5052 <b>Attendance Line</b> 763-233-7440 scheduling@meridi ansvs.com	<b>Rachel Hilla</b> 612-400-6442 rhilla@orionassoc .net
EMPLOYEE ASSISTANCE PROGRAM (EAP)	EMPLOYEE SUGGESTION BOX	SHIFTBOARD LOGIN	EMPLOYEE RESOURCE CENTER	EASE PORTAL MERIDIAN SERVICES
<a href="https://www.unu&lt;br/&gt;m.com/employee&lt;br/&gt;s/services/life-&lt;br/&gt;balance">https://www.unu m.com/employee s/services/life- balance</a>	<a href="https://www.meri&lt;br/&gt;diansvs.com/sug&lt;br/&gt;gestion-box/">https://www.meri diansvs.com/sug gestion-box/</a>	<a href="https://www.shift&lt;br/&gt;board.com/Meridi&lt;br/&gt;anServices/">https://www.shift board.com/Meridi anServices/</a>	<a href="https://www.meri&lt;br/&gt;diansvs.com/reso&lt;br/&gt;urce-center/">https://www.meri diansvs.com/reso urce-center/</a>	<a href="https://meridians&lt;br/&gt;ervices.ease.com/">https://meridians ervices.ease.com/</a>

## IMPORTANT INFO/LOGINS



**ease**

- **Ease Benefits Portal** - Employee Benefits
- **Website:** meridianservices.ease.com
- **Call Center:** 1-844-492-5026
- **Hours:** Monday to Friday, 8:00 AM to 5:00 PM



- **LearnDash Account-** Training
- **Website:** <https://www.orionassoc.net/login/>
- **Login:**
- **Password:**



- **Shiftboard Account-** Scheduling
- **Website:** <https://www.shiftboard.com/MeridianServices/>
- **Login:**
- **Password:**



- **Security Pin-** Program Access
- **Pin Number:**
- Your pin number is unique to you and should not be shared.
- The pin number issued to you will allow you to access all of the programs you work at.
- Contact the **Scheduling Department** with any issues with employee badges or PINS, and for general assistance.



## HUMAN RESOURCES



### A. FULL TIME EMPLOYEES

#### INITIAL BENEFIT ENROLLMENT:

- Full-time employees are eligible for our benefit package after working a full calendar month. See the next page for full details on the benefit package offered.
- The employee will receive a registration email to the Ease Benefits Portal website about 1 month before the eligibility date.
  - HR will also notify the employee of when they may sign up/opt out of benefits, and the deadline to sign up/opt out of benefits.
- To enroll or to waive, the employee must log onto the Ease Benefits Portal Website
  - If you need assistance with logging in, a password reset, or with questions about the benefits offered, please contact a Human Resources Generalist
    - After that, the employee can try contacting the Ease Call Center at 1-844-492-5026 (Hours are M-F, 8 AM to 5 PM).
- If the employee wishes not to enroll for benefits, they must opt out.
  - If the employee opts out, they will not be eligible for benefits until the next open enrollment period, or if there is a qualifying life event.
- Direct care staff that work at programs located in the City of Minneapolis qualify for Minneapolis Safe and Sick Time. For more information, visit:  
<https://www.meridiansvs.com/resource-center/>

#### QUALIFYING LIFE EVENTS:

- Only employees with a qualifying life event are eligible for benefits outside of an open enrollment period.
- Employees may enroll in benefits or change benefit elections if there is a qualifying life event. This allows for a special enrollment period that lasts 30 days from the date of the qualifying life event.
- Qualifying life events include:
  - Marriage, divorce, or legal separation
  - Birth or adoption of a child
  - Loss of coverage
  - Turning 26 years old and losing coverage under parent's plan
  - Status change (part-time to full-time)
- If there is a qualifying life event and the employee enroll in benefits, the benefits will begin on the 1st of the month following 30 days of the qualifying life event.

## HUMAN RESOURCES



### A. FULL TIME EMPLOYEES

**Original Eligibility Date:** \_\_\_\_\_

- Health Insurance - Medica
  - Passport Plan: A broader network has a broader network of doctors and clinics to choose from
  - Elect Plan: A narrow network has a smaller network of doctors and clinics to choose from
- Dental Insurance - Principal Premier Dental
- Vision Insurance - Unum
- Flexible Benefit Plan(s) - Alerus (HSA or FSA Account(s))
- Basic Life Insurance - Unum
- Short Term Disability - Unum
- Supplemental Insurance - Colonial Life
  - Voluntary Short Term disability, Accident insurance, Hospital Confinement insurance, Whole Life insurance, Specified Disease insurance
- 401(k) Retirement Savings Plan - Principal Financial

**Eligible Upon Hire:**

- Pet Insurance - Nationwide Insurance
- Employee Assistance Program (EAP) - Unum
  - Paid Time Off (4.31 hour per pay period for employees who have worked 0-2 years)
- 7 paid holidays (depending on position and program)



**To view Benefit Guides online, visit:**

<https://www.meridiansvs.com/benefits/>



**To access your Ease Benefit Portal, visit:**

[Meridianservices.ease.com](https://Meridianservices.ease.com)

## HUMAN RESOURCES



### B. PART TIME EMPLOYEES

#### All Part-Time Employees:

Original Eligibility Date: \_\_\_\_\_

- 401(k) Retirement Savings Plan - Principal Financial

#### Eligible Upon Hire:

- Pet Insurance - Nationwide Insurance
- Employee Assistance Program (EAP) - Unum

#### Part Time employees who work 30-35 hours per week:

- Eligible for Health and Dental Insurance.
- If you fall within this window, you will be notified by HR via email with enrollment information.

#### Part Time employees who work 20 hours or more per week:

- Eligible for Colonial Life Supplement plans.
- Please contact HR if you are interested in enrolling in any of the following:
  - Short-term Disability Plan
  - Accident Plan
  - Hospital Confinement Plan
  - Critical Care Plan
  - Whole Life Plan

#### Reminders:

- Benefits begin on the first of the month following 30 days of eligible employment with the company.
- Enrollment, changes, and cancellations for most plans are limited to your initial benefit eligibility period or our annual open enrollment period unless you have a qualifying life event such as marriage, divorce, birth, loss of other coverage, a job status change, or other life events.

## COMMON TERMS

### INSURED

You - the person covered by the insurance policy

### DEDUCTIBLE

The amount you owe for certain covered services during a benefit period before your insurance begins to pay

### COPAYMENT

A fixed dollar amount you may pay for a service at the time you receive it

### COINSURANCE

The part of the medical bill you pay for services after the deductible is met

### CLAIM

A bill for health care services that your healthcare provider turns in to the insurance company for payment



### INSURER

The insurance company you have insurance through that is assuming the risk

### PREMIUM

The dollar amount you owe every month to keep your health insurance current

### OUT-OF-POCKET LIMIT/MAXIMUM

The total amount you will every pay during a given benefit period (usually one year) for medical services, outside of your monthly premium

### EXPLANATION OF BENEFITS (EOB)

A summary of your benefits applied to your claim. You receive this after your claim has been submitted.

### BILL

A summary of medical charges incurred from a provider visit. You typically receive this after an EOB.

## ORION ONLY



Health Insurance Marketplace  
**GRAVIE**

800.501.2920 | [gravie.com](http://gravie.com)



Health Insurance Company

Every Orion Employee selects their own plan and insurance company via Gravie

## MERIDIAN ONLY



Health Insurance

**MEDICA- CHOICE PASSPORT**

952.945.8000 | [mymedica.com](http://mymedica.com)



Employee Assistance Program

**MEDICA- OPTUM**

800.626.7944 |

[medica.com/wellness/employee-assistance-program](http://medica.com/wellness/employee-assistance-program)

Only for Employees insured through Medica

## ORION + MERIDIAN



401(k) Retirement Savings Plan  
**PRINCIPAL FINANCIAL GROUP**

800.986.3343 | [principal.com](http://principal.com)

## ZENITH ONLY



Health Insurance  
**PREFERREDONE**

763-847-4477 | [www.PreferredOne.com](http://www.PreferredOne.com)



Simple IRA Retirement Plan  
**PRINCIPAL FINANCIAL GROUP**

800.986.3343 | [principal.com](http://principal.com)

## ALL COMPANIES



Dental Insurance

**PRINCIPAL FINANCIAL GROUP**

800.554.3392 | [principal.com](http://principal.com)



Vision Insurance

**UNUM- STARMOUNT**

866.679.3054 | [unumvisioncare.com](http://unumvisioncare.com)



Flexible Benefit Plan(s)

**ALERUS**

FSA | 800.495.4015 | [alerusrb.com](http://alerusrb.com)

HSA | 877.661.4727 | [alerusrb.com](http://alerusrb.com)



Life Insurance, Short-Term

Disability & Voluntary Life

Insurance

**UNUM**

800.438.6388 | [unum.com/employees](http://unum.com/employees)



Employee Assistance Program

**UNUM**

800.854.1446 |

[unum.com/employees/services/life-balance](http://unum.com/employees/services/life-balance)



Supplemental Insurance

**COLONIAL LIFE**

Voluntary Short-term Disability, Accident Plan, Medical Bridge 3000/ Hospital Confinement Plan  
800.325.4368 | [coloniallife.com](http://coloniallife.com)



Pet Insurance

**NATIONWIDE**

877.738.7874 |

[petinsurance.com/meridiansys](http://petinsurance.com/meridiansys)

## TYPES OF CARE

### PREVENTATIVE CARE

Preventive care includes things such as regular check-ups, screenings and immunizations. This type of care may also help you catch health problems before they become serious. Preventative care is typically performed by a Primary Care Provider (PCP).

### PRIMARY CARE

General medical care that is provided directly to a patient without referral from another physician. It is focused on preventive care and the treatment of routine injuries and illnesses. A Primary Care Provider (PCP) can include: Physician (M.D or D.O), Nurse Practitioner (NP), Clinical Nurse Specialist, or Physician Assistant (PA).

### VIRTUAL CARE

Also known as telemedicine: This is where a provider communicates via live video, audio, and/or instant messaging to address a patient's concerns and diagnose their condition remotely. Patients can access this care anytime, anywhere!

### URGENT CARE

Care centers that are open during normal business hours for illnesses, injuries, or conditions with moderate symptoms that require attention. This is a good option if you can't get in to see your PCP right away, but need to be seen for a non life-threatening reason.

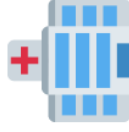
### EMERGENCY CARE

Care centers that are open 24/7 for illnesses, injuries, or conditions with severe symptoms that require immediate attention that could lead to serious injury or death if left untreated.

## A HEALTH CARE JOURNEY



Jane doesn't feel well. She decides to make an appointment with her **Primary Care Provider (PCP)**.



When Jane checks in at her appointment, she may have to pay a **copay** (depending on the plan).



Jane needs an x-ray. If she has met her **deductible**, she may owe a coinsurance. If she hasn't met her **deductible**, she pays for the service.



Jane receives the treatment she needs, and the **Primary Care Provider (PCP)** submits a claim to her insurance company.



If Jane has met her **out-of-pocket maximum**, she won't owe anything for covered services for the rest of the plan year. Insurance will pay 100% of **in-network** covered services.

If Jane has not met her **out-of-pocket maximum**, she will owe the remainder of the cost of services after insurance is applied. She will receive an **Explanation of Benefits (EOB)** from her insurance company, and a **bill** from the healthcare provider.



*All information & content in this flyer is for informational purposes only and are not intended to serve as a substitute for the consultation, diagnosis, and/or medical treatment of a qualified physician or healthcare provider.*

## WHERE SHOULD I GO?

### EMERGENCY CARE

Jane has a deep cut that is bleeding and may require stitches



### URGENT CARE



Jane suspects she may have a urinary tract infection, and couldn't get an appointment with her Primary Care Provider

### VIRTUAL CARE



Jane has some mild cold symptoms and a runny nose, but no fever

### PREVENTATIVE CARE



Jane wants to get her yearly physical with her Primary Care Provider

### EMERGENCY CARE

Jane has been vomiting all night, and has severe stomach pain



### PRIMARY CARE



Jane would like to talk to her Primary Care Provider about getting her cholesterol checked

**Deciding whether you need emergency care or urgent care can be confusing at times. Remember 2 things: How soon do you need medical care? Is your situation a life-threatening one?**



# EMPLOYEE ASSISTANCE PROGRAM (EAP)

## Resources

Assessments, Online Courses, Disaster Preparedness articles & checklists, Medical Bill Saver, Budgeting Calculators, Locators, Savings Center - Perks at Work, "Live Chat", and more.

## Webinars

Access past and current Webinars on topics such as Budgeting Basics, Better Health, Estate Planning, Mindfulness, Resilience, and more.

## Emotional Wellbeing

Resources covering issues such as Abuse, Addiction, Anxiety, Depression, Grief, Stress, Suicide, and more.

## Personal Growth

Tools to help in the areas of Communication, Personal & Professional Development, Leadership, Interpersonal Skills, and more.

## Relationships

Access to resources to assist with Parenting, Caregiving, Grief and Loss, Self-care, interpersonal relationships, college life, and more.

## Financial

Information and resources on Budgeting, Debt, Bankruptcy, Estate & Retirement, Investing, Taxes, and more. Interactive calculators available.

## Legal

Topics covering Contracts, Bankruptcy, Divorce, Custody, Real Estate, Wills & Estates, and more. Access to the most commonly used forms.

## Health

Access to resources to help better understand your general health and wellbeing. 13 assessments available.

## Addiction

Resources to help a loved one through addiction such as Commonly Abused Drug Chart, Substance Abuse Treatment Facility Locator, and more.

## Financial Fitness Center

Education and information that will help you accomplish financial goals. The Financial Fitness center can help with personal finance, savings and investment, and more.

## Personalized Legal Center

State specific templates for creating wills, power of attorney, trusts, estate planning, and more. All legal forms and documents have been created by credentialed attorneys.

## Mindfulness

Use these resources to activate your awareness, connect with your inner self and engage the strengths you've already developed to overcome every challenge.

## EAP ACCESS INFORMATION:

- Call: 800-854-1446
- Online: <https://www.unum.com/employees/services/life-balance>
- To access some materials online, you may need to create an HealthAdvocate account

**Check it  
out!**



## HUMAN RESOURCES



### B. FMLA, LEAVE OF ABSENCE (LOA), AMERICANS WITH DISABILITIES ACT (ADA), WORKER'S COMPENSATION

- For assistance with any of these item(s), please inform your supervisor
- For any questions regarding these items or to request accommodations, please contact: Andrea Hagen, Senior HR Generalist
- **Family Medical Leave Act (FMLA):** job-protected, unpaid leave for qualified medical and family reasons.
  - Qualified medical and family reasons include: pregnancy, adoption, foster care placement of a child, personal or family illness, or family military leave
- **Leave of Absence:** a period of time that one must be away from one's primary job, while maintaining the status of an employee.
  - All leaves of absences that do not qualify under FMLA must be approved by the primary chain of command.
- **Americans with Disabilities Act (ADA):** Reasonable accommodation is any change or adjustment to a job or work environment that permits a qualified applicant or employee with a disability to participate in the job application process, to perform the essential functions of a job, or to enjoy benefits and privileges of employment equal to those enjoyed by employees without disabilities.
- **Workers Compensation:** Insurance that provides medical and wage benefits to people who are injured or become ill at work.

HR DIRECTOR OF  
RISK MANAGEMENT

**Andrea  
Hagen**  
763-450-5008  
ahagen@orionas  
soc.net

HUMAN RESOURCES  
GENERALIST

**Toni  
Bahl**  
763-450-5003  
tbahl@orionasso  
c.net

## REPORTING RESOURCES



### Maltreatment of a Vulnerable Adult or Child

Report to any of the following:

- Supervisor or anyone in your chain of command
- Chief Administrative Officer, Stephen Hage
- Minnesota Adult Abuse Reporting Center/MAARC at 844-880-1574
- Child Abuse Reporting 651-431-6600

All reports of Maltreatment will be reviewed internally by our Quality Assurance Administrator.

QUALITY  
ASSURANCE  
ADMINISTRATOR

**Sherry Smith**  
763-450-7915  
ssmith@meridiansvs.com

### Harassment and Discrimination

Report to the Human Resources Department.

EXECUTIVE  
ADMINISTRATOR  
HUMAN RESOURCES

**Angela Cavalier**  
763-450-5018  
acavalier@orionassoc.net

HR DIRECTOR OF  
ONBOARDING AND  
BENEFITS

**Andrea Seurer**  
763-450-5057  
aseurer@orionassoc.net

CHIEF  
ADMINISTRATIVE  
OFFICER

**Stephen Hage**  
763-450-5004  
shage@orionassoc.net



For more information on company policies, visit:  
<https://www.meridiansvs.com/manuals/>



## PAYROLL



- An employee may contact the Payroll department with questions regarding, but not limited to:
  - Paycheck(s), pay stub(s), payroll and/or expenses, tax information, rates of pay, supplemental pay, Form W4 & withholding changes, Form W2, name change(s)/updates(s), pay deductions, direct deposit, and Rapid Pay cards.
- The attached payroll schedule shows pay period start and end dates, timesheet due dates, and pay dates.
- Pay periods are bi-weekly, and go Sunday through Saturday.
- Employees are paid biweekly, every other Friday.

### TIMESHEETS:

- Questions regarding timesheets can be directed to Payroll.
- Timesheets are due by 12:00pm on the due date.
- During New Hire training, the timesheet should be turned into Human Resources.
  - Once an employee starts at the program they were hired for, the time sheet should be turned into the Program Manager.

### FILLING OUT A TIMESHEET:

- Only use black ink when writing on a timesheet.
- Write legal name clearly at the top.
- Write correct pay period (mm/dd/yyyy - mm/dd/yyyy).
- Write correct dates on left hand side to coordinate with pay period.
- Write program where hours were worked (1 timesheet per program)
- List time in 15 minute increments .0 / .25 / .50 / .75.
- Write AM/PM clearly in the description of shift worked.
- Overnight shifts need to be broken up at 12:00 am/ midnight.
- Timesheets must be signed by the employee before it is turned in to their supervisor
- **If a timesheet is not turned in, the employee will not be paid.**

PAYROLL  
SPECIALISTS

mer-  
payroll@meridians  
vs.com

## 2021 Payroll Schedule

### Bi-Weekly Payrolls Orion Associates-Meridian Services-Zenith Services

Pay Period Start Date	Pay Period End Date	Timesheets Due Date to Supervisor	Pay Date
December 20, 2020	January 2, 2021	January 4, 2021	January 15, 2021
January 3, 2021	January 16, 2021	January 18, 2021	January 29, 2021
January 17, 2021	January 30, 2021	February 1, 2021	February 12, 2021
January 31, 2021	February 13, 2021	February 15, 2021	February 26, 2021
February 14, 2021	February 27, 2021	March 1, 2021	March 12, 2021
February 28, 2021	March 13, 2021	March 15, 2021	March 26, 2021
March 14, 2021	March 27, 2021	March 29, 2021	April 9, 2021
March 28, 2021	April 10, 2021	April 12, 2021	April 23, 2021
April 11, 2021	April 24, 2021	April 26, 2021	May 7, 2021
April 25, 2021	May 8, 2021	May 10, 2021	May 21, 2021
May 9, 2021	May 22, 2021	May 24, 2021	June 4, 2021
May 23, 2021	June 5, 2021	June 7, 2021	June 18, 2021
June 6, 2021	June 19, 2021	June 21, 2021	July 2, 2021
June 20, 2021	July 3, 2021	July 5, 2021	July 16, 2021
July 4, 2021	July 17, 2021	July 19, 2021	July 30, 2021
July 18, 2021	July 31, 2021	August 2, 2021	August 13, 2021
August 1, 2021	August 14, 2021	August 16, 2021	August 27, 2021
August 15, 2021	August 28, 2021	August 30, 2021	September 10, 2021
August 29, 2021	September 11, 2021	September 13, 2021	September 24, 2021
September 12, 2021	September 25, 2021	September 27, 2021	October 8, 2021
September 26, 2021	October 9, 2021	October 11, 2021	October 22, 2021
October 10, 2021	October 23, 2021	October 25, 2021	November 5, 2021
October 24, 2021	November 6, 2021	November 8, 2021	November 19, 2021
November 7, 2021	November 20, 2021	November 22, 2021	December 3, 2021
November 21, 2021	December 4, 2021	December 6, 2021	December 17, 2021
December 5, 2021	December 18, 2021	December 20, 2021	December 30, 2021
December 19, 2021	January 1, 2022	January 3, 2022	January 14, 2022
January 2, 2022	January 15, 2022	January 17, 2022	January 28, 2022

#### Holidays

January 1, 2021  
April 4, 2021  
May 31, 2021

July 4, 2021

September 6, 2021  
November 25, 2021

December 25, 2021

EMPLOYEE LEGAL NAME: Jane Doe

PROGRAM

Arrowood

One program per timesheet

START DATE: 2/3/19

END DATE: 2/16/19

Sunday Shifts Begin at 12:00 MIDNIGHT Indicate A.M./P.M.		Circles		Program Individual		TOTAL HOURS SHIFT	RATE OF PAY PER SHIFT	RGR HOURS	ASLEEP OVER NIGHT	STIPEND HOURS	UNBILLABLE HOURS	ORIENTATION HOURS 9.26	TRAINING HOURS	PTO HOURS	UNWORKED HOLIDAY HOURS	OVERTIME HOURS	HOLIDAY PREMIUM HOURS
DAY	DATE	SHIFT WORKED	Indicate A.M./P.M.	Circle	Program Individual												
SUN	2/3			AM/PM													
MON	2/4	Orientation 8:00 am - 12:30 pm		AM/PM		4.5											
TUE	2/5	Pos Supports 8:30 am - 3:30 pm		AM/PM		7											
WED	2/6	Child Pass 9:00 am - 12:00 pm		AM/PM		3											
THU	2/7	Med Admin 1 9:00 am - 1:30 pm Med Admin 2 2:00 am - 4:00 pm		AM/PM		4.5 2											
FRI	2/8	CPR/FA 9:00 am - 12:00 pm Physical Int 12:30 pm - 4:00 pm		AM/PM		3 3.5											
SAT	2/9			AM/PM													
WK 1 Subtotal						27.5											
SUN	2/10			AM/PM													
MON	2/11	Online Mental Health Video 9:00 am - 12:15 pm		AM/PM		3.25											
TUE	2/12	Classes 9:00 am - 4:30 pm		AM/PM		7.5											
WED	2/13	Overnight Shift 9:00 pm - 11:59 pm		AM/PM		4											
THU	2/14	Overnight Shift 12:00 am - 8:00 am		AM/PM		8											
FRI	2/15			AM/PM													
SAT	2/16	Overnight Shift 9:00 pm - 11:59 pm		AM/PM		3											
WK 2 Subtotal						25.75											
TOTALS:																	
Total Billable Hours												Pay Period Total					
												53.25					

Inaccurate or incomplete time sheets will be returned for corrections, which may result in a delay in payment.

Jane Doe  
Employee Signature

Program Supervisor Approval

EMPLOYEE LEGAL NAME: Jane Doe

PAY PERIOD START DATE: 2/17/19 END DATE: 3/2/19

PROGRAM **Attwood**

One program per timesheet

Sunday Shifts Begin at 12:00 MIDNIGHT Indicate A.M./P.M.		Circle	Program Individual	TOTAL HOURS SHIFT	RATE OF PAY PER SHIFT	RGR HOURS	ASLEEP OVER NIGHT	STIPEND HOURS	UNBILLABLE HOURS	ORIENTATION HOURS 9.86	TRAINING HOURS	PTO HOURS	UNWORKED HOLIDAY HOURS	OVERTIME HOURS	HOLIDAY PREMIUM HOURS
DAY	DATE	SHIFT WORKED													
SUN	2/17	Overnight Shift 12:00 am - 5:45 am	AM/PM	5.75											
			AM/PM												
MON	2/18	Drive Time 8:00 am - 8:30 am	AM/PM	.5											
			AM/PM												
TUE	2/19		AM/PM	1.5											
			AM/PM												
WED	2/20		AM/PM												
			AM/PM												
THU	2/21	Staff Meeting 4:15 pm - 5:45 pm Shift 10:00 am to 2:45 pm	AM/PM	4.75											
			AM/PM												
FRI	2/22		AM/PM												
			AM/PM												
SAT	2/23		AM/PM												
			AM/PM												
Saturday Shifts End at 12:00 MIDNIGHT				WK 1 Subtotal											
SUN	2/24		AM/PM	12.5											
			AM/PM												
MON	2/25	Shift 9:00 am to 2:00 pm	AM/PM	5											
			AM/PM												
TUE	2/26	Staff Meeting 4:15 pm to 5:30 pm	AM/PM	1.25											
			AM/PM												
WED	2/27		AM/PM												
			AM/PM												
THU	2/28		AM/PM												
			AM/PM												
FRI	3/1		AM/PM												
			AM/PM												
SAT	3/2		AM/PM												
			AM/PM												
(Saturday Shifts End at 12:00 MID)				WK 2 Subtotal											
				TOTALS:											

Total Billable Hours                      Pay Period Total 18.75

Inaccurate or incomplete time sheets will be returned for corrections, which may result in a delay in payment.

*Jane Doe*  
Employee Signature

Program Supervisor Approval

## ATTENDANCE



### ORIENTATION ATTENDANCE POLICY:

- Employees are required to attend all scheduled training classes.
- If an employee needs to reschedule prior to missing a class, they will be given the opportunity to reschedule, or makeup that class, without it utilizing an occurrence on (1) occasion.
- If an employee is more than 15 minutes late, or does not notify their supervisor, this will result in utilizing one occurrence and the employee will need to contact their supervisor to reschedule.
- If an employee does not notify their supervisor PRIOR to missing a class, this will result in an occurrence.
- If an employee needs to reschedule a second class, or misses a second orientation class, this will result in utilizing an occurrence (See Work Attendance Policy) If an employee attempts to reschedule a 3rd class, or misses a third class, this may result in the withdrawal of the conditional offer of employment.
- Employees must call their supervisor to communicate scheduling needs. Text messages are not accepted means of communication.

### HOURS OF WORK AND ATTENDANCE POLICY :

- **1. Responsibility:** Each employee is responsible for being in attendance every scheduled training and scheduled work day at the correct starting time through the end of their shift.
- **2. Authorized Absence for Non-Exempt Employees:** An authorized absence occurs when an employee has requested time off, at least two weeks in advance or twenty- four (24) hours in advance for two (2) or fewer days and the time off has been approved by the employees supervisor. There may be exceptions to the time requirements including absences covered under the Family Medical Leave Act (FMLA), as the result of a Workers' Compensation incident, Funeral Leave or other extraordinary occasions authorized by the Program Administrator including but not limited to medical emergencies.

## ATTENDANCE

### HOURS OF WORK AND ATTENDANCE POLICY (CONTINUED):

- **3. Unauthorized Absence / Use of an Occurrence for Non-Exempt Employees:**
  - If an employee is unable to attend a scheduled shift, for any reason, and it is not a supervisor, the employee must use one of their authorized occurrences. When an employee calls the attendance line due to illness or other unforeseen circumstances, the attendance line representative, or scheduler, will inform the employee that that they have used on their occurrences for the absence. All absences require notification of at least four (4) hours or more, prior to the start of the shift. Failure to fulfill this requirement will result in immediate disciplinary action, up to and including termination.
  - A Full-Time employee can use a maximum of four (4) Occurrences in a six (6) month rolling period of time. A Part-Time employee can use a maximum of three (3) occurrences in a six (6) month rolling period of time. An on-call employee can use a maximum of one (1) occurrence in a six (6) month rolling period of time. If an employee use more occurrences than what they are allowed within a six (6) month period, this will be considered an employee's voluntary resignation.
  - In the event that an employee is absent, has not communicated with the supervisor, and the supervisors are unable to contact the employee; the supervisor may engage a replacement employee. If the replacement employee has been engaged and is on the way to or in place at the program and the late employee arrives for work, the replacement staff person will be used and the employee arriving late will need to use an occurrence. If the employee who is arriving late would like to work the remainder of the shift, they will still need to use an occurrence.
  - An occurrence memo that identifies how many occurrences the employee has used will be issued to the employee after each absence.
- **4. Staff Meetings:** Employees are required to attend all the scheduled Staff Meetings for their program, each month or quarter (based on the program), which are considered scheduled shifts for all employees. If an employee is unable to attend a scheduled Staff Meeting, they will need to use an occurrence. The employee may attend a monthly back up training. If an employee attends a monthly backup training, in place of a scheduled Staff Meeting, they will not need to use an occurrence.



## ATTENDANCE

### HOURS OF WORK AND ATTENDANCE POLICY (CONTINUED):

- Those employed with Meridian Services, Incorporated for over five (5) years may choose to forgo attending the program's Staff Meeting each month or quarter (based on the program). Staff will need to schedule a 1:1 meeting with their supervisor within the same month as the missed Staff Meeting. If the employee does not show for the individual meeting coordinated between the employee and their supervisor they must use an occurrence.
- **5. Employee Replacements:** The employee is responsible for all other schedule switches or changes. If an employee arranges a schedule switch or change, they must receive approval from the supervisor and it be cost neutral. This must occur prior to the shift. The employee who is on Shiftboard is responsible for working that shift. If it has not been changed on Shiftboard, the employee must contact the scheduling team for clarification.
- **6. Attendance Rule:** An employee's unauthorized absences which have a detrimental effect on the ability to carry out the mission of any one or more locations, functions, operations or units within the organization will be considered to be unsatisfactory performance by the employee. Not only will the employee need to use an occurrence, but the employee will receive appropriate disciplinary action, up to and including termination.
- **7. Failure to Attend:** Any employee who provide support of people served and who fails in an unauthorized manner to attend one entire scheduled work shift may be dismissed for neglecting those people served requiring the employee's services, as stated under the mistreatment and neglect statutes for vulnerable adults and minors.
- **8. Non-Work Related Activities:** Approval by an employee's supervisor must be obtained when non-work related activities are engaged in during scheduled work time unless the specific position held by an employee allows for such activities once duties are completed. These positions are identified by the Chief Administrative Officer.
- **9. Conditions for a Return to Work:** When employees are absent from work due to illness or injury, a request for a statement from a medical doctor or other health professional permitting the return to work, and stipulating any work restrictions on an employee's ability to perform assigned tasks, may be requested by the employee's supervisor. Failure to provide such a statement may delay a return to scheduled work.

## ATTENDANCE



### HOURS OF WORK AND ATTENDANCE POLICY (CONTINUED):

- **10. Record Keeping:** The organization has established record keeping rules. All non-exempt employees are expected to follow these rules:
  - **a. Corrections:** Any error or accidental omission on payroll records which requires correction may be made only by the employee's supervisor and payroll personnel.
  - **b. Recording:** A failure to attend work on a scheduled work day must be accurately recorded as such; lateness or early departure must be accurately recorded as such; leaving the work place during scheduled working hours for reasons other than work related business must be recorded out when leaving and recorded in when returning.
  - **c. Starting / Ending Times:** Unless approved ahead of time, employees should not report in to perform job-related duties any earlier than their scheduled starting time; or continue to perform job-related duties later than their scheduled ending time unless leaving would put the people we serve or the organization's reputation at risk or reduce the required staffing minimum to an unauthorized ratio.



## TRAINING



- The Minnesota Department of Human Services (DHS) has training topics that our organization is required to train Employees on every year.
- Employees are provided these trainings through a combination of online courses and onsite courses at the Golden Valley East (GVE) office. You will be alerted of required courses by email.

### INITIAL TRAINING:

- Newly hired Employees are required to attend all assigned training classes before starting at the program they will be working at. Training classes are equivalent to scheduled shifts, and the occurrence policy applies
  - All initial trainings must be completed and documented within 60 days, per the DHS guidelines
  - Full-time employees are given 1 week to complete initial training
  - Part-time employees are given 2 weeks to complete initial training
  - After the Employee has completed all the required classes, the Program Manager will reach out to the employee to set up training at the program
- The CPR and First Aid (CPR/FA) class can be waived if there is valid documentation stating the employee is certified.

### ONGOING TRAINING:

- Annual training hours are due by December 31st of each year.
  - Employees that work at a Child Foster Care (CFC) program are required to have 18 hours of annual training.
- Example of annual trainings: staff meetings, CSSPs, quarterly trainings from the Training Department, etc.
- Quarterly trainings come out in March, May, July, and September.
  - Employees that work at a Child Foster Care (CFC) program have additional trainings that come out in January and November.
- Trainings that require recertification:
  - CPR and First Aid (every 2 years)
  - Physical Interventions (annually)
  - Child Passenger Safety (every 5 years)
    - Only for Employees that work at CFC programs

### LEARNDASH ACCOUNTS:

- LearnDash accounts are created and managed by the Training Department.
- An employee can complete online training(s), view/print class certificates, and view required courses on their LearnDash account.

## SCHEDULING



- The Scheduling Department handles staffing for the various programs.
  - There are 3 scheduling managers that handle staffing, and Shiftboard.
  - The Scheduling Managers also monitor the Attendance Line, which is used when an employee needs to call in and report an absence.
  - The Scheduling Managers also manage Security Access (i.e. PINS and employee ID badges) for SLS programs.

### SCHEDULE REQUESTS:

- To request time off, enter it on Shiftboard and speak with your supervisor. Time off must be submitted 2 weeks prior to the date.
- Time off must be submitted under the program where the employee is working that day.
- Time off will be reviewed and approved or denied by the program management team.
- Log onto Shiftboard account to view the status of a request.
- The employee will receive an email as soon as the time off is approved or denied.
- If it is approved- check that shifts have been removed from schedule.
- If it is denied- post shifts needing coverage to trade board, coverage is not guaranteed.

### SHIFTBOARD:

- Shiftboard is a web-based interactive program that allows staff and management to have access to the same schedule – at any time and from anywhere.
- Shiftboard provides staff the opportunity to really manage their own schedules – you can view it whenever you want, you can view openings from multiple programs all in one place, you can pick up shifts at the comfort of your own home when you have time or when you have your personal schedule right in front of you, you can have record of time off requests and approvals, you can see who else is working in case you want to switch or find someone to work for you.
- Not only is this system a great benefit for you, but Shiftboard and the schedulers are a great benefit for the management at your programs.
- It will allow management to have more time in their day to manage other important parts of running a program, developing programming for consumers, taking care of appointments and consumer needs, addressing employee concerns, providing more training and support, and much more.



To log into your Shiftboard account, visit:

<https://www.shiftboard.com/MeridianServices/>



## SCHEDULING



### SHIFTBOARD FAQ

- **Q: Do I have to use Shiftboard?**
  - Yes. The purpose of Shiftboard is to have a centralized scheduling process, where everyone has access to the same schedule – staff and management. It is Meridian's expectation that everyone welcomes and actively uses this system.
- **Q: If I have a set schedule, why do I need to use Shiftboard?**
  - You are responsible for every shift that you are assigned to on Shiftboard, therefore it is important that you check it to make sure it is accurate. It is recommended that you check your schedule at least once a week. For assistants and specialists, it is recommended that you check it once a day.
- **Q: What is the most important thing I need to do or know about Shiftboard?**
  - Always check the "calendar" on your account. You are responsible for what is on your calendar and what shifts you are assigned to. You may often receive emails, notification, voicemails, and telephone calls, but at the end of the day, the calendar is what all employees and management will be referring to. If something is incorrect, you are responsible to let scheduling know and follow up to make sure it was corrected. How often you check it is up to you, although we recommend daily or weekly, depending on how often your schedule changes.
- **Q: How do I check my schedule on Shiftboard?**
  - The Meridian Shiftboard website address is [www.shiftboard.com/meridianservices](http://www.shiftboard.com/meridianservices). You can access this site on any device just like any other website, including a desktop computer, laptop, ipad or tablet, or smartphone – anywhere you can access the internet.
- **Q: What if I don't have a login yet?**
  - If you do not have access to the website yet, it means we did not receive your email address. Please email [scheduling@meridiansvs.com](mailto:scheduling@meridiansvs.com) to let us know and we will set up you. When we set up new accounts, you will receive a welcome email with your login information, which includes your email address and a temporary password. When you login for the first time we recommend that you change your password to whatever you would like it to be.

## SCHEDULING



### SHIFTBOARD FAQ:

- **Q: What if I forgot my password?**
  - Go to the website and click on “forgot password.” It will ask you to enter the email address that you use to login. Follow the instructions from there. You will have the ability to reset a new password.
- **Q: What if I don't have an email address?**
  - All employees are required to give Meridian a current and active email address. It is needed in order to access Shiftboard, as well as receive important information such as occurrence memos, time off request approvals or denials, confirmation of picked up or swapped shifts and general communication. There are several places where you can obtain a free email account – Gmail, Hotmail, Yahoo, etc.
- **Q: What if I don't have a computer at home?**
  - We encourage you to use a computer at work, at a friend's or a family member's. You can also use a computer at any local library for free. Again, if you have a smartphone, you can access the entire system through your web browser.
- **Q: Is there an app for my smartphone?**
  - Yes, there is a free app for both an iPhone and an android. This app provides a view-only screen, therefore you are able to view your calendar (including your assigned shifts and any open shifts), but it does not allow you to do other tasks such as submitting time off requests or picking up shifts. In order to access other features of Shiftboard, you will need to use your phone's web browser.
- **Q: How do I ask for time off?**
  - All time off requests must be submitted on Shiftboard. Once you submit your request, it will be reviewed by the scheduler and your program supervisor(s). You will be notified once it is approved or denied which you will be able to check on Shiftboard. Until the request is approved on Shiftboard, you remain responsible for that shift. Until an approval is given, you are encouraged to attempt to fill the shift on your own by asking co-workers to pick it up or switching with them.

## SCHEDULING



### SHIFTBOARD FAQ:

- **Q: What is the “trade” feature on Shiftboard?**
  - The trade features allows staff to coordinate schedule changes between yourselves – whether that is swapping of shifts or just having another staff take your shift. There are two reasons to post a trade: (1) You would like take a shift off and you want to see if any of your co-workers would like to work it. An email is generated and is sent to all of the staff who are trained to work at that specific program. We do recommend that you call or contact individual co-workers as a follow up in order to get better results. (2) You have already found someone to work your shift. See the next question for specifics.
- **Q: My co-worker agreed to work a shift for me, how do I get this changed on Shiftboard?**
  - All schedule changes between staff should be done through Shiftboard using the TRADE features. Click on the shift you want to give away. A box opens up on the right. Click the “trade” button. This will pop up a message box. Write the name of the person who has agreed to pick up the shift. Contact your co-worker and remind them to go and “take the trade.” You remain responsible for the shift until it is officially changed on Shiftboard. The OTHER staff must then go onto Shiftboard (log into their own account) and click on “calendar” on the dashboard, and then click on “trade.” This will show all the trades that are being offered up. Click on “details” which will pop up another box. Click on “take trade”.
- **Q: What am I supposed to do with emails that are Trades?**
  - If you want the shift, click on the trade and “take trade.” If you don’t want the shift, then you do not need to take any action. If the trade message says that another co-worker is taking the shift, but you want the shift, contact your co-worker who is offering up the trade and let them know in case the other person no longer wants it.

## SCHEDULING



### SHIFTBOARD FAQ:

- **Q: What if I want to trade a shift, but a co-worker only can take part of the shift?**
  - In situations where a co-worker cannot take the entire shift that is posted, please email the schedulers to let them know. Your email should include exact dates and time and should be sent to both [scheduling@meridiansvs.com](mailto:scheduling@meridiansvs.com) and your co-worker. The co-worker must reply all and confirm the switch before scheduling will change it on Shiftboard. Therefore, if the change hasn't been made on Shiftboard, remind your co-worker to confirm the change. If you already have an email with the confirmation, just forward that email to scheduling.
- **Q: I am willing to pick up a shift for my manager when they ask me, but why should I pick up a shift for someone I don't know?**
  - The schedulers are working on behalf of your manager, director and administrator at your program. They are an extension of your management team, therefore, they have the same expectations as your managers do – flexibility, willingness to help, timely returned calls, adherence to policies and procedures, and professionalism. Your managers are responsible to work any open shifts just as they always have been, including the weekends.
- **Q: If I get my own shift filled, why do I have to go through the process of getting this changed on Shiftboard?**
  - You are responsible for all shifts that have your name on it. Therefore, if your co-worker forgets or does not show up for the shift and your name is still on it, you will be responsible for the no-show, resulting in an unexcused absence or occurrence. Also, all schedule changes are subject to approval by management. It is to your benefit to get written confirmation from your co-workers to make sure that they follow through on your agreement with you.
- **Q: How do I know if a schedule change has been approved?**
  - All approved changes will be reflected on Shiftboard, so check your calendar on Shiftboard for confirmation. If changes haven't been made, feel free to contact scheduling with any questions.

## SCHEDULING



### SHIFTBOARD FAQ:

- **Q: I submitted a schedule change yesterday, and it hasn't been changed on Shiftboard yet. How long do I have to wait before it gets changed?**
  - All requests will be responded to as soon as possible, however there is no exact timeframe. This is dependent on the complexity and urgency of the request, as well as what other responsibilities the schedulers may have on any given day.
- **Q: I am a part time employee and would like to pick up a shift on Shiftboard. However, when I try to "take a shift," it tells me that I am in overtime. Why am I getting that?**
  - All part time and on call employees are only permitted to pick up to 34 hours per week on Shiftboard. This does not mean that you cannot pick up more than 34 hours, it just means that it needs to get approved by the schedulers. If you would like to pick up a shift but it puts you between 35-40 hours for the week, click on "contact" on the shift you want to pick up. This will pop up a message box where you should type "I would like to pick up this shift." This message will go to the schedulers. Once they confirm that you are okay to pick up the shift and not going over 40 hours for the week, you will get assigned to the shift.
- **Q: I would like to pick up multiple shifts. How can I do that?**
  - Please click on the individual shifts and click on "take this shift." If you are not able to pick up the shifts due to being in overtime, feel free to send an email with the list of dates and times.
- **Q: I would like to pick up a shift for overtime (over 40 hours). How can I do that?**
  - If you would like to pick up a shift for overtime, click on the shift you would like to pick up. This will cause a box to pop up on the right. In that box, click on "contact." This will pop up a message box. In the box, write that you would like to pick the shift if overtime is approved. We will notify you if overtime is approved and get you assigned to the shift.

## SCHEDULING



### SHIFTBOARD FAQ:

- **Q: There is a 2p-9p shift open. I can't work the entire shift but I would like to work 5p-9p. How do I do that?**
  - If you would like to pick up part of a shift, click on the shift you would like to pick up. This will cause a box to pop up on the right. In that box, click on "contact." This will pop up a message box. In the box, type what part of the shift you can work (ex. 5p-9p). We will sign you up for that part of the shift. If we cannot give you that partial shift, we will notify you.
- **Q: I would like to be able to pick up more hours but my house is fully staffed or the open shifts don't work with my schedule. What can I do?**
  - Cross-train, cross-train, cross-train! Cross-training at other houses give you a larger number of shifts to choose from. Shiftboard allows you to see all the available shifts at one glance – no need to call the managers at the various houses.
- **Q: I signed up for a shift, but now someone else is on it. Why is that?**
  - If you are removed from a shift, you will be notified. There are several reasons why this might happen: A new hire may have started; Someone else is able to work the shift without going into overtime; A full time employee may need more hours; Someone is able to work the entire shift rather than just the partial.
- **Q: I picked up the wrong shift on Shiftboard, how do I correct this?**
  - Send us an email immediately to notify us. Any shift you pick up, is your responsibility so it is important that you communicate this information to us promptly.
- **Q: Why am I receiving all of these emails? or Why don't I receive any?**
  - Every employee can set how often they would like to receive notifications and reminders. Click on "My Account" and go to notifications. There is the option to receive emails or not; receive notifications and reminders or not. For notifications, you have the option of receiving them immediately, daily or weekly. I recommend daily notifications. All the changes within 1 day will be sent to you in 1 email.
- **Q: Who do I call if I am running late for my shift?**
  - If you are running late for your shift, call your supervisor or chain of command. Do not call the attendance line as this is something your supervisor needs to know first.



## SCHEDULING



### SHIFTBOARD FAQ:

- **Q: Why am I receiving all of these emails? or Why don't I receive any?**
  - Whenever you receive an email notification from Shiftboard or from scheduling, we recommend that you check your "calendar" on your account rather than just the email. At times, multiple changes are made within a day, and the email you are reading may not be the most recent change. Also, not all changes are submitted via email which can cause some confusion. Even if the email is correct, ALWAYS check your calendar
- **Q: When do I call the attendance line?**
  - Any issues or concerns involving a shift within the next 24 hours must be called into the attendance line at 763-233-7440. It is our expectation that you speak directly to someone over the phone. If you call and get voicemail, please leave a message with your name, program, phone number and the date/time of the shift you are calling about. If you do not receive a call back within 10 minutes, please call your supervisor or the chain of command.
- **Q: What is the best way to communicate with the schedulers?**
  - Email is the best and quickest way to communicate – all schedulers have access to the general email box – [scheduling@meridiansvs.com](mailto:scheduling@meridiansvs.com), which means they can answer any questions that come to it. It also provides documentation and allows us to refer back to the information. For phone calls, please contact our direct office numbers as listed on the end of this document. All voicemails are forwarded to scheduling email account.
- **Q: Who do I call if a co-worker doesn't show up for their shift?**
  - If someone does not show up for their shift, call your supervisor or the chain of command. Do not call the attendance line as this is something your supervisor needs to know first.
- **Q: I have a flexible schedule, how do I know when I am going to work?**
  - All staff who have flexible schedules will be scheduled month to month (4-5 weeks at a time). Staff should submit their time off requests by the 15th for the following month. When a schedule is being created on Shiftboard, changes may be made as things are getting coordinated. Once the schedule is complete, you will receive an email that your schedule has been set. Up until then, the schedule is still subject to change. Part time employees are welcome to pick up more shifts if desired once the schedule has been set.

# REFERRAL PROGRAM

## REFERRAL PROGRAM



- Meridian Services, Orion Associates, and Zenith Services are always looking for caring and qualified employees to support the work we do- and you can help!
- If you know someone who would be a great addition to the company, and meets qualifications for our positions, refer them and you can earn a referral bonus.
- If you refer someone and they are hired for employment, you will receive \$200 in two increments:
  - After your referral reaches 60 days of employment, you will receive \$75.00
  - After your referral reaches 6 months of employment, you will receive \$125.00
- To refer someone: direct them to apply online at [www.meridiansvs.com/openings](http://www.meridiansvs.com/openings) and enter your name as a referral on their application.
- Meridian takes care of the taxes, so you will see the full amount.
- There is no limit on how many people you may refer.
- For questions regarding the Referral Program, contact Human Resources.

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