



The Helping Hands Program

The Helping Hands Program was established to provide assistance to employees during difficult times/situations. As employees, we are the ones who lend an ear or helping hand, offer a friendly smile or say a kind word to residents every day. However, sometimes we need help or we have a coworker that needs help. As a part of our servant attitude and “Christ Centered Service to Seniors and Each Other” we are able to help each other through this program. There are two parts to the Program. Part One is the Helping Hands Assistance Fund portion of the program and provides monetary assistance to pay expenses on behalf of the current employee. Part Two is the Helping Hands PTO Assistance program and provides paid time off during an unexpected medical leave of absence or unexpected family crisis.

Helping Hands Assistance Fund

The first program, Helping Hands, is a financial Assistance Fund established and supported by both employee and Immanuel contributions. This program provides monetary assistance to pay expenses on behalf of current employees who meet the guidelines for assistance.

Who is eligible to apply for Helping Hands Assistance Funds?

Any current full-time Immanuel employee in good standing and has completed ninety (90) days of employment.

- Good standing is defined as a current employee that is not presently involved in a corrective action or disciplinary procedure.
- Days of employment is defined as ninety (90) days of active employment.
- Eligible employees must be a .7 FTE or above (28 hours a week)

What type of expense can Helping Hands Assistance Funds be used for?

Funds may be used for assistance related to daily living expenses such as:

- Utility bills, to avoid shut off of utilities
- Rent or mortgage payments, to avoid eviction
- Past due auto payment due to an unexpected situation
- Other situations as determined on a case-by-case basis by the Helping Hands Committee

Please Note: Funds are paid directly to the vendor or provider. When Immanuel is making payment to a company/provider on behalf of the employee, we are required to have an IRS form W-9 on file for the company. The application allows you to submit the w-9 form to the application. You will have to contact the company and obtain the

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Form. You can also reach out to MyHR@immanuel.com to see if we have a vendor's w-9 form already on file.

How does an employee apply for Helping Hands Assistance Funds?

Applications are available on our website at <http://immanuelbenefits.com/> (Additional Immanuel Perks Page) or the HealthJoy app.

An application needs to include the following required information:

- Information about you, the applicant. (Missing information may slow or eliminate the application for consideration.)
- The reason you are requesting **Helping Hands Assistance Funds**, how much is needed and to whom the money is owed plus acceptable expense documentation.
- In an effort to be good stewards of donations that have been given to Immanuel's Helping Hands Fund, we want to ensure that other available resources have been utilized before awarding Helping Hands dollars. Before applying, please look into other resources (calling "211" or other community resources), applying for a 401k loan, and borrowing from family/friends, setting up a payment plan with the provider, or other resources that are applicable to the situation. If you are unsure of other resources the Helping Hands committee can help you brainstorm possibilities.

Acceptable expense documentation includes:

- Actual billing statement, invoice, estimates for repair, shut off notice or a copy of such statement.
- Documentation must include company name, address, phone number, date of billing and amount due.
- The billing statement must be submitted with the application in order to be considered.

What is the Helping Hands Assistance Fund approval process?

After receipt of the application form, Human Resources will verify all pertinent information is provided and will notify the Helping Hands Committee to present the facts. The Committee will examine the facts; the circumstances involved, and make a decision as to whether assistance will be given and the amount to be given. *The committee reserves the right to determine the amount or consideration of circumstances for each case.*

The applicant will be notified of the review determination as quickly as possible. Immanuel's Account Payable department (AP) will mail the check to the vendor once it has gone through the correct approval process. Immanuel's AP team mails checks every Friday.

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I may not need the Helping Hands Assistance myself, but I would like to show my support for other employees. How can I help?

Employees have an opportunity to help other employees by contributing to the **Helping Hands Assistance Fund**, either by direct contribution (check) or by payroll deduction. Contributions for the **Helping Hands Assistance Fund** can be made payable to the Immanuel Community Foundation. Contributions to the **Helping Hands Assistance Fund** are tax deductible.

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Helping Hands PTO Assistance Program

The PTO Fund is established and supported by Immanuel in order to provide paid time off for employees who request assistance with paid time off during an unexpected leave of absence or family crisis. PTO Hours are donated by current employees for the benefit of other employees who apply for assistance and are approved use of donated PTO time.

Please Note: *For the purpose of this program, pay rates of the contributor (employee donating PTO hours) and the benefactor (employee receiving donated PTO hours) are not considered.*

Who is eligible to apply for the Helping Hands PTO Assistance Program?

Minimum requirements to be considered for this assistance:

- Eligible employees must be a .7 FTE or above (28 hours a week)
- Employed ninety (90) days of employment – *ninety (90) days of active employment.*
- Must be on an approved leave of absence
- Performance in good standing - *Good standing is defined as a current employee that is not currently involved in a corrective action or disciplinary procedure.*

How much PTO time can be requested?

The maximum PTO hours that can be requested is evaluated on a case by case basis. PTO hours approved are based on the FTE status of the employee receiving PTO hours. If any employee has hours donated to them that also can increase the amount the program can help with. Hours approved also depends on an employees expected return to work day from their leave.

How does this impact my current PTO balance?

Only employees who are on an approved leave of absence will be given consideration for PTO hours from the **Helping Hands PTO Assistance Program**. The Helping Hands PTO hours are not available for employees with PTO balances available for use. This includes PTO time in the future that has already been approved. ANY available PTO hours (including floating holidays) must be used before consideration will be given for **Helping Hands PTO** hours.

Since I must have an approved leave of absence before I can request PTO from this program, what are the procedures to obtain an approved leave of absence?

Any employee needing time off for a medical or qualifying leave reason and who will be off work for more than 3 days must follow normal procedure for leave requests and submit a completed request for a leave of absence to Human Resources. To request leave call the Reliance Standard. Instructions for this can be found on the “Leave of Absence” page at ImmanuelBenefits.com or in the HealthJoy app. Also per Immanuel’s policy it is required that the employee communicate their anticipated leave to their manager and HR Manager.

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If an employee does not have enough PTO to cover the period of time they will need to be off from work for the leave of absence, they may complete an application requesting PTO Hours from the **Helping Hands PTO Assistance Program** as instructed above. Applications for PTO assistance are available at Immanuelbenefits.com or the HealthJoy app.

All applications will be promptly reviewed by the Helping Hands Committee.

PTO Hours provided to an employee through the **Helping Hands PTO Assistance Program** will not impact the rules and regulations of FMLA, Short Term Disability, Long Term Disability or any other benefits offered by Immanuel, such as who is eligible and how the benefits are applied.

The number of PTO Hours approved may depend on the timely return of leave of absence forms returned by the doctor(s). The request will be considered based on the eligibility requirements above and other factors such as availability of PTO Hours in the Program.

An employee who submits a request will be required to have all forms completed before approval can be made for PTO Hours. This may be waived in the case of an emergency related leave situation.

The Accounting/Payroll department will maintain the record-keeping of hours in the **Helping Hands PTO Assistance Program**. PTO hours donated to the **Helping Hands PTO Assistance Program** and PTO hours utilized will be recorded in the PTO Accruals section of the employee's pay statement.

How can I donate hours to this program?

TRANSFERRING PTO HOURS TO THE PROGRAM

A PTO Hours Transfer form must be completed by an employee who donates PTO Hours to the **Helping Hands PTO Assistance Program** for the benefit of other employees who apply for assistance from the PTO Hours Program.

Donations to the PTO Assistance Program are anonymous. The employee transferring the PTO Hours may indicate if there is an employee they are transferring on behalf of, but we cannot guarantee an hour for hour assignment of PTO time to a specific employee. It is possible that more than one employee would have transferred PTO hours on behalf of a co-worker where not all of the hours would be needed. Unused donated PTO Hours will remain in the PTO Hours Program balance to be available to benefit other employees who apply for assistance from the PTO Hours Program.

PTO Hours Donation Forms should be sent to the Payroll Supervisor at The Link. Digital forms are also available at <http://immanuelbenefits.com/> (Additional Immanuel Perks page).

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