

**Welcome to the UMHR Family!**

**Hello \_\_\_(*New Client*)\_\_\_ Team**,

Thank you for trust in our services - we will work hard over the months and years ahead to continue that trust, and to ensure that you receive the services and value you expect.

Enclosed you will find some helpful materials to get you ready for the day when your Nurses arrive. Included is a list of our staff members who will work with you, along with their roles and contact information. Other materials will detail what to expect and how to prepare for an efficient and successful deployment.

Before your Nurses arrive, we would like to schedule a meeting with your teams onsite. We have found it to be very helpful to meet with the Nursing team and any others (accounting, HR, etc.) who will be involved. Paul Spence, VP Business Development would travel to your location along with either our VP of Nursing or Director of Staffing. Then we will have a better idea of which Nurses we believe will succeed there and what we can tell them about you.

We look forward to working with you. You can always call us at any time to ask questions or give feedback. We want to help.

Thanks Again,

***The UMHR Team***



**Meet your UMHR Team**

**Laura Davidson**

Director of Recruiting, Staffing & Logistics

laurad@cmsschicago.org

630-488-1285

*Laura interviews candidates, determines fit with your community, ensures compliance with all laws & rules, schedules delivery to your location(s) and prepares you for their deployment.*

**Maricel Bondoc**

Director of Accounting

maricelb@cmsschicago.org

773-596-2252

*Maricel manages billing, payroll and Visas.*

**Paul Spence**

VP Business Development

Paul.spence@cmsschicago.org

773-484-8280

*Paul establishes client service packages and manages contracts, marketing, IT and Client Services.*

**Rose Policarpio**

CEO, UMHR

VP Nursing, SNF & AL for Chicago Methodist Senior Services

rosep@cmsschicago.org

773-502-0134

*Rose oversees our Philippines, Africa & Chicago operations. She travels overseas frequently to interview candidates, conduct seminars and manage operations.*

**Bill Lowe**

President & CEO – United Methodist Homes & Services and Chicago Methodist Senior Services

lowe@cmsschicago.org

773-596-6900

*UMH&S is the parent organization of UMHR. Bill oversees all senior housing, clinical care, services, financial matters and new ventures.*



**Steps in the Process**

Here are the major steps in the process after contract signing, and some details about each:

1. **We send the initial invoice for reservations**. Payment supports our Manila operations.
2. **We schedule an on-site meeting to meet your teams**. Two of our team members will travel to your location to meet the Nursing, HR, management and, perhaps accounting teams to help us understand your specific needs & wants – and to answer questions. The meeting will also help us to explain your community to prospective healthcare workers.
3. **We keep you updated as to estimated delivery dates**. As we are highly dependent upon Immigration, we cannot give certainty to delivery dates. We also have a waiting list, by date of Agreement that we strictly follow. We are rarely able to move a client higher up the list. This only occurs when a specific Nurse/CNA/etc. wishes to work in a specific city. Wait times are averaging 9 months from signing the UMHR Agreement.
4. **Laura will coordinate with you regarding onboarding**. She will work with you to set the details of the two months of housing, on-site needs, transportation and other logistics to ensure a smooth arrival and first days.
5. **Maricel will coordinate with your Accounting or Nursing Team regarding payroll procedures**.
6. **Laura will schedule delivery dates**. We typically will provide you with one month or so of delivery notification. After Nurses/CNAs are granted their Visas, they have two weeks or so until their travel to the U.S. Most often they come to Chicago first, as Illinois is the State of their license. While here, they obtain their Social Security cards (about 10 days) and we file for a transfer of license to your State (about 4 weeks). When those are achieved, we deliver your healthcare workers.
7. **Laura stays in contact with the Nurses/CNAs/etc**. After delivery, we continue to monitor worker performance (with your input) and success in adapting to their new homes.



**Onboarding Program & Success**

Our onboarding program includes the following:

**Housing**

The Philippines & American governments have set the rule for two months of free housing. That housing can be on your campus or offsite. We prefer the location to be within walking distance but we know that is not always possible. If they need transportation to/from work, we will work with you to find the best solution.

We have found it beneficial for two or more workers to stay together in one apartment. They actually prefer it to being alone in a new environment. We ask them not to bring any family members to the U.S. until after their two months in your housing.

After the two months, they will either find permanent housing on their own or with help from us or co-workers.

**Training**

Although our Nurses, CNAs and others come with the proper credentials and some experience, the systems and practices used in other countries are not always the same as the U.S. We recommend that they be treated as new graduates at first. They will need your training and guidance. Some will be very capable self-starters!

**What to Expect with your new Workers**

Moving to and working in a new country comes with some unique situations & challenges. We will have had them staying with us for a few weeks before their deployment, so they should be over their jet lag & time zone differences. However, some may feel overwhelmed and a little homesick. This will fade with time.

They will all speak English but may have some initial difficulty understanding the way that Americans speak. Their written English will be the biggest challenge, as they are taught differently. You will understand what they are writing but the grammar may be “off.”

In the Philippines, younger people will call you either Mr. or Miss (first name). They will most often say “yes mam or yes sir.” It’s their custom.

Some may have difficulty working independently, at first. This will also fade with training and time as their self-confidence grows.

**Tips for Success**

These tips include what we have found to be helpful in getting our UMHR RNs to work at their best, and to avoid situations that may harm their performance and dedication.

* 1. **Welcome them as you would new employees**. In most cases they have planned for and waited years to begin their careers in the U.S. They will be excited to start and would benefit from a nice welcome.
	2. **Make them feel part of your team**.Although they will be employees of UMHR, you will manage them as you would your own employees. Filipinos, for the most part enjoy being part of a team. Not feeling like a team member can be demoralizing.
	3. **Support them**. Training, recognition, follow-up, acknowledgement, etc. will go a long way to creating successful, dedicated workers who want to work for you permanently. We have found that clients that don’t provide this support can lose valuable RNs who can earn more at Hospitals and staffing agencies.
	4. **Pay & bonus equity**. As hard as we try to avoid workers talking about salaries and pay rates, they still do. If our RNs learn that others earn substantially more than they do, or receive bonuses or differentials that they don’t earn, they may become upset. Likewise, if your own RNs learn that our RNs earn more, the same issues can arise. We can discuss these situations with you and determine what, if any actions can be taken to minimize adverse issues. We offer a few ideas here:
		+ - Reminders to your staff, before UMHR Nurses arrive not to talk about pay rates with others. UMHR will do the same before deployment.
			- Offering the same differentials & other incentive to UMHR Nurses.

**Procedures**

The following procedures need to be determined before our RNs begin their work.

* Timeclock punches/timesheets.
* Your standards for calling off (how many before discipline).
* Disciplinary procedures (how the RNs are notified, how UMHR is notified, etc).
* Vacation/time off/sick time. Who to notify? How far in advance for vacation?
* Other procedures that we should be aware of – or you would like to know.

Laura and Maricel will work with you to determine these and answer any questions you have.

**Thank You. Please call us with questions or comments. We look forward to working with your teams.**

