



Employee Quick Reference Guide - Caregiver

Whether anticipating the birth of a child, needing time due to your own medical needs, or time to care for a family member, it's important that you understand the Help at Home Leave of Absence Program so you can take the right steps to obtain value from your benefits and receive job protection when applicable.

What to Do When You Need to Take a Leave of Absence or Need Accommodation?

If there is a need for accommodation or to take time away from work, first talk to your manager. If you expect to need more than 3 days off to address a health concern (either for yourself or to care for a family member), you will need to call Broadspire and provide documentation for approval. Broadspire will guide you through the appropriate process. Below are some of the types of leaves available to you. Note that additional leave or disability benefits may be offered in certain states.

Type of Leave	Leave Description	Reason for Leave
Family Medical Leave Act (FMLA)	Provides employees with job protected unpaid leave for specified family and medical reasons, up to 12 weeks in a rolling 12-month period.	Addressing your own serious health condition, childbirth, adoption, foster care placement, or caregiver leave (caring for a spouse, child, or parent with serious health condition).
Americans with Disabilities Act (ADA)	An employee may take job protected ADA leave when a medical reason requires them to take time away from work for a sustainable period.	Applicable only for addressing your own serious medical condition when you are not eligible for or have exhausted FMLA or need accommodation with or without missing time from work.
Military Leave	For active duty, reserve training and deployment.	Up to 5 years for military training and duty
State Leave	Regulations enacted by individual U.S. states that govern when and how employees can take time off from work	Examples of state leave reasons include, medical, family, crime victim, organ donor, parental, and others
Short-Term Disability (STD) (only applicable if elected)	Eligible for up to 24 weeks of disability pay with supporting medical documentation after a 2-week waiting period for paid disability benefits approved by MetLife	Non-work-related employee injury/illness
Union Personal Leave	Must be in IL/IN union, meet eligibility requirements and gain HaH approval for up to 30-day unpaid leave	Personal leaves that are not eligible for federal/statutory medical leave



Union Family Leave	Must be in IL/IN union, meet eligibility requirements and provide supporting medical documentation	Union employee, care of family member leave from work
Union Medical Leave	Must be in IL/IN union, meet eligibility requirements and provide supporting documentation.	Union employee, non-work related, medically related need for leave from work

How to File a Leave of Absence Request

Step	Action
1. Notify your manager	Let your manager know that you will need to take time off due to a medical or family situation.
2. File a claim and provide necessary information	Contact Broadspire by either calling (888) 644-8643 or logging on to https://leavetech.my.site.com/connect . Be ready to provide your personal details and dates of leave when you call.
3. Confirmation of Eligibility	Within five business days of reporting your leave, you will be notified of your eligibility for the requested leave of absence from Broadspire. If you are eligible for STD, NY DBL or PFL, Broadspire will initiate an additional claim on your behalf with MetLife who you will work with for your benefit payments.
4. Submit requested documentation	To get your leave claim processed for approval, submit the necessary documentation noted in the Eligibility Notification Letter you receive from Broadspire.
5. Decision made	For Broadspire claims, a decision will be made within five business days of receipt of completed medical information and approval will be provided to you and your manager. You will need to work directly with MetLife for STD or NY state paid leave approval

Can Paid Time Off (PTO) be used instead of applying for leave?

PTO is NOT intended to be used as a replacement for medical situations lasting more than 3 days and instead should be used for time to recharge, spend time with others, recover from minor illnesses such as cold or flu, or to deal with personal matters. Note that PTO usage must be approved by your manager or care coordinator. If you are on an unpaid Leave of Absence, PTO may be applied during your leave to receive pay. To ensure we're continuing to pay you accurately under any benefits you may be eligible for, it's important that you follow the leave process as outlined above.



ADDITIONAL RESOURCES

For more information, please visit the employee handbook or email the leave team at LOA@helpathome.com.

BROADSPIRE can be reached at 888-644-8643 or visit <https://leavetech.my.site.com/connect> to report your leave of absence.