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New Changes for 2018

Team Members,

It has been a while since we sent out a newsletter. Let's be real—it has been a whole year! Needless to say, it's long overdue. We hope you find this newsletter educational, relevant, and inspiring. Please share it with your teams, and rest assured that it will not be another year before the next one comes out. More on that below.

Before you dive in— we would like to reiterate an exciting announcement from early May. We sincerely appreciate all that you do, and we understand your jobs are not easy. We could all use some extra support from time to time, which is why we are pleased to announce that Bridges has hired services that are available to you 24 hours a day, 7 days a week, and 365 days a year with our "Employee Assistance Program".

In the event that you experience a personal challenge, you now have resources readily available. You can call any time to speak with a trained representative and, if needed, gain referrals to experienced professionals. This service includes both in-person meetings and over-the-phone consultations, and it is immediate, free, and

confidential. If you would like more information, you can request it by contacting the HR department or Bach Parker at bparker@bridgesmn.com

On to some more new changes:

200 of you completed our employee annual survey, and because of your responses, we have made some major changes.

First, one theme that came from the surveys was that team members feel we need to do a better job in communicating in an effective and timely manner. Based on your feedback, we'll be distributing shorter, more frequent team member newsletters to keep you informed of all things Bridges. We want everyone to feel they are a part of the family, and we're going to start by communicating to you more often about things that matter to you.

Second, from our surveys, many of you ranked compensation as your #1 priority in terms of "importance of benefits" and also ranked compensation low in terms of "satisfaction." What you may not know is that the MN State Legislature dictates what our company (and other service providers) can pay through reimbursement rates. We

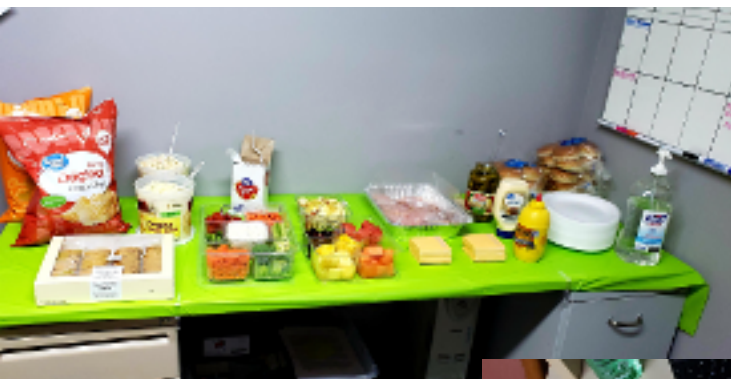
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recently sent all team members an email with instructions on how to contact your Minnesota government official with a message to fight for higher wages. Those wage increases were included in a bill that was passed by both the House and the Senate (thanks in large part to some of you for contacting your legislator). Unfortunately, that language was bundled into The Omnibus Supplemental Spending Bill, which was a total of 990 pages and contained financial and policy language from every aspect of government. It was for reasons un-related to our industry that the bill was vetoed. Although this was a setback, the fight is not over. We will continue to pass along information and empowerment as it becomes available so the Bridges family can keep fighting for changes in compensation regulations.

Thirdly, we heard that Residential Supervisors feel that their job does not have realistic expectations. On the other hand, Direct Support Professionals feel that their responsibilities are realistic, but there are not enough promotional opportunities. Because of these two themes, we have rolled out the Lead Staff position. The Lead Staff position will receive an increase in job responsibility and an increase in pay relative to a Direct Support Professional (DSP). It will also take job responsibilities that are currently under the RS and move them to the responsibility of the Lead Staff. We feel that this step between a DSP and an RS will be a win-win for all parties involved.

All of the initiatives listed here are direct results of the surveys. 200 of you took the time to let us know what you believe is working well and what needs improvement. You provided transparent and honest feedback, and we want you to know that we are acting on that feedback. We cannot thank you enough.



Submitted by Takayla Pfeiffer



Resident News

On Monday, May 28th, the RS of 1166, Takayla hosted an Eat, Chat & Paint picnic! Since it was so hot outside, they ended up hosting the party inside, and the “picnic” was a success. The folks who attended ate well and had to-go plates. They discussed the new policy and procedures. They came up with some fun activities to do as a group that may be inspiring for other locations. Those include:

1. Movies
2. Bowling
3. Laser Tag
4. Fishing
5. Mississippi River boat ride
6. Basketball game
7. State Fair

They also worked on canvas paintings, which encouraged residents to think about positive things in their everyday lives. After their paintings dried, residents were asked to fill in the empty spaces, and write positive traits about themselves.

They residents expressed being very appreciative and enjoyed all of the day. Below, you'll see some photos of the event.

Submitted by Takayla Pfeiffer



ENCOURAGED
RESIDENTS TO
THINK POSITIVE



ANNUAL WOMEN'S LEADERSHIP TRIP TO MIAMI

Team Member News

On April 19th, our annual women's leadership trip, which included 24 residential supervisors, managers, and directors, traveled to Miami for 3 nights. We spent time relaxing by the pool, visiting the ocean, walking around Hollywood Beach and South Beach, and had people taking in the delicious Cuban eats. We had a team dinner in South Beach at the Big Pink. Some of us "tried" salsa dancing. There were games, and sun, and drinks, and lots of frozen pizza and laughs.

It was truly a bonding experience, and we are already looking forward to next year's! To qualify, one must be a supervisor, manager, or director for at least 6 months.

The place we stayed is pictured to the right as is a picture of the group (below)!

Submitted by Christy Caboth



THE GROUP THAT WENT

Included Christy C, Karn M, Amber S, Ashley H, Donna, Tina T, Felisia E, Jennifer H, Alejandra E, Angie K, Diana L, Katie O, Felicia G, Carrie S, Carol R, Brianna S, Lydia A, Danesha J, Welemator B, Joanna V, Petena T, Kelsey H, Paige K, and Angie H.

LOOKING FORWARD TO NEXT YEAR!

Let's Talk About Profit Sharing

As mentioned on page 1, the MN State Legislature dictates what our company (and other service providers) can pay through reimbursement rates. While this is out of our hands, we understand that compensation is an important part of any job, so we are proud to remind you that we offer profit sharing.

What is profit sharing? A profit sharing plan is a plan that gives team members (that means you!) a share in the profits of Bridges. Under this plan, a team member receives a percentage of the company's profits based on annual earnings.

Who is eligible? To be eligible for profit sharing, the team member must be 21 years of age or older, have completed one full year of service in which you have worked at least 1,000 hours, and be employed at the end of the tax year.

Vesting: If you meet the eligibility requirements for profit sharing, vesting will start from your original date of hire, and you will be credited for one year of service for each year in which you work 1,000 hours. Should you leave Bridges prior to completing 5 years of service, you are entitled to receive the applicable percentage of employer contributions based on years of service.



Years of Service	Percent Vested
Less than 1 Years	0%
1 but less than 2	20%
2 but less than 3	40%
3 but less than 4	60%
4 but less than 5	80%
5 or more	100%

* You are 100% vested in any employer contributions and related earnings, regardless of years of service, if you should reach age 65 while still employed, become permanently disabled or in the event of your death.]

**THIS YEAR OUR
PROFIT SHARING
CAME TO 2.5% OF
OVER 60 TEAM
MEMBERS'**

Why: This is a great way for all of us to realize our part and have a sense of ownership in the company. Instead of employees, we have team members. We're in this together, and we all play our parts to make the company work.

How can you impact profit sharing? Schedule coverage ahead of time, help reduce overtime costs, make sure your fellow team members are being

heard and supported (which helps retention), and do your part to make the Bridges Family a great place to call home for a long time.

This year our profit sharing came to 2.5% of over 60 team members' eligible compensation. Our finance department is working hard to finalize the numbers and payments will go out in late summer or early fall. We hope you see it as a thank you for all you do!

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THE VAULT

We know we've missed out on sharing successes and exciting news from the past, so we're going to work on catching up a little at a time as we increase the frequency of our team member communications. Here's this month's excerpt from the past:

Resident Spotlight

Part of the mission of Bridges is to transition individuals to more independent living. We want to empower residents to live as independently as they can and want to live. With Kim, who was living in Kennard, we all came together to do just that. In October of 2017, Kim moved from her Kennard home to her own apartment in Wabasha. Since moving, she has made multiple friends within the building, and she has become involved in community events. Most impressive is that she has accomplished multiple personal goals since the move! She relies on public transportation to get around the city, and her next goal is to start a walking club to encourage everyone involved to be active and healthy.

We'd like to extend a much-deserved CONGRATULATIONS to Kim as she starts this new chapter of her life.

CONGRATS
TO KIM!!



Email, Email, Email: Why we need you to check your email!

From time to time, we will send company wide emails, which allows us to notify you of promotional opportunities, company gatherings, new programs opening, and new career opportunities. Here are just a few of the reasons you should keep a sharp eye out for emails from us:



- Stay in compliance and maintain your ability to work in the disability service industry
- Learn about company gatherings such as the team member appreciation event
- Find out about programs that are beneficial to you! Recent examples include our holiday gift card/sweepstakes and our employee assistance program
- Help us in fighting for higher wages by giving you instructions on whom to contact and what to say
- Overall, stay in the know!

Referral Bonus

**\$250
REFERRAL
BONUS!!**

As we continue to grow, we are always in search of great team members, and our best sourcing channel is you! We would like to remind each of you that we have a referral bonus of \$250! Tell your friends...literally.

To be eligible for the referral bonus, the following stipulations must be met:

1. The person that is referred must stay in good standing for 6 months of employment (excellent attendance, no PIPs Performance Improvement Plans), no leaves of absence, etc.
2. Only a current team member can refer someone.



LAST WORDS

Again, we can't thank you enough for being part of the Bridges family and for all of your hard work!

If you have something you would like to submit to the newsletter, please email Bach Parker at BachP@BridgesMN.com



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