



“COLLIN COUNTY CARES”
Employee Care Program

SERVICE PROPOSAL MADE TO

KEITH SELF
COUNTY JUDGE

COLLIN COUNTY
McKINNEY, TX

JULY 2009

COLLIN COUNTY AND MARKETPLACE CHAPLAINS USA
... A PARTNERSHIP OF CARING

“COLLIN COUNTY CARES”

EMPLOYEE CARE PROGRAM

1. Client: COLLIN COUNTY
2. Employees: 1700
3. Family Members: 4726
4. Total Number For Service: 6426 (Employees and Family Members)

SERVICES PROVIDED TO COLLIN COUNTY

Company chaplain services for all employees and immediate family members are voluntary, confidential and neutral from company operations.

Worksite Relationships

- Make a brief visit to the worksite regularly (usually weekly) to interact with employees to build a relationship of trust and friendship.
- Provide 24 hour, 365 day-a-year, nationwide Chaplain Emergency Care for crisis intervention, and work closely with management on any emergency situation or employee needs.

Chaplain Care Team Activities

- Visit employees or immediate family members wherever care can be expressed and help given: hospitals, nursing homes, funeral homes, family homes or other neutral sites.
- At the request of an employee:
 - Assist in planning, officiating or attending weddings for employees or immediate family members, including pre-marital discussions and follow-up contact with newlywed couple.
 - Help plan, conduct or attend funerals for employees or immediate family members, including follow-up support and encouragement to immediate family members during the grief period.
 - Make jail visits to employees and immediate family members who are incarcerated; assist the family during times of separation; help with the transition of individuals back into mainstream society.
 - Help provide representative of their religious group.
- Serve on the Death & Serious Injury Notification Team to families of employees killed or injured in a job-related accident or have died of natural causes while on the job.

Personal Care

- Provide confidential chaplain discussions for problem issues of employees and their immediate family members, including, but not limited to, marriage, divorce and remarriage, serious illness, care of aging parents, death and grief recovery, parenting, as well as any other personal problems.
- At Company request, provide post-termination care for laid-off or terminated employees in order to foster a smooth transition to another work environment.
- Coordinate assistance for employees or immediate family members who require professional help with issues related to drug or alcohol dependency and/or psychiatric problems through outpatient or hospitalized care.

- Provide referral service and act as coordinator for specialized assistance to employees and/or immediate family members with specific needs.

Support Activities

- Draft suggested letters of “Concern,” “Sympathy,” “Appreciation,” and “Congratulations” to employees and immediate family members for the signature of the Company President, CEO, or other designated executive leadership.
- Write articles of interest for Company publications, as requested by management.
- At Company request, advise on matters of religion, morals, ethics and morale as they impact individuals in the work force and the Company.
- Speak at in-house or outside events as requested by management.
- Provide, as appropriate, self-improvement materials (books, pamphlets, booklets, tracts and audio tapes) to help employees and immediate family members deal with specific issues/problems and provide principles for successful and happy living, at no additional expense to the Company or its employees.
- When requested, represent the Company to clients, customers and suppliers as the Company Chaplain.
- Participate in new employee orientation to explain the Employee Care Program and the role of the Chaplain Team.
- Respond positively and aggressively to other duties and services requested by Executive Leadership of the Company.

ADDITIONAL TERMS:

Activities Report

- Provide detailed Service Report covering all known activities to President, CEO and/or other designated executives of Company on a trimester basis the first year and semi-annually thereafter. This report will contain all non-confidential information.

Confidentiality

- All communications between the Company Chaplain and Company personnel are confidential and will not be disclosed to Company management unless it involves potential harm to human life, company well-being or violates the law.

Independent Contractor

- The Company and Marketplace Chaplains USA are independent contractors. Neither the Company nor Marketplace Chaplains USA is an agent, employee, joint venture or legal partner with the other, nor does the Company or Marketplace Chaplains USA have any authority to bind the other to obligations by contract or otherwise.

Worker’s Compensation

- Marketplace Chaplains USA maintains Worker’s Compensation Insurance coverage for all its employees while they are on duty as Chaplains for the Company.

Change of Ownership/Control

- In the event a change of ownership or control of the Company, or other business combination, results in the termination of this agreement, the Company agrees to pay a fee equal to three (3) months service fee in order to terminate this agreement.

Special Requests

- If services are requested by executive Company leadership for a specific chaplain to travel outside of his/her normal service area, additional mileage and per diem charges may apply.

EXPECTATIONS/REQUEST

- In order to provide excellent Chaplain Care service and maintain quality assurance, three to four times a year a marketplace representative needs to/should meet with the entire executive leadership team (Owner, CEO, President, HR Director, COO, etc.) of the client Company to review the Chaplain Activity Reports, discuss any questions or issues and make suggestions for improved service.
- In addition, one to two times a year, we request an executive team leader participate in an independent, third party brief survey.

ANTICIPATED BENEFITS TO COLLIN COUNTY

- ❖ **Improves Attitudes, Teamwork, Morale**
- ❖ **Increases Loyalty; People Feel “Valued”**
- ❖ **Increases Commitment to Goals and Objectives**
- ❖ **Reduces Employee Conflicts**
- ❖ **Reduces Stress**
- ❖ **Improves Workplace Safety**
- ❖ **Under Girds Corporate Culture**
- ❖ **Decreases Absenteeism**
- ❖ **Increases Productivity**
- ❖ **Reduces Turnover**



ACCOUNTABILITY REPORTS

SAMPLE CHAPLAIN ACTIVITY REPORT
(First Year on Trimester Basis; Semi-Annually Thereafter)



EMPLOYEE CARE PROGRAM REPORT
ABC CORPORATION
ALL LOCATIONS COMPOSITE

Reporting Period: September 2008 To February 2009

Location of Chaplain Team Activities

	<u>Visits</u>
Work Site	465
Hospital	50
Other Location (Away From Worksite)	25
Funeral Home, Church, or Cemetery	4
Home of Employee or Family Member	3
Jail	1
Total	548

Chaplain Team Activities

Confidential Discussions (Dealing with a problem or concern)	Total	2,971
Formal (30 minutes or longer - almost always away from work station)		32
Informal (Usually brief discussion during worksite visit)		2,939

Top 5 Issues Discussed With Chaplains

	Number	Percentage
Health/Illness	477	16.17%
Family	459	15.56%
Children/Parenting	399	13.53%
Parents	221	7.49%
Discouragement	184	6.24%
(See end of report for complete listing)		

Job Related Issues Discussed With Chaplains

	Total	27
Fear of Job Loss		10
Work Conditions		3
Benefits		3
Conflict with Co-Worker		2
Slow Business		2
Conflict with Management Other Than Immediate Supervisor		2
Compensation		2
Career Dissatisfaction		1
Foreman or Immediate Supervisor		1
Work Schedule		1

Meetings

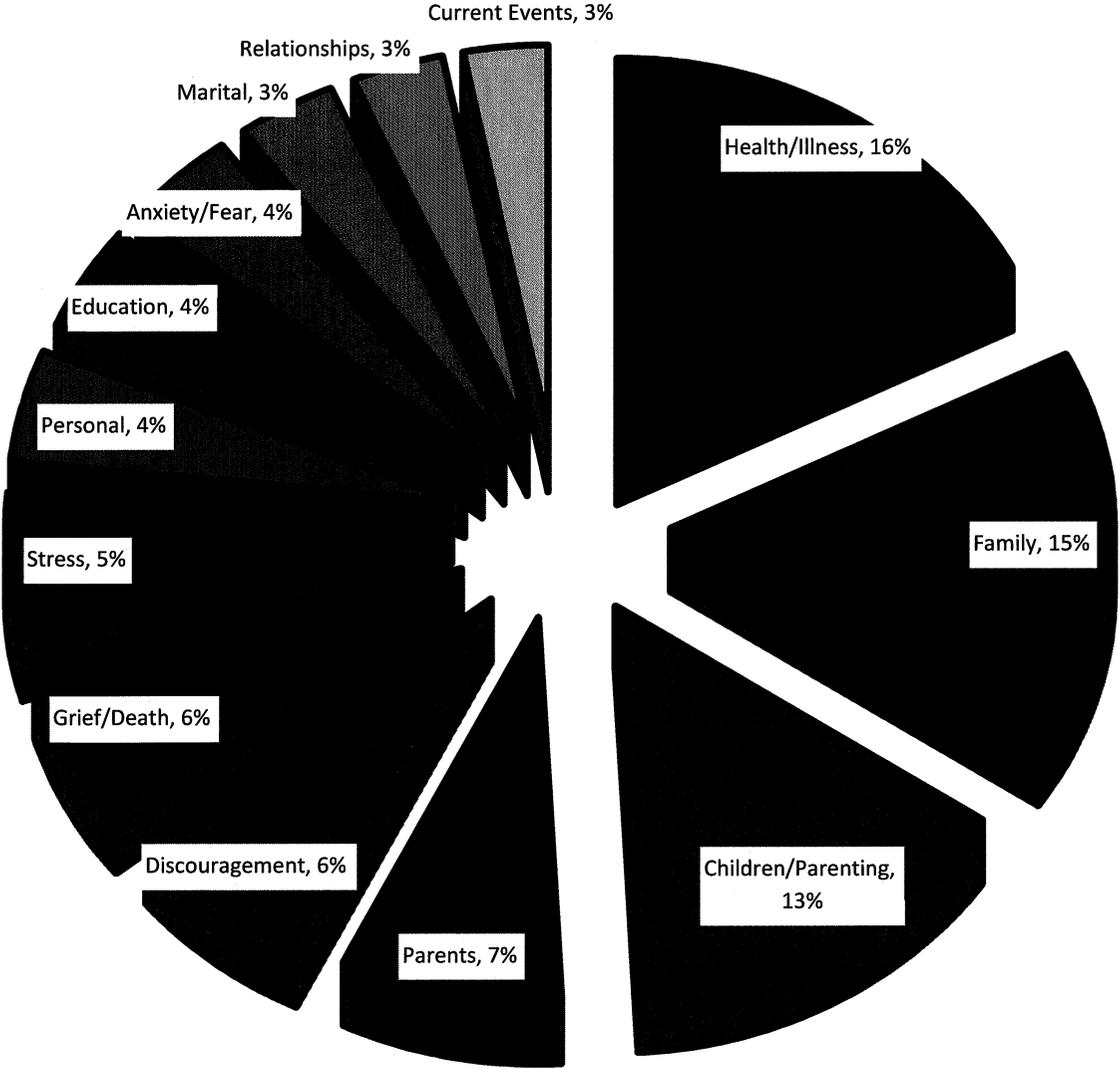
	Total	314
Discussions with management, HR, or supervisors (often brief)		308
Other Meetings Related to Employee Care Program		2
Formal Presentation of Program Report by Chaplain Leadership		2
Project Meeting		1
Start-up Meeting		1

Telephone Calls (related to chaplain care)	Total	612
Written Care Communications	Total	924
Materials Distributed (Upon Request)	Total	1,208
Periodic Devotional Booklets		626
Topical Materials Covering Specific Employee Issues		443
Other		129
Bibles		10
Benevolence Activities	Total	0
Inspirational Activities (As Requested)	Total Events	41
Devotional		13
Other		10
Invocation		5
Bible Study		4
Prayer Gathering on Worksite		2
Speech/Message		1
Book Study		1
Chapel/Worship Service		1
Communion Service		1
Prayer Breakfast/Luncheon		1
Music Event		1
Memorial Service		1
Employee Care Program Orientation	Total	12
Individuals or Small Group		4
Large Groups		8
Referrals	Total	13
To Counseling		9
To Other Forms of Assistance		4
Special Activities	Total Chaplains Attending	25
Other		10
Employee Appreciation Day		5
Breakfast/Lunch with Employees/Residents		2
Holiday Party		2
Birthday Recognition		1
Retirement Party		1
Baby/Wedding Shower		1
Home Dedication		1
Reception		1
Residents Event		1

Funerals	2
Weddings	3
Crisis Intervention Responses	Total 18
Medical Emergency	5
Family/Personal Emergency	3
Accident	2
Death / Injury	2
Chemical Abuse Intervention	2
Other	2
Disaster Response	1
Suicide	8

Complete List of Confidential Discussions	Number	Percentage
Health/Illness	477	16.06%
Family	459	15.45%
Children/Parenting	399	13.43%
Parents	221	7.44%
Discouragement	184	6.19%
Grief/Death	175	5.89%
Stress	163	5.49%
Personal	129	4.34%
Education	125	4.21%
Anxiety/Fear	112	3.77%
Marital	99	3.33%
Relationships	90	3.03%
Current Events	81	2.73%
Faith	63	2.12%
Trauma	52	1.75%
Divorce	30	1.01%
Pre-Marital	29	0.98%
Anger	21	0.71%
Finances	21	0.71%
Depression	6	0.20%
Addictions - Substance Abuse	5	0.17%
Immigration	1	0.03%
Addictions - Other	1	0.03%
Ethics/Morality	1	0.03%

ABC CORPORATION CONFIDENTIAL DISCUSSIONS





START-UP PROCEDURES

“COLLIN COUNTY CARES”

Start-Up Procedures for a Successful Employee Care Program

To ensure your program is implemented properly, and all Employees and Family Members are fully informed of the services your “COLLIN COUNTY CARES” Chaplain Team will provide, please follow the steps below. A Marketplace Chaplains USA, representative will assist company leadership through this short and simple process after the Letter of Agreement is signed, the Employee Profile is completed, and both documents are returned to Marketplace Chaplains USA.

There are 4 easy steps: Start Date, Letter to Employee’s Home, Chaplain Business Cards, Start-Up Meeting(s)

I. Introduction of Chaplain Team to Company Leaders

Introduce Chaplain Team Leader and/or Division Director to Company leadership; and a mutually agreed upon start date will be determined, generally the first of the month.

II. Introductory Letter/SIS Sheet Mail-Out

A one-page letter addressed to the employees and their spouses (if applicable), on company letterhead and signed by company leadership, should be sent out by the company to the employee’s home approximately two weeks before agreed upon start date (see sample in Proposal Booklet). Marketplace Chaplains USA will provide a one-page Service Information Sheet (SIS) highlighting the major services and benefits, and providing the names of your “COLLIN COUNTY CARES” Chaplain Care Team members and 24/7/365 contact numbers. This is to be included with the letter.

III. Business Cards

In order to provide easy, anytime access to members of the Chaplain Care Team, the company should print business cards (with company name and logo only) to include Chaplain Name, title (“Chaplain”) and contact information (provided by Marketplace Chaplains USA on SIS). Business cards should be ready for distribution to all employees at the time of program start-up (usually at official start-up meeting(s)). Extra cards should be kept by company and Chaplains, and made available to employees, family members and for new employee orientation.

IV. Start-Up Meetings

A Marketplace Chaplains USA representative and company leaders will schedule company-wide, brief (30 minutes maximum) and informative start-up meeting(s). The meeting schedule will be based on number of company locations and optimum meeting time(s) to encompass the majority of company workforce. At the meeting:

1. A Company executive will introduce the program and provide reasons for implementation.
2. A Marketplace Chaplains USA representative will review basics of program operation and highlight benefits of the Employee Care Program (a 4 min. video is part of the presentation).
3. The “COLLIN COUNTY CARES” Chaplain Care Team will be introduced.
4. Your Chaplain Care Team brochure will be distributed.
5. Chaplain Care Team business cards will be distributed.
6. As necessary, separate meeting(s) will be held for non-English-speaking employees.
7. Time will be provided at the end of the meeting for employee questions.

(At the time of start-up, Company leaders should give the Chaplain Care Team a tour of the work facility to familiarize them with its layout, explain any health, safety and security guidelines and provide any company materials to enhance employee interaction, i.e., Employee Handbook, Company Policy and Procedure Manual, map of facilities, etc.).

SAMPLE INTRODUCTORY LETTER

SUGGESTED ANNOUNCEMENT AND INFORMATION LETTER TO ALL EMPLOYEES AND THEIR FAMILIES — TO BE SIGNED BY THE SENIOR COMPANY EXECUTIVE AND MAILED BY THE COMPANY TO EMPLOYEES' HOME BEFORE OFFICIAL START OF CHAPLAIN SERVICES. SERVICE INFORMATION SHEET—SUPPLIED BY MARKETPLACE CHAPLAINS USA—ACCOMPANIES THIS LETTER.

Date

Mr. and Mrs. (employee and spouse)

Employee's Home Address

City, State Zip

Dear (first names):

From time to time, as the leader of our company, I am part of a decision I feel good about because I know it will help you and your immediate family members. We have made a new commitment to caring for you who work with us, for you are the most important aspect of our business. No company is better than its employees.

For some time I have desired a better way to help our people, whether they are on the job, at home or at leisure. With that desire in mind, we will begin the COLLIN COUNTY CARES Employee Care Program on (*start date*). Our new Employee Care Program is available to you and your family members as an employee benefit, with no cost to you.

This Employee Care Program calls for a Chaplain to visit our facilities each week. However, the Chaplain is not only available to you or to any of your immediate family members on that day, but any day of the week, 24 hours a day. Anytime! All the time! Enclosed is an information sheet which tells more about the program, and how you can contact the Chaplains.

Also, we want to assure you that conversations with Care Chaplains will be kept in strict confidence. The Care Chaplains are trained professionals who will guard the identities of those served and respect private communications unless to do so would violate the safety and well-being of another or are otherwise required by law to disclose the information to appropriate authorities.

At COLLIN COUNTY, we're family . . . oh, we don't all have the same name, but we all have the same needs and concerns. Around our business we love folks, and when one of us hurts, we all hurt. When our employees have concerns, we want to help and that is what our new program is all about . . . helping you and your family!

Very sincerely yours,

KEITH SELF, COUNTY JUDGE

Enclosure

SAMPLE SERVICE INFORMATION SHEET
(Supplied by MCHAPUSA; Accompanies Introductory Letter)

**“COLLIN COUNTY CARES”
EMPLOYEE CARE PROGRAM**

COLLIN COUNTY is pleased to offer you and your family members a unique and comprehensive Employee Care Program, available 24 hours a day, 365 days a year, nationwide. This service is **VOLUNTARY** on your part, available to **ALL COLLIN COUNTY EMPLOYEES and IMMEDIATE FAMILY MEMBERS** and is **NEUTRAL** from COLLIN COUNTY operations.

All services are provided as an employee benefit, with **NO COST** to the employee or family member. Any and all personal information is kept **CONFIDENTIAL** and will not be revealed to the management of COLLIN COUNTY, or any other person.

The services offered through the “COLLIN COUNTY CARES” Employee Care Program include:

1. Chaplains on call 24 hours a day, 365 days a year, nationwide, for crisis intervention and emergency situations.
2. Regular, brief work site visits as well as hospital, nursing home, funeral home, family home, and/or other neutral site visits, when appropriate.
3. Providing individual, as well as immediate family, confidential chaplain discussions for problem issues including, but not limited to, marriage, divorce and remarriage, serious illness, death and grief recovery, child rearing, care of aging parents as well as any other personal issues.
4. Provide referral service and act as coordinator for specialized assistance to employees and/or immediate family members with specific needs.
5. Help plan, officiate or attend weddings for employees or immediate family members, including pre-marital discussions and follow-up contact with newlywed couple.
6. Make jail visits to employees and immediate family members who are incarcerated; assist the family during times of separation; help with the transition of individuals back into mainstream society.
7. Help plan, conduct or attend funerals for employees or immediate family members, including follow-up support and encouragement to family during the grief period.

Your “COLLIN COUNTY CARES” Employee Care Program Chaplain Care Team Members are:

Chaplain Name

(H) Home number
(P) Pager number
(O) Office number

Chaplain Name

(H) Home number
(P) Pager number
(O) Office number

