



Compassion Fund - FAQs

Q#1 - What is the Compassion Fund?

This program is designed to provide financial assistance to eligible team members facing unforeseen hardships

Q#2 - Who oversees the program?

The Compassion Committee is comprised of one ED, one DON, one Support Center Director or higher, one Vice President or higher and one At Large Member

Q#3 - Is my request kept confidential?

Yes, all requests are kept confidential. Information disclosed to the Payroll Department to process an approved request will be limited to employee name and payment amount

Q#4 - How is the program funded?

The program is funded by voluntary employee contributions and administered with fairness, transparency, and confidentiality

Q#5 - Are contributions required?

Contributions are completely voluntary and can be changed or stopped at any time

Q#6 - How much can I contribute per paycheck?

Team members may choose between the following amounts:

\$1 | \$2 | \$5 | \$10 per paycheck (maximum \$10)

Q#7 - Can I contribute a lump sum payment?

No, see Q#6

Q#8 - When can I enroll or change my contribution?

- *New hires* - during onboarding/new hire enrollment
- *Open Enrollment* – during benefits election in early November
- *Mid-year changes* - submit a change form anytime to Payroll@nshorehc.com or go on the Smartlinx Go app and enter the benefit amount

Q#9 - How will my contribution appear on my paystub?

It will appear as a separate line item with code: Compassion

Q#10 - Who is eligible to apply for assistance?

Any employee of a North Shore Health supported center or the Support Center who has been employed for at least 90 days



Q#11- What types of hardships qualify for assistance?

Examples of qualifying hardships include, but are not limited to, medical emergencies, funeral expenses, house fire or flood, natural disasters or catastrophic loss, temporary housing displacement, domestic violence relocation

Q#12 - What are some situations that would not be eligible?

Examples of non-qualifying hardships include, but are not limited to, routine monthly bills, credit card debt, travel and non-essential purchases

Q#13 - How do I apply for assistance?

Fill out a Member Assistance Application and send it to compassion@nshorehc.com

Q#14 - What documentation is required?

Written documentation of the hardship. Include dates, circumstances and how this has affected you

Q#15 - How are applications reviewed?

The Compassion Committee reviews all applications

Q#16 - How long does the review process take?

The review process can take up to several weeks

Q#17 - How much assistance can be requested?

- Up to \$1,000 per qualifying event
- \$2,000 annual maximum per member

Q#18 – How will the assistance payments be made?

It will be paid to the member on their normal Payroll processing. It will be a separate check and will be grossed up to cover the taxes. This will appear on your W2 as income

Q#19 - Who do I contact with questions or to submit an application?

Contact compassion@nshorehc.com with any questions or to submit an application

Q#20 – Are there any tax advantages from contributing to this fund?

No. Contributions are after tax deductions only

Q#21– Are amounts contributed to the Compassion Fund refundable?

No