

Leadership Message

This message is being sent to all Northern California employees and physicians on behalf of Debora Catsavas, Senior Vice President, Human Resources, KFH/HP; Deborah Royalty, Chief Administrative Officer, TPMG; and Ellie Farahabadi, MD, Associate Executive Director, The Permanente Medical Group.

Our thoughts go out to those affected by the fires in several northern California counties, including the most recent North Bay Glass Fire. We are grateful for the professionalism of our Kaiser Permanente team members who continue to provide care to patients and support for their colleagues during these challenging times.

We understand that some employees and physicians are forced to evacuate their homes at this time, and we wish to be of assistance to them. The information below outlines emergency assistance that Kaiser Permanente can offer with the hope that these resources will provide individuals and families with the help they need to cope with this difficult situation.

If you have lost your primary residence or have been evacuated, please contact the following numbers for emergency support and assistance:

- **Employees may contact the Regional Human Resources Command Center at (855) 599-9922.** This command center is available daily 10 a.m.–8 p.m. starting Tuesday, September 29.
- **Physicians may contact the TPMG Physician Benefits Team at (510) 625-6600.**

Accommodations: Kaiser Permanente will provide reimbursement for employees and physicians, and their immediate families who have been displaced due to the wildfires. The cost for temporary accommodations up to \$250 per night (room rate, taxes, internet access, parking, and pet fees) will be covered for up to 5 days. Employees and physicians should retain all receipts for submission.

\$500 Grant: This grant is available to any employee displaced from their primary residence for a minimum of 48 hours under a mandatory evacuation ordered during this current state of emergency declaration.

Emergency Assistance Loans

\$10,000 Loan: Special loans are available for employees and physicians who are awaiting other forms of emergency financial aid, such as federal programs and insurance claims as a result of full or significant loss of their primary residence. Affected employees and physicians may apply for an interest-free loan of up to a maximum of \$10,000 (the IRS permissible amount).

Financial Hardship Cash Outs of Vacation and/or Paid Time Off: This may be available for those who suffer unexpected loss of property due to these unforeseeable circumstances.

Employee Assistance Program (EAP)

The EAP offers a free and confidential service for all Kaiser Permanente employees, physicians, and their dependent family members. Employees and physicians can speak with representatives directly and receive support for emotional or psychological concerns.

- Call the EAP 24/7 Access Line at (877) 801-5751 or for more information, go to kp.org/eap.

Retirement Plan Financial Hardship Withdrawals

Employees and physicians who meet eligibility requirements may withdraw a portion of their Kaiser Permanente 401k Plan, Tax Savings Retirement, or Supplemental Retirement Plan - Plan B.

- KFH/HP and all represented employees may contact Vanguard at (800) 523-1188.
- Physicians and all non-represented TPMG employees may contact Fidelity at (800) 889-4015.

PROGRAMS FOR THOSE WHO WANT TO HELP IMPACTED COMMUNITIES

We realize Kaiser Permanente employees and physicians may wish to help their colleagues in need or the community in general. There are a variety of programs available to offer assistance.

[American Red Cross Bay Area Chapter Website](#) — Find opportunities to make a personal financial donation or donate blood in response to the disaster.