

## Special Thanksgiving Issue



As the year winds down and 2023 fast approaches, it is important to remember why we come together each day at the Complete family of companies. Many people speak of “Work/Life Balance” but I’ve always believed that there is just “life” and work is but a part of it. We realize you could choose to work anywhere, but we are glad that you choose to share your time with us and join us on our journey to create something special together.

And thanks to all our family and friends who we travel through life with. We are fellow travelers through this rollercoaster ride of ups and downs, but it’s the support of the special people in our lives that help us hand on, crying at times, laughing at others. Here’s hoping the ride never ends!

(Pictured left: Bagel Day in Lynnwood, WA)

“I’m thankful for family and friends.” - Judy Reichard

“I’m thankful for my new life and family.” - Michelle Poulson

“I am thankful more and more everyday for the amazing opportunity I have to work at CRC...I definitely feel that this company is more and more like a family every day and that every one truly does care for others...I thank all of you for everything you all do for us.” - Ruth Mallow

“I’m grateful for my beautiful family.” - Abisua Villalobos

Every picture tells a story, don't it



Candy Grady, Reyna Perez and Laura HoldenNicholson enjoying breakfast in Taylorsville UT.

Abisua's beautiful spread in Round Rock, TX.



Neka Willams colorful dinner!

Tammy Honeywell , Marilyn Harris, Jeff Parker, Leah Greene and Barbara Welch celebrating Bagel Day in Charlotte, NC.





## Community: Living to Serve



As previously reported, serving the communities in which we operated is one of the Five Pillars of Complete Recovery. In support of this, we can each volunteer in the community one day a year with pay.

**Michelle Poulson, a Customer Experience Associate III** in Taylorsville, Utah has made it a Thanksgiving tradition to volunteer at her church the past two years. You can see from her smile the joy it brings!

And our **Primary People Person, Chuck Krivanek**, has made it a Thanksgiving tradition, along with the

ValleyWest Rotary Club to provide a wonderful Thanksgiving dinner to the residents of the Family Support Center in West Jordan, Utah.



We thank Complete Recovery for supporting these types of activities throughout the year!

## Upcoming Events

November	Day	Note	All Centers	Notes
11/11/2022	Friday	Veterans Day		recognition
11/24/2022	Thursday	Thanksgiving	Closed	Paid Holiday for U.S employees, No make up hours at any site.
December	Day	Note	Colombia	Notes
12/6-12/7	Tue-Wed	Town Hall		Pam and Stacy Lead
12/14/2022	Wednesday	Offsite	Offsite	Executive Offsite
12/15/2022	Thursday	Offsite	Offsite	Leadership Offsite
12/24/2022	Saturday	Christmas Eve	Closed	Not paid.
12/25/2022	Sunday	Christmas	Closed	Paid Holiday for U.S employees
12/26/2022	Monday	Observed	Closed	Monday Observed
12/31/2022	Saturday	New Years Eve	Closed	Not paid.
1/1/2023	Sunday	New Years	Closed	Paid Holiday for U.S employees
1/2/2023	Monday	Observed	Closed	Monday Observed
January	Day	Note	All Centers	Notes
1/1/2023	Sunday	New Years	Closed	Paid Holiday for U.S employees
1/2/2023	Monday	Observed	Closed	Monday Observed

## Holiday Pay Guidelines

### Eligibility:

Employees scheduled to work 30-40 hours a week are eligible for holiday pay immediately upon hire. Employees scheduled less than 30 hours a week are eligible for holiday pay after 90 days of service with the company.

Employees will receive holiday pay based upon their average "Approved" paid hours (this does not include any "Unapproved Time Off") for the two pay periods prior to the holiday as shown below shown below:

- Approved Paid Hours for previous two pay periods/20 = paid holiday hours (rounded to lowest whole number)

**Example:**      Approved Paid Hours      Divided by 20      Equals Holiday Paid Hours

160                      /                      20                      =                      8

If an agent is not regularly scheduled to work on the day in which a holiday falls, they will still receive holiday pay for that specific day even though they are not scheduled to work.

To be eligible for holiday pay, employees must work the last scheduled workday immediately preceding the holiday, and the first scheduled workday immediately following the holiday. A combination of occurrences that results in 1 full attendance point on these two days will be disqualifying.

It's beginning to look a lot like Christmas!



# Holiday Activities!!

## 2022



December 2nd- Kick off the holidays, Pajama day!



December 6th- Hot Cocoa & Cookies



December 14th- Bagel Day!



December 20th- Global Christmas sweater contest!



December 22nd- Flannel & Flapjack day!



1st place- \$25  
2nd place- \$15  
3rd place- \$10  
Gift card

## Question of Week

This week's winner of *Question of the Week* is (drum roll please) And the winner is **Abisua Villalobos!** **Abisua** is part of our team in Round Rock, TX. She submitted both a picture and something she was thankful for doubling her chances of winning. See how that works?

### This week's question\*:

When is the Global Christmas Sweater Contest going to be held?

You get an entry on the wheel for a correct answer AND we'll post the best of the best in next week's edition of [The Complete News!](#)

Send a message with your answer directly **via Webex** to Chuck Krivanek!



## Feedback is a Gift!

So do you want to recognize a co-worker? Do you have a great idea on how to improve our systems? Then click on The [Complete Feedback Form](#) today!



*And here is a quick tip: we post our podcasts on webex, but all of our podcasts can be found on [Anchor](#) and Spotify.*

*Check out this week's episode, an interview with our Chief Strategy Officer, Howard George.*

<https://anchor.fm/chuck-krivanek/episodes/Episode-28-A-conversation-with-Howard-George--Chief-Strategy-Officer-e1r7hpc>

The Complete News committee is comprised of a diverse group of community members including: Miles Jensen, Candy Grady, Mariam Green (Taylorsville), Liz Rodriguez (Texas), Adrian Lopez (Bogota), Tammy Honeywell (Charlotte), Mduduzi Mabaso (Johannesburg), Kristina Sharova (Lynnwood, WA), Ellie Tripp (Solar)