

<Newly Delivered Mother-Newborn Health Care Voucher Service User Guide>

1. The user who has received the notification of voucher eligibility must directly select the provider agency and conclude a contract.
 - Users can apply for the service by selecting a provider agency that is convenient to use regardless of their address.
 - * Search for provider agency by region: Social service e-voucher(www.socialservice.or.kr)
 - If there is a justifiable reason, you may request a change in the provider agency personnel or terminate the existing contract and then enter into a contract with a new provider agency .
2. When consulting with the provider agency please inform that you are a voucher users so that you will not be excluded from government support.
3. The user must pay the specified deductibles to the provider agency before the start of service.
4. In principle, the voucher validity period is within 60 days from the date of birth. Please pay attention to the adjustment of the use period.
5. The voucher service period and time are as follows.

Service Period and Time
<ul style="list-style-type: none"> - In Principle 5 days a week, 9 hours a day (8 hours if 2 workers are employed)(including 1 hour break time) <ul style="list-style-type: none"> * (e.g) 09:00~18:00 (Break time 12:00~13:00) * Lunch time can be used as a break time, and the mothers should provide meals for the personnel provided. - Closed on Saturdays and public holidays (Sundays, national holidays, holidays, etc.) - If you want to change the day and time of service provision due to user circumstances, it can be adjusted through consultation with the provider agency (needs to be reflected in the contract) - However, even in this case, voucher service cannot be provided between 22:00 and 07:00

6. The service period differs depending on the type of pregnancy and birth order. Users can select any one of shortened, standard, and extended service periods for their respective type of service period.
 - Depending on the service period selected, government subsidies are provided separately, deductibles are different, so please be sure to check the deductibles or your own share in the expenses.

Service Period (Item) Selection				
Support Type		Service Period		
		shortened	standard	extended
Single Birth	First child	5 days	10 days	15 days
	Second child	10 days	15 days	20 days
	Third child or more	10 days	15 days	20 days
Twin Birth	1 person staff	10 days	15 days	20 days
	2 person staff	10 days	15 days	20 days
Triplets or more	2 person staff	15 days	20 days	25 days

* Birth order is not based on the number of times a newly delivered mother gives birth, but refers to the order in which a child will have in the family, such as first, second, third, etc.

* In the case of mothers with severe degree of disabilities, type B is applied to single birth and type C in giving birth to twins or more

- Please be careful in choosing the service period (item) because if the user enters into a contract with the provider agency and the provider agency registers the contents in the social service e-voucher system it cannot change the selected service period (item) after the voucher is created.
7. The standard services provided by government vouchers are as follows.
 - Users who need additional services other than standard services must pay additional costs.

Services for Newly Delivered Mother	Services not Included in Standard Services (Example of Additional Service)
<ul style="list-style-type: none"> - Physical condition check of newly delivered mother - Breast care, postpartum edema care, postpartum gymnastics care - Nutrition care and meals preparation for newly delivered mother - Sitz bath support, newly delivered mother hygiene care - Feeding, newly delivered mother recovery, education regarding newborn baby care for newly delivered mother - Emergency situation detection and response - Cleaning the main living space of the newly delivered mother and newborn baby - Newly delivered mother /newborn baby clothes, etc. laundry - Counseling and talking companion 	<ul style="list-style-type: none"> ● Cleaning other than main living space for newly delivered mother and newborn baby -Other family rooms and toilets, common spaces (entrance, study, dressing room, veranda, storage, window, yard, etc.), storage space (sink, refrigerator, closet, cupboard, shoe box, etc.), and other non-daily house cleaning ● Laundry other than newly delivered mother and newborn baby clothes -Other family laundry, expensive clothing, large laundry (bedding, curtains, shoes, bags, bulky seasonal clothes, old laundry, etc.) ● Preparing meals for family members and relatives other than newly delivered mother and newborn baby, preparing meals at places other than home, party food, stored foods (kimchi, sauces, pickles, etc.)entertaining guests beyond the level of serving tea ● Others <ul style="list-style-type: none"> - Moving large or heavy furniture/objects - Taking care older child or other family members - Driving proxy -Taking care pet, etc.
Services for Newborn baby	
<ul style="list-style-type: none"> - Health condition check of new born baby - Newborn baby cleanliness care - Newborn baby feeding support - Newborn baby hygiene care - Vaccination Support - Infection prevention and care - Detection and respond to emergencies 	

8. Users and workers must respect and trust each other's personality, and must observe the following in order to receive and provide good service.

User Compliance
<p>① User must respect the personality and professionalism of the personnel provided.</p> <p>② User must request the service within the limit of the service standard and the contents of the contract.</p> <p>* Additional services such as care and housekeeping support for other family members other than newly delivered mother and newborn baby are not included in the voucher standard service, and can only be requested when additional services are paid.</p> <p>③ The request must be clear, specific, and polite. when a user requests a service from a personnel provided.</p> <p>④ Please use official title (such as manager etc.) for service personnel provided.</p> <p>⑤ Do not make comments or actions that disregard character, such as abusive language or physical violence.</p> <p>* In the case of physical violence such as beating, service use will be suspended and become a subject to civil and criminal punishment.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"><Categories of verbal and physical violence></p> <ul style="list-style-type: none"> ● (Verbal violence) Abusive language, blackmail, threats, etc. * "Hey.", "Hoy." etc. that sound like a disrespectful title ● (Physical violence) Pushing, grabbing by the collar, grabbing, slapping, biting, spitting, choking, throwing objects, kicking with fists or feet, aiming at a knife, stabbing, etc. </div> <p>⑥ Do not engage any acts of sexual harassment or sexual violence that give sexual shame to service personnel. In particularly unnecessary physical contact, nudity, sexual jokes etc. any acts that cause discomfort are also belong to sexual harassment.</p> <p>* If sexual harassment of a user or his or her family is revealed, the relevant provider may refuse to provide the service, and depending on the severity, the user may be disqualified from using the service or punished in accordance with the 「Special Act on the Punishment of Sexual Violence Crimes」, etc.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;">< Category of Sexual Harassment/Sexual Violence></p> <ul style="list-style-type: none"> ● (Visual sexual harassment) obscene photos and publications, sexual gestures, excessive exposure of the body ● (Verbal Sexual Harassment) Obscene language, comments or jokes suggesting sexual behavior ● (Physical Harassment) Sexual contact, hugging, caressing, molestation, rape ● (Others) Language or behavior that may cause sexual humiliation or disgust in accordance with social norms, such as showing pornography, inviting to see it together, forcing a date or dating, requesting to attend a drinking party, etc. </div> <p>⑦ Observe the start and end of working hour as stated in the contract, and guarantee the break time (1 hour per day) the service personnel should take a break from work and relax freely.</p>

Inquiries related to service use ○○○ Provider Agency (Phone 000-0000, Homepage www.abc.co.kr)