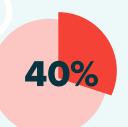
What Our Frontline Heroes Need

Voices from Across Senior Care



1,812 EMPLOYEES IN SENIOR CARE SURVEYED IN APRIL 2020

Financial Hardships



REPORTED FINANCIAL HARDSHIPS

- Family member laid off or had hours reduced
- More mouths to feed at home
- More supplies to buy for stockpile



Uncertainty/Panic

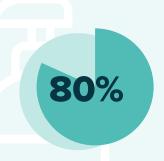


- "I only have 20 hours of PTO left... if I get quarantined, can I go negative?"
- "Our census is decreasing so fewer hours..what will happen as it slips more?"
- "I think my coworker has been exposed to the virus and I'm afraid. Do I need to continue working?"





Difficulty Finding Basics



BASICS FOR

HOME

toilet papereggs

bread

meats

milk

AT.

FOR WORK

SAFETY

gloves

sanitizer

masks

cleaners



What Senior Care Providers Have Done to Meet Employee Needs

AREA OF STRUGGLE	BEST PRACTICES SHARED BY OTHER PROVIDERS
Financial hardships	 Hazard pay e.g. \$1.50-2.50/hour across the board pay raises Appreciation bonuses e.g. spot bonuses or one day extra per week Recognition programs e.g. nominated by ED/Director for a monetary award
Increased grocery bills	 Packing extra free bagged lunches to send homes with employees Offering discounted meal ordering 2-3x/week to take home
Difficulty finding basics	 Selling basics at the workplace (see image below) Toilet paper, bread, milk, and eggs are the most requested life necessities CEOs directly involved in finding and buying more masks, gloves, sanitizer, cleaning supplies
Childcare	 Childcare stipends or reimbursements e.g. \$10/hour for half of scheduled hours Arranging discounts with local daycares or encouraging employee care cooperatives
Uncertainty/panic	 Overcommunicating e.g. 30+ distinct employee communications per month Offering start-of-shift inspirational quotes, meditations, or vignettes
Sagging spirits	 Involving employees in «fun» pick me uppers for elders e.g. Drive by Happy Hours Singing and dancing at work



Essentials for Health Care Workers

Starting April 10, 2020

We will sell essential items for health care worker who do not have time to shop including:

Toilet Paper Roll: \$0.75 (Max 4 rolls)
Paper Towels: \$0.90 (Max 2 rolls)
Eggs - 1DOZ: \$3.00
Milk - GAL: \$4.98 (1 per purchase)

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All items are plus tax.

An example from a **Great Place to Work** hospital system selling personal supplies.