



Better Care. Better Health. Every Day.®

Dear Client,

Thank you for your support and the honor to serve your family during these unprecedented times. Given the challenges in front of us, our vision at Family Tree is more consequential now than ever:

“Positively influence the way our community ages at home.”

We would like to share the measures we are taking to positively influence our community and lead our industry during this time.

We hope you’ll be proud.

Topics Included:

- Caregiver Appreciation Pay
- Update on Your Costs for Gloves, Masks, Etc.
- Collaboration with Dr. Fauci

Caregiver Appreciation Pay

We couldn’t be more proud of our caregivers on the front line of this pandemic protecting our clients.

To recognize their dedication and to attract and retain the best caregivers, we’re proud to announce that all caregivers and nurses will receive the following appreciation pay and benefits over the next month. We will then reevaluate our ability to continue appreciation pay and benefits as long as we can.



Appreciation Pay

Immediately, we will increase wages for every caregiver and nurse at Family Tree. This extra hourly pay serves as a token of our appreciation for their service and hard work during these unprecedented times. The average caregiver will see an increase in their paychecks of 20-30%.

Additional Appreciation Pay

1. **Client Referral.** Caregivers who generate word of mouth business for Family Tree by referring a client will receive \$1,000.
2. **Financial Assistance for Time Off Due to COVID-19.** During the next month, we are expanding our financial assistance program for time off.
3. **Caregiver Cash Advances.** During the next month, we are doubling our caregiver cash advance program.

The COVID-19 pandemic sheds light on the vulnerability of our healthcare system and highlights the importance of home-based care, an often overlooked but essential service. When the COVID-19 pandemic is finally behind us, Family Tree caregivers and nurses will still be here, working hard to ensure that our clients can live where they want safely and comfortably. We only hope that our community will place greater value on the work of caregivers after the pandemic has passed. We intend to lead the way by recognizing them today.

Update on Your Cost for Gloves, Masks, Etc.

At Family Tree, we understand the importance of safety first and we've committed to have personal protective equipment (PPE) available for every caregiver, every shift. Despite the complexities and constraints of access to PPE in the U.S., we leveraged every resource we have and found trusted suppliers of gloves, masks, goggles, gowns, thermometers, and sanitizer. **Since March, we have been providing PPE to clients and employees and have chosen to absorb the cost, not charging any of our clients or caregivers.** The additional cost has been astronomical, especially as demand for PPE is raising prices at an unprecedented rate. As a small business ourselves, we also cannot purchase in large enough quantities to warrant meaningful discounts. Quite honestly, we've also struggled to get PPE into the hands of every employee given their demanding work schedules and constraints on their personal time.

Our commitment is to keep providing gloves and surgical masks to every caregiver at no cost to our clients through the end of June, at which point we will reevaluate the sustainability of absorbing the full cost without passing along a portion of it to our clients. **In some circumstances, senior living communities and certain clients require our caregivers and nurses to be dressed in more robust PPE (goggles, gown, etc.), and we plan to pass a portion of that cost to our clients today.**

Collaboration with Dr. Fauci



We had the privilege of participating on a select committee in early March that engaged Dr. Anthony Fauci of the White House Task Force on COVID-19 and the CDC to help develop caregiving-specific protocols focused on the safety of our employees and clients. Additionally, we've come together with our local competitors and industry colleagues across the country in various ways to fight the coronavirus. To learn more, please see this article in [Home Health Care News](#).

Have a question for us? Speak to one of our team members today.
We'd be happy to assist you.

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www.FamilyTreeInHomeCare.com

