

# Committed to Caring in a Tight Labor Market



For the past year+, the home care industry has faced unprecedented challenges in recruiting great Care Pros to meet expanding client needs. We're not immune to these challenges. And because we expect this labor crunch to last through the summer, we're taking action to ensure that we're here to provide care for the clients who need us most.

✓ **We take a thoughtful approach to initiating care.** We're committed to serving our senior community responsibly. While our goal is to start care within 24 hours, sometimes it may take longer to secure the right care team.

✓ **We're experts in long term care.** We want to be a resource for everyone. However, we best serve clients who require long term care. Our Care Pros understand the importance of relationships and we reward them for providing ongoing, consistent care.

✓ **We prioritize care for clients with time-dependent care needs.** For clients with non-essential

needs like running errands and light housekeeping, we're asking for some flexibility with the time or days of care, so we can create the best match.

✓ **We're investing in our workforce.** Our Care Pros are the heart of our service. We continue to make significant investments in recruiting, training and extending employee benefits (Health, Dental, Vision, 401K, disability, EAP, Smart Spend, and more).

We expect more caregivers will join the labor market in the coming months. Meanwhile, know that our full team remains committed to your care in these unprecedented times.