

papa

We're here to help.

We all need a pal sometimes. That's why your employer is partnering with Papa to offer you an extra set of hands—when, where, and how you need it most. Papa provides flexible family care for you and your loved ones—children, aging parents, and pets.



Caring for Loved Ones

We can't always be there in person for the ones we love. Papa Pals are available as companion caregivers nationwide and virtually to provide a little extra help to aging or ill family members.



Child Care

We offer companion caregiving to members of all ages and their little ones. Parents can rely on Papa Pals for homework supervision, after-school snacks, and playtime.



Everyday Tasks

Keeping up with the house can be overwhelming. Papa Pals offer light cleaning and yard work, meal prep, organizing, pet help, and more.



Companionship

Papa Pals love a good card game, stroll down memory lane, or a new recipe. If it's good company you need, they've got it in spades.



Transportation

Need a ride to a doctor's appointment, help running errands, or picking up groceries? They'll safely get you where you need to go.



Technology Assistance

Our Papa Pals help you set up and learn how to use devices and applications to stay in touch with loved ones, enjoy games, and so much more.

Scheduling your visit is easy!

1

Enroll online at papa.com/care/signup

2

Download the Papa Care app in the Apple or Google Play store to request your live or virtual visits.

Frequently Asked Questions



What is Papa and who are Papa Pals?

Papa provides flexible family care to you and your family members, right to the front door. Papa is powered by our Papa Pals, a national network of adults who provide friendly human support, when, where, and how it's need.

What can Papa help me with?

Papa Pals are ready to help you and your loved ones—including spouses, parents, children, and pets—both in-person and virtually. They can assist with companionship, transportation, light household tasks and errands, entertaining children or pets, and more! Papa Pals do a lot, but they don't do it all. They can't provide assistance with specialized medical care, such as bathing (including changing diapers), medication administration, dressing, feeding, ambulating, and tending to personal hygiene.

How does it work?

Our Papa Care app makes it simple for you to schedule and manage at-home or virtual visits, and specify personal, child, or elder care needs. Once you request a Papa Pal, we use a powerful algorithm to determine the best match for you, and the visit is scheduled.

How many hours of time do I get with my Papa Pal and is there a cost?

Your coverage comes with a set number of Papa Pal service hours. You are eligible for 10 allocated hours of Papa Pal services at no cost to you.

I love my Papa Pal. Can I request the same one for all my visits?

Absolutely! You (or your loved ones) have the ability to select and request "preferred" Papa Pals for every visit. As long as they're available at your requested time, they'll be there!

How do you qualify Papa Pals, and do they follow COVID-19 protocols?

You can trust our Papa Pals. In addition to following COVID-19 safety protocols, they undergo criminal background checks (federal and state), a motor vehicle record check, and participate in ongoing training and education.

My employer-sponsored plan includes child care, what are the details?

Our Papa Pals are here to support you with caring for children ages 3 and above, provided that the parent or guardian is present. Transportation is available if the parent or guardian is present and able to install the child's car seat, if applicable.

Papa Pal service scope

General Guidelines

Papa Pal Commitments

A Papa Pal's aim—across all tasks—is to improve the health and well-being of our members. Being their pal. Papa Pals are encouraged to ask the question: **Does doing this improve the quality of life for the member?**

When Papa Pals are in the home, they may observe or hear about unsafe living conditions. We ask they document these as part of the visit completion notes so that we can help the member. Examples include fall risks, mold, lack of hygiene, elder abuse/neglect, financial distress, lack of food, fear of home eviction, domestic violence, etc.

If, at any point, a Papa Pal feels unsafe or uncomfortable, they should feel free to refuse politely and provide sufficient notes in the visit summary on what happened.

Papa Pal Reminders

Papa Pals should **call members** before the first visit to introduce themselves and set expectations and continue to call the member the day before each visit.

Seemingly menial tasks such as house tasks can be the “foot in the door” to a deeper relationship with a member. Activities during a visit can **create opportunities** to gain trust and build rapport.

Member Commitments

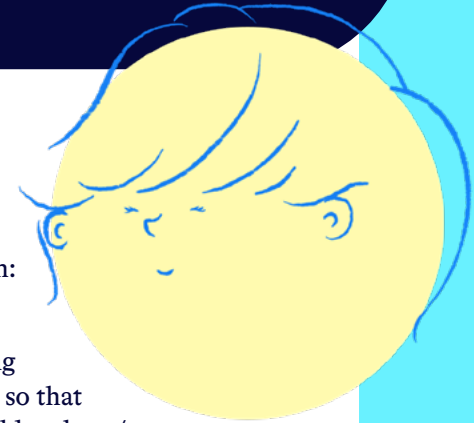
Members should be in the house when the Papa Pal is visiting.

Members should provide anything needed for the Papa Pal visit such as food items for meal prep, pet food, money for any errands, cleaning supplies for house help, gloves to take out trash, etc.

Visit Parameters

All visits are companionship visits and should involve some face-to-face interaction between the member and Papa Pal.

Any requests for the visit should match the visit's duration (e.g., cannot complete a 4-hour task in a 2-hour visit).

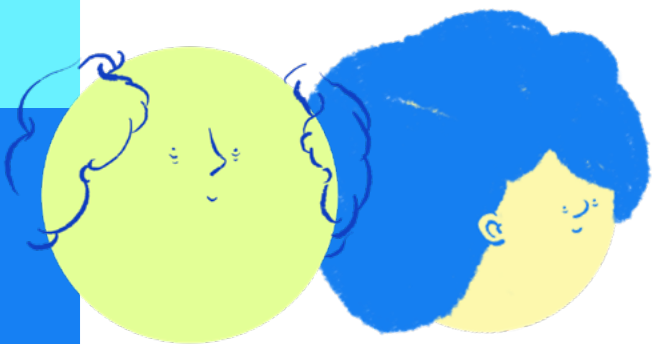
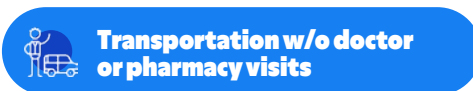


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Task types

Task types are shown below. A visit can have multiple task types.

For example, when a member wants a Papa Pal to take them grocery shopping, the visit will fall under the following task types:



The following pages outline the scope of each of the following task types:

Companionship

Care gap reminders

House tasks / assistance

Grocery shopping

Transport w/ doctor or pharmacy visits

Tech help

Transport w/o doctor or pharmacy visits

Exercise

Pet help



Companionship

Companionship is the core of every visit with a member. The scope of companionship visits includes activities one would feel comfortable doing with a friend.

Includes

- Hanging out and having a conversation
- Playing board games such as chess, card games
- Walking down the memory lane, such as looking at photo albums
- Discussing books, movies, hobbies
- Having a quick bite, such as in a coffee shop or restaurant
- Accompanying the member to an appointment at the member's request
- Attending an appointment at the member's request, including taking notes, such as during a doctor visit, to aid the member
- Helping make appointments and noting down information on future appointments

Excludes

- Helping the member with daily activities such as bathing, dressing, toileting needs, brushing teeth, and feeding
- Helping with activities that are not related to companionship, such as:
 - Helping with a member's business endeavors
 - Assisting them with financial decisions
- Anything that requires touching the member, such as massage.

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House tasks / assistance

This category of visits usually involves helping around the house. Scope of visits are typically what you might ask a family member to help you with.

Includes

- **Surface cleaning:** Examples include dusting open surfaces, wiping down counters, sweeping, vacuuming around furniture, taking out the trash
- **House assistance:** Examples include meal prep, laundry, folding clothes, ironing, dishwashing, changing linens
- **Organization:** Examples include closet/cupboard organization, packing clothes to give away or putting away clothes for a season, cleaning and organizing the fridge, including throwing away expired food products
- **Physical safety tasks:** Examples include changing bulbs, replacing fire alarm \ batteries, removing fall hazards such as extension cords and loose rugs, salting and shoveling small areas such as parking spots, porches or walkways, or doorways
- **Gardening tasks:** Examples include potting new plants, watering plants, or minor gardening projects that an unskilled person can do

Excludes

Activities that you would usually pay a professional to do:

- Complete house cleaning services, such as any deep cleaning and what a cleaning service might do
- Yard/lawn care, such as what a landscaper might do
- Activities involving power tool usage, such as power saw, lawnmower, snowblower
- Skilled cleaning services, such as window washing, carpet cleaning
- Lifting objects more than 20 pounds
- Cleaning soiled clothing or sheets
- Any work requiring the use of high ladders

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Transport w/ doctor or pharmacy visits

This category of visits involves accompanying the member to a health-related visit. Such visits have a scheduled appointment time, and agents should factor in drive time to and from the appointment when setting the duration. Papa Pals should confirm the details when they call the member the day before the visit.

Includes

One way or two-way trips to and from a member's location to the scheduled appointment location, such as:

- Doctor's office
- Hospital
- Pharmacy - medication pick up and drop off with or without member
- Lab or screening center
- Physical therapy center

Note: If there is a child/children in the car with the member, the member/parent needs to provide and install car seats as required. Papa Pals will not transport unaccompanied minors.

Excludes

- Emergency medical transportation
- Wheelchair accessible vehicle transportation (since Papa Pal's car may not be able to accommodate it)
- Marijuana dispensary (if illegal in state)
- Administering drugs of any kind
- Picking up of controlled drugs such as opioids and narcotics

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Transport w/o doctor or pharmacy visits

This category of visits usually involves accompanying the member to a location that is not health-related. Such visits may have a scheduled appointment time, and agents should factor in drive time to and from the appointment when setting the duration. Papa Pals should confirm the details when they call the member the day before the visit.

Includes

One-way or two-way trips to and from member's location to the following types of locations:

- Places of worship and spirituality
- Senior center / community center
- Events of interest such as fairs, art classes, music classes, cooking classes
- Voting and municipal events
- Local library
- Parks and walking trails
- Friend or relative's house
- Fitness centers such as gyms, yoga, etc.

Note: If there is a child/children in the car with the member, the member/parent needs to provide and install car seats, as required. Papa Pals will not transport unaccompanied minors.

Excludes

- Emergency medical transportation
- Wheel chair accessible vehicle transportation (since Papa Pal's car may not be able to accommodate it)



Care gap reminders

These activities refer to helpful reminders from the member's health insurance plan (the service offering the Papa benefit!) for the member to keep up to date on their health screenings and ensure any issues are taken care of promptly. Think of these as the "check engine light" on your car. Take the vehicle in versus risking a breakdown on the highway!

Examples of this task include:

- Scheduling an annual wellness check with their doctor
- Ensuring members can take/access their medications
- Helping them get their diabetes checked at a healthcare provider appointment, etc.

We ask the **Papa Pals** to follow the reminders shown in the Pal app and help members stay healthy and take advantage of their health plan benefits.

Pet help

Includes

- Walking the pet with or without a member
- Filling water or food bowl
- Scooping animal poop and cleaning litter boxes
- Playing with the pet such as fetch

Excludes

- Pet grooming, including giving a bath, trimming nails
- Administering medication of any kind

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Grocery shopping

These activities involve a trip to the store, with or without a member.

Includes

- Driving to and from the grocery store
- Picking up grocery items from a list
- Loading and unloading groceries
- Putting away groceries
- Picking up ordered groceries and delivering them to the member (contactless grocery)

Excludes

- Paying for items

Exercise

Includes

- Attend exercise classes with member
- Helping members with light exercises
- Light gardening

Excludes

- Professional gym trainer services, such as a personal trainer

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Tech help

Includes

- Setting up personal tech devices such as a phone or a computer and download needed apps or games.
- Assisting with social media (setting up accounts, learning how to use them, sending friend requests to friends and family, social media safety)
- Setting up streaming platforms such as Netflix, Amazon Prime, etc.
- Assisting with telehealth appointments
- Teaching the member how to set up delivery services for online Rx delivery
- Teaching the member how to order groceries online
- Organizing digital assets such as organizing computer and online storage into folders so that it is easier to find
- Teaching the member how to make video calls, text, and email

Excludes

- Advanced technical help such as setting up complex entertainment systems
- Technical repair, such as fixing broken appliances
- Professional technical support, such as building websites, software development, managing an online business, doing taxes, etc.

The logo for Papa Pal, featuring the word "papa" in a white, lowercase, sans-serif font inside a dark blue circle.

Child/parental support

Child support is restricted to:

- Children over the age of 3
- At least one parent or guardian is required to be present in the home
- Toilet-trained children only or the parent should be available in the home for immediate bathroom assistance
- Up to 2 children per Papa Pal

Note: Member/parent should provide and install the car seat and stay with the child during the commute.

Includes

- Watching children
- Engaging in child-friendly fitness activities and games
- Taking child(ren) to parks in the neighborhood
- Overseeing meal time and doing meal prep
- Providing oversight when the child is completing basic school work
- Waiting in a public waiting space with the child(ren) when parent is otherwise engaged in the building

Excludes

- Diaper changing, toileting, or bathing needs
- Professional tutoring with subject matter expertise
- High-intensity physical effort activities

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