



Here to help.

We all need a pal sometimes. That's why Allstate Benefits is partnering with Papa to offer you access to a network of friendly helpers - Papa Pals.

Care to support you and your loved ones.

Papa Pals bring companionship and assistance with light house tasks, transportation, errands, meal prep, children, pets, and more.



Need help entertaining the kids while working from home?



Recovering from surgery or injury and need help around the house?



Have a family member near or far that needs a check in from time to time?



Need a ride for you or a loved one to an appointment or to run errands?

You have access to 10 hours of help from a Papa Pal per year at no cost to you*.

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
- 3 Request a visit through the app for you or your loved one

Questions? Call 844-299-4126 (TTY:711); everyday, 8 a.m. - 8 p.m. local time.

*For tax information on this benefit, please check with your employer. Visit the **Ask Us Anything** section at papa.com/members for our safety policies, Community Standards, and visit regulations.






Frequently asked questions

What is Papa?

Papa is a caregiving benefit available through your employer. A network of background-checked Papa Pals offer a hand to help, when, where, and how you need it most. Papa Pals support you and your loved ones in-person or by phone with companionship and everyday tasks.

What types of services can Papa Pals provide?



Papa Pals are ready to help you and your loved ones—including spouses, parents, and children. They provide companionship, assist with light house tasks like pet help, tech help, meal prep, and more. Additionally, Papa Pals can run errands, go grocery shopping, or provide transportation to appointments. Papa Pals don't assist with medical care, such as bathing, medication administration, dressing, toileting, diaper changing, brushing teeth, and feeding.

What type of child and parental support can Papa Pals provide?

Papa Pals can help families navigate life with children ages three and up by giving parents a much-needed break. Papa Pals can play games, participate in various activities, and supervise schoolwork, as long as the parent or guardian is present.

How does Papa work?

Our Papa Care app makes it simple for you to schedule and manage your or your loved ones' visits. Once you schedule a visit, we will find the best Papa Pal to meet your needs.

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

Your employer has partnered with Papa to provide you with 10 hours of help from a Papa Pal per year 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) may request "preferred" Papa Pals. As long as they're available at your requested time, they'll be there!

What safety precautions are followed when hiring Papa Pals?

Papa Pals come to Papa because they care about helping people like you, in their communities. Prior to enrolling any new Papa Pal into the program, we conduct an extensive background check and perform motor vehicle record searches in every state for those conducting transportation visits. We also educate Papa Pals on our Community Standards, which they must agree to before each visit; and we provide onboarding information covering topics like the role of a Papa Pal, services that are in and out of scope, safety policies, and how to respond in an emergency. For more information on all that we do to keep our members safe, please visit papa.com/papa-safety.



papa.com