

HOW COVID-19 IS IMPACTING SENIOR CARE EMPLOYEES

During this unprecedented time, senior care staff are going above and beyond to care for residents - working longer hours in extremely stressful environments while putting their lives on the line. Here are the challenges they are facing and how they, and their employers, are coping.

EMPLOYEES FEEL THE FINANCIAL EFFECTS OF PANDEMIC

58%
have seen
expenses increase¹

82%
say greatest crisis
concern is loss of income¹

35%
increase in funds used
for grocery expenses²

\$17M
in earned wage access
before payday in 2020²



WHAT EMPLOYEES ARE TELLING MANAGEMENT³

"Our team is more nervous, anxious and stressed because of this."

"Our workload has increased and we're working longer hours."

"We're thankful our employer is taking the necessary precautions."

ORGANIZATIONS INCREASE COMMUNICATION TO EASE EMPLOYEE CONCERNS

28%

increase in messages
sent to keep staff
updated⁴

MAIN TOPICS OF COMMUNICATION⁴

PTO & Sick
Leave
Guidelines

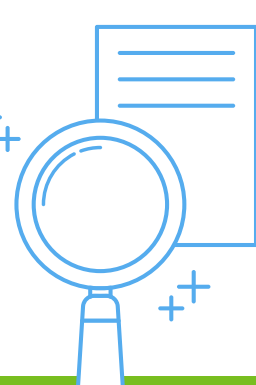
PPE
Updates

Industry
Regulatory
Updates

Safety
Practices

EMPLOYEE SURVEYS

FOCUS ON COVID-19 IMPACT⁵



3X

increase in
surveys sent to
measure staff
sentiment⁶

Do you feel safe coming to work?

Are you having a hard time securing childcare?

Has getting to work been harder than usual?

EMPLOYEES ARE WORKING LONGER HOURS

50%
increase
in call-offs⁴

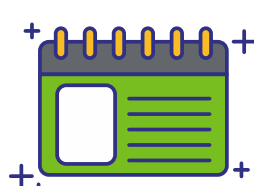
12%
increase in
overtime hours⁴



ADDITIONAL PERKS & BENEFITS FOR EMPLOYEES' HARD WORK⁷



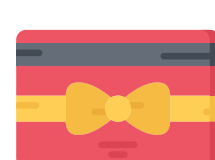
Free
Childcare



Flexible
Scheduling



Free
Meals



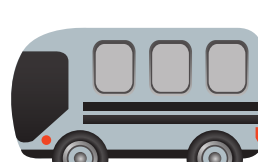
Gift Cards
For Groceries



Increase In
Base Pay



Bonus 'Thank
You' Checks



Transportation
Services



Extra
Uniforms

THANK YOU TO OUR HEROES!

We cannot thank you and your staff enough for the sacrifices you are making during this time. You are all superheroes in our eyes.

Visit OnShift.com/inthistogether-covid19 to learn how we're supporting providers during the crisis.



SOURCES

- ¹ PayActiv survey on March 16, 2020: Over 12,000 respondents across 995 businesses, PayActiv, 2020.
- ² Data collected from OnShift Wallet software, OnShift, 2020.
- ³ A summary of employee sentiment collected from OnShift Schedule software, OnShift, 2020.
- ⁴ Data collected from OnShift Schedule software, OnShift, 2020.
- ⁵ A summary of communication topics collected from OnShift Engage software, OnShift, 2020.
- ⁶ Data collected from OnShift Engage software, OnShift, 2020.
- ⁷ Staff Compensation & Benefits During COVID-19, Ziegler, 2020.