



How The Arbor Company Staffs Consistently & Boosts Retention With OnShift

Today's Agenda

- How The Arbor Company utilizes OnShift to staff within budget & avoid unnecessary overtime
- Examples of flexible scheduling practices that keep shifts filled, driving quality resident care & increased employee engagement
- Ways to use technology to attract more candidates, better plan for hiring needs & reduce turnover
- Ready-to-implement employee communication strategies that have helped create a positive culture & engagement

The Arbor Company

- National senior living provider
- Services offered
 - Independent living
 - Assisted living
 - Bridges living
 - Memory care
- 40+ communities across 11 states
- 4500+ employees



Gaylene Paul, R.N., B.S.N.
Regional Vice President of Resident Care
The Arbor Company



Key Initiatives For The Arbor Company

Find & hire
employees

Seamless new
hire onboarding
& training

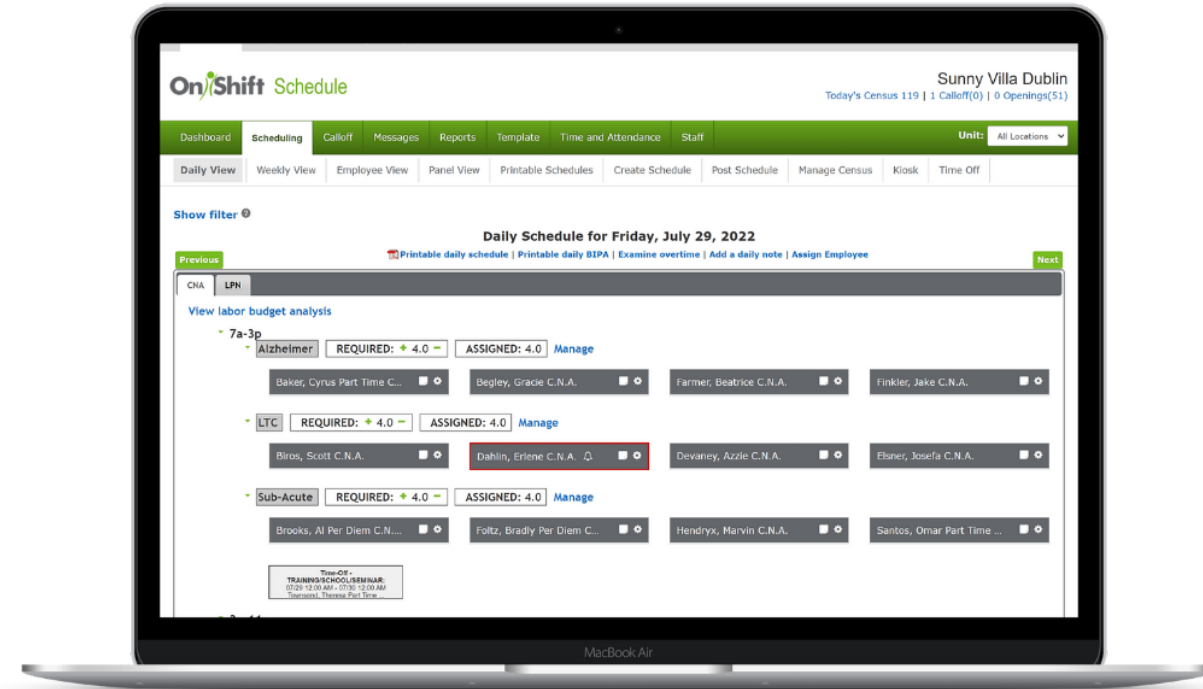
Improve the
health &
wellness of staff

Engage & retain
employees

Stay competitive
with benefits &
wages

It All Starts With A Template

- It all works together
 - Budgets → Staffing Requirements → Templates → Daily Schedules
 - See over or understaffing in real time
- Templated schedule + flexible scheduling practices
 - Staff can plan their lives & achieve work-life balance



Consistent Staffing Lowers Overtime

- Set your requirements & stick to that!
- Real-time adjustments decrease overtime
 - Daily report identifies employees going into overtime
 - Monitor & manage based on proactive dashboards

17%↓

**Decrease in average
employee overtime
percentage since
January 2022**

Flexible Scheduling = Retention

- Adjust & adapt when needed
- Partial shift pick ups are a win-win
- Make it easy for employees to pick up shifts:
 - Auto approved shift requests
 - OnShift mobile app

33%

Increase in employee retention

11.1K+

Auto Approved Shifts
from Jan. 22 – Oct. 22

OnShift Wallet: A Win For All

74%

Avoided overdrafts, late payments and/or payday loans

Competitive Recruiting

\$6.6M

Total funds accessed in OnShift Wallet since 2019



90%

Use the funds for bill payment, groceries and/or rent

Retention Driver

91%

Of employees would recommend The Arbor Company to a friend

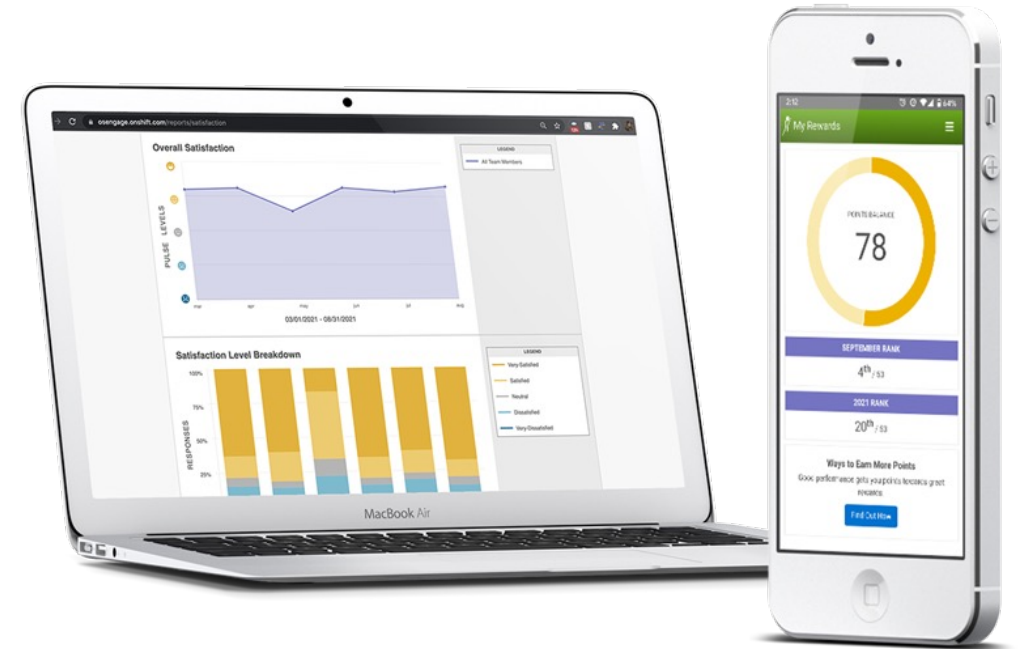
Use Your Template To Hire Smarter

- Under assigned & overtime reports identify hiring needs
- Data driven hiring sets the right expectations with candidates
 - Reduces new hire turnover



Employee Communication Is Key

- Have a purposeful onboarding plan
 - Designate an OnShift owner as a main point of contact for new hires
- Celebrate daily!
 - Celebrate the wins, no matter how small
 - Thank you messages
 - Recognize birthdays & anniversaries
- ***Coming soon:*** OnShift Engage



Best Practices To Implement Today

- Use the reports & dashboards within OnShift
 - Simplified dashboard highlights the daily reports
 - Overtime report
 - Labor budget analysis
- Meet frequently to discuss staffing
 - Care directors & staffing coordinators meet daily
 - All others meet weekly



Q&A

Interested In Learning More?

- Learn more about OnShift
 - Answer “Yes” to the poll question after the webinar and we’ll reach out
- Check out OnShift.com for more resources
- Thank you!

