

## Family Resource Home Care Merger – Home Care Professionals FAQ

**Do I still have a job?** YES! Let out a sigh and say, “Oh, good. That’s the one that really matters!” Everyone will receive an offer of employment to continue in their current role. We want everyone to stay.

**What does this mean for me?** For you, this means: greater stability, more job security, more opportunities, and the ability to help serve additional clients as well as be part of a larger family-oriented team.

- You still report to the same exact people.
- You still do the same fantastic job you have been doing and in the same way.
- You still have the same clients and the same schedule.
- You still clock in and out the same way. You still record your tasks the same way.

You may notice a theme here – most things will remain the same. We will clearly communicate all changes down the road – and there probably will be changes sometime in the future – and you will always be well informed. We don’t want to make any big or sudden changes; we want your clients to have the same terrific care you have been providing. So, continue doing the great job you have always done.

**Is my job going to change?** As mentioned, your job in the home will remain the same. All the ways you currently do your job – keep doing them. If you need to call the office, please call the same way you have before. If you need a schedule change, please do it the same way you have done before. Again, we will clearly communicate to you any changes later down the road and you will always be well informed. You can ask questions at any time – both anonymously and in person/over the phone. Please keep doing what you have done as a Professional Caregiver.

**Will my schedule or hours change?** The job of a caregiver means your hours and schedule can change, merger or no merger. But the merger by itself will not affect your hours. You keep your current clients and your hours. No hours will be taken away. If anything, you will find opportunity for more shifts, due to the increased size of two great companies coming together.

**How do I clock in and out?** The same way you have been clocking in and out. No changes.

**How do I report my mileage?** The same way you have been reporting your mileage. No changes.

**How do I report my tasks performed while on shift?** The same way you have been reporting your tasks performed. No changes.

**How do I check my schedule? Or make any changes to my schedule?** You guessed it! The same way you have been checking your schedule and the same way you have made any changes to your schedule in the past. No changes.

**Who do I talk to for questions, any client issues, client changes or problems, vacations, or anything regarding my clients and/or my schedule?** Please go to the same person you would normally speak with, either in person or over the phone. Whatever way you would normally seek answers to these questions – follow that same way. That doesn't change.

**If something comes up that I need to speak with management about, who do I talk to?** The same person you would normally speak with, no changes. If you have any questions for the President of Family Home Care, Jeff Wiberg, he is more than happy to speak with you. Please don't hesitate – he wants to hear from you! You can reach him by email at [jeff.wiberg@fhccares.com](mailto:jeff.wiberg@fhccares.com) or by calling the caregiver hotline and selecting the option for the office of the CEO.

**Who do I report to?** The same person you have been reporting to.

**Will the office location change?** No, the office location will not change. The office building is an important part of joining together these two great companies. It will continue being your office location. Palouse's office move is unrelated to the merger.

**Will my benefits change?** One of the advantages of joining our companies is that we anticipate your overall benefits package will improve, due to economies of scale. Eventually, we may offer new benefit packages, but the benefits you have now will continue for until at least the next open enrollment period you have been used to.

**Is my pay going to decrease?** No, your pay will not go down. Our desire is to keep your wages as they are.

**I know someone who has been part of a merger or acquisition before. They said it was awful, is that true? How will this be different?** Great question – it is true that some people have had bad experiences in the past, or know someone who has. The transition team, consisting of the management of both companies, has been working hard to do our best to make this merger as smooth as possible. Jeff Wiberg and David Lawrence know very well that this will be a successful merger because we understand why both companies are successful in the first place – the people who work for us really like working for us. We aim to keep it that way. Please let Jeff or your direct supervisor know if there is anything we can do to make this coming year easier and more efficient.

**Should I be worried about anything?** No, you are a valued employee and have nothing to worry about concerning this merger.

**Who is Family Resource Home Care?** Family Resource Home Care is a family-owned company. Founded by David Lawrence in 1996, Family Resource has three branches in Western Washington (Seattle, Bellevue, and Tacoma), serving a five-county area, and is one of the oldest and most established private duty home care agencies in Washington State. David Lawrence was a founding board member of the Washington Home Care Association and served three terms as President.