

# Papa Pal Service Scope

General Guidelines as of July 2024

## Papa Pal Commitments

A Papa Pal's aim is to improve the health and wellbeing of our members.

**Companionship is our core.** Across all tasks, Papa Pals are encouraged to ask the question: Does doing this task improve the quality of life for the member?



## Papa Pal Reminders

Papa Pals should call members 24 hours before the first visit to introduce themselves, set expectations and learn about the member and their needs.

Remember, not all members are eligible to receive all of these services, so Papa Pals should remember to check the Task Card for the applicable member prior to and during the visit to be sure that the appropriate tasks are included. Any tasks not otherwise listed on the card are considered out of scope.

## Member Commitments

Members must be in the house when the Papa Pal is visiting. If a member is not present when a Papa Pal approaches the home, even if the tasks do not involve member involvement (such as grocery organization), the Papa Pal is instructed to cancel the visit and indicate the reason for cancellation on the Papa Pal app as "member is not home."

Members should provide anything necessary to complete the tasks in 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. Papa Pals are not responsible for expenses incurred with such tasks.

## Visit Parameters

All visits should involve face-to-face interaction between the member and Papa Pal, as companionship is at our core. Any requests for the visit should match the visit's duration (e.g., a Papa Pal cannot complete a 4-hour task in a 2-hour visit).

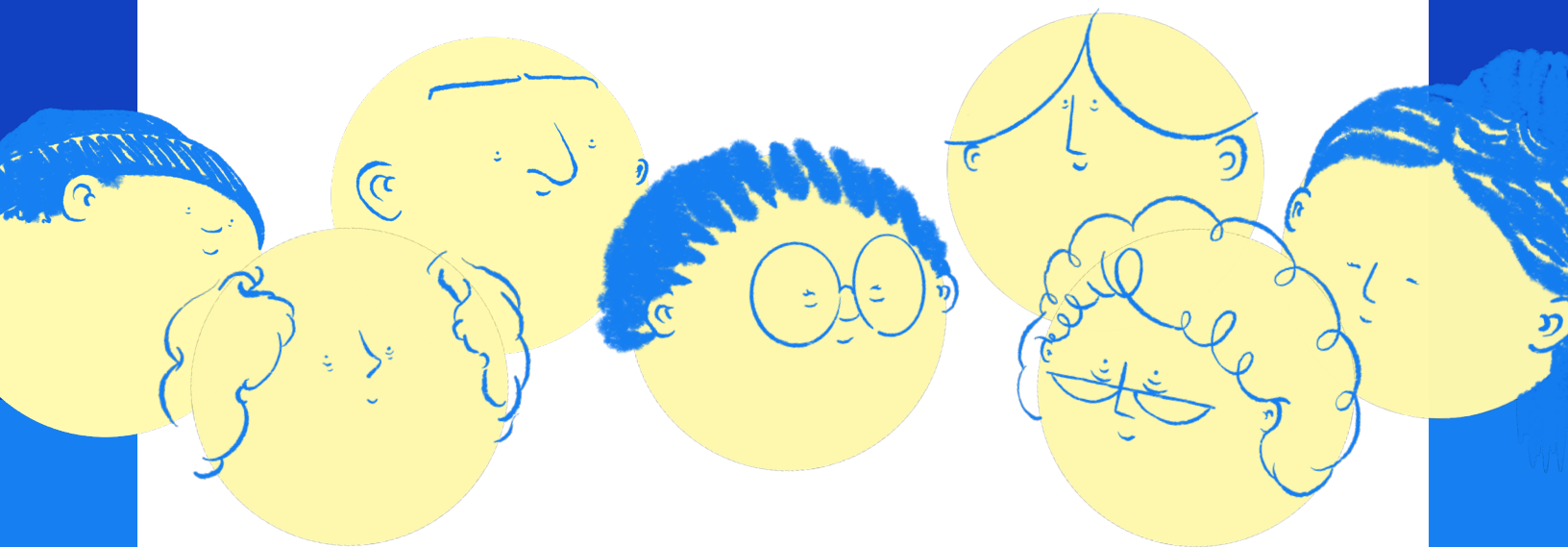
**IMPORTANT NOTE:** Papa Pals may not utilize the Papa service in any unlawful way.

Papa may amend these guidelines as we continue to improve our offering.

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# Task types

Most visits involve a combination of tasks. For example, if a member wants to go grocery shopping, the visit would be marked with the following types of tasks:



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

- 1. Companionship**
- 2. House tasks**
- 3. Run errands**
- 4. Grocery shopping**
- 5. Health reminders**
- 6. Pet help**
- 7. Tech help**
- 8. Exercise**
- 9. Child and parental support**
- 10. Transportation**  
general transportation,  
doctor visits, medication pick-up



# Companionship

Companionship is the core of every Papa Pal visit, even visits that involve other tasks. The scope of companionship-focused visits include activities that engage the member in conversation.

## Includes

- Hanging out and having a conversation, such as:
  - Sharing thoughts or feelings
  - Discussing books, movies, music, or hobbies
  - Discussing news or recent events
  - Talking about past experiences or memories
  - Talking through emotional challenges or difficult situations
- Playing board games (e.g., chess, checkers), card games, brain games (e.g., crossword puzzles), or video games
- Watching a movie or TV show
- Helping make appointments and noting down information on future appointments
- Participating in a favorite hobby or activity with the member

## Excludes

- Serving members outside of the Papa platform
- Anything that requires physical contact between the Papa Pal and the member, such as bathing, toileting, dressing, brushing teeth, or feeding
- Helping with activities that are not related to companionship, such as:
  - Helping with a members' business endeavors
  - Assisting them with financial decisions
  - Providing legal, financial, or medical advice
- Discussing a topic that makes the Papa Pal or the member uncomfortable, such as graphic, sexual, or immoral topics
- Massages



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# House tasks

This category of visits involves helping around the house. Some members are less mobile or have difficulty performing certain light household tasks that are needed to maintain a comfortable living environment. We try to help members with a wide variety of tasks because each member's situation is different.

## Includes

- **Light cleaning or housework:** Dusting open surfaces, wiping down counters, sweeping, mopping, vacuuming around furniture, taking out the trash or taking the trash bin to the curb and/or back
- **Laundry:** Folding clothes, putting clothing in the washer or dryer, ironing, changing linens
- **Meal assistance:** Preparing the ingredients for cooking, assembling ingredients for a meal, dishwashing, clearing the table
- **Organization:** Closet/cupboard organization, packing clothes to give away or putting away clothes for a season, or organizing the fridge
- **Physical safety tasks:** Changing light 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, walkways, or doorways
- **Light gardening tasks:** Potting new plants, watering plants, or minor gardening projects that an unskilled person can do

## Excludes

**Activities that a professional would be paid to do:**

- Complete house cleaning services, such as deep cleaning bathrooms or kitchens and specialty cleaning a cleaning service might do.

This also includes scrubbing floors, washing windows and ceiling fans, cleaning roofs and gutters, cleaning the exterior of a house or outdoor furniture, cleaning grout lines, carpet cleaning, steam cleaning, moving furniture, cleaning kitchen appliances, such as the fridge, stove, or microwave

- Yard/lawn care, such as what a landscaper might do
- Activities involving power tool usage, such as power saw, lawnmower, or snowblower
- Lifting objects more than 20 pounds
- Cleaning soiled clothing or sheets
- Any work requiring the use of a high ladder (at the Papa Pal's comfort level)

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# Run errands

These visits involve transportation to assist with errands, with or without a member.

## Includes\*

- Driving to and from a store or pharmacy
- Dropping off or picking up an item, like a package or mail
- Accompanying members to places like the bank, hair salon, etc.

## Excludes

- Paying for any purchases personally
- Transporting items that would not fit in a standard sized vehicle—large capacity vehicles cannot be guaranteed

\* The member is obligated to pay for these tasks.

# Grocery shopping

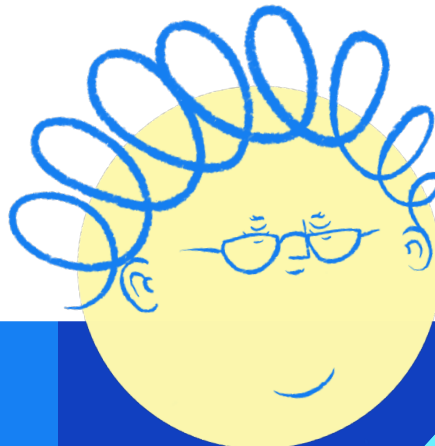
These visits involve a trip to the grocery store, with or without a member.

## 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 any purchases personally
- Purchasing any alcohol or nicotine products



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# Health 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.

## Includes

- Helping the member schedule an annual wellness check with their doctor
- Reminding the member to get their eyes checked
- Checking that the member can take and access their medications

## Excludes

- Knowing specific member benefits
- Setting up pill boxes, handing over medications, or touching medications in any way

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

# Pet help

## Includes

- Pet walking—with member-provided collar and leash
- Companionship and playing games like fetch
- Filling water or food bowl
- Cleaning litter box or scooping debris
- Making grooming or veterinarian appointments
- Dropping off and picking up for grooming or daycare

## Excludes

- Pet grooming, including giving a bath or trimming nails
- Administering medication of any kind
- Pet help that may be uncomfortable (e.g., large or reactive pets)
- Any payment for pet-related assistance



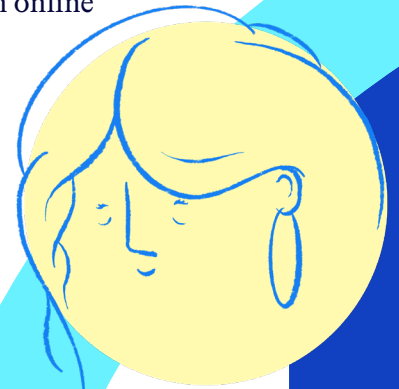
# Tech help

## Includes

- Setting up personal tech devices like a phone or computer, and downloading desired apps or games
- Assisting with social media (setting up accounts, learning how to use them, sending friend requests to friends and family, or explaining social media safety)
- Showing members how to log in to streaming platforms
- Scheduling, attending, or assisting with Telehealth appointments
- Teaching the member how to set up online services for ordering groceries, transportation, and prescription delivery
- Teaching the member how to make video calls, and send texts and emails

## Excludes

- Advanced technical help, such as setting up complex entertainment systems
- Technical repair, such as fixing broken appliances or any device you are not familiar with
- Professional technical support, such as building websites, software development, managing an online business, doing taxes, etc.



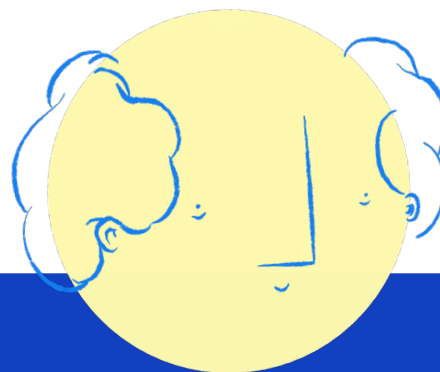
# Exercise

## Includes

- Attending exercise classes with member
- Encouraging the member to do light exercises or to join you on a walk
- Getting some fresh air outside
- Assisting the member with physical therapy exercises that may be part of rehabilitation

## Excludes

- Professional gym trainer services, such as a personal trainer



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# Child and parental support

## Includes

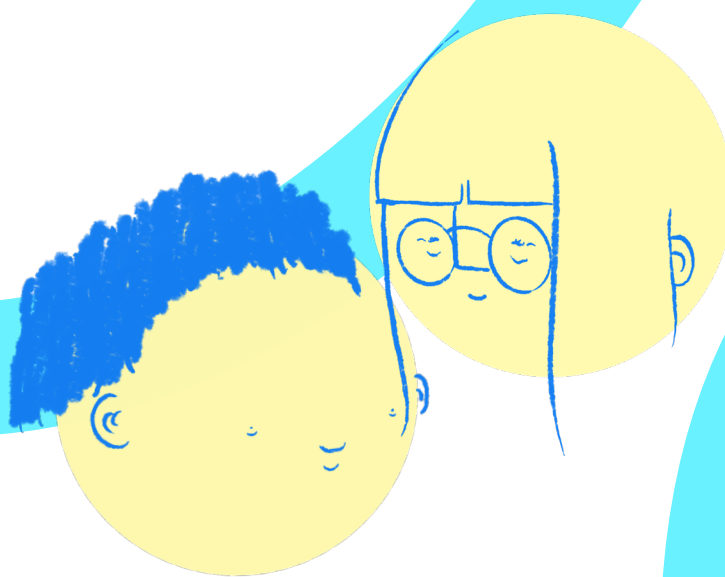
- Watching children
- Engaging in child-friendly fitness activities and games
- Taking child(ren) to parks in the neighborhood (parent or guardian should be close by, in the park)
- Overseeing meal time and doing meal prep (Papa Pals should check with parent or guardian about possible allergies)
- Providing oversight when the child is completing basic school work
- Traveling with member to appointments and watching child(ren) in public place

## Excludes

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

### IMPORTANT:

- Children must be over the age of three
- At least one parent or guardian is required to be present in the home
- Children must be toilet-trained or the parent should be available in the home for immediate bathroom assistance
- One Papa Pal may only watch up to two children
- Member/parent is strictly responsible for both providing and installing a car seat or car booster, as required by local law



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# General transportation

Visits such as companionship, running errands, and grocery shopping could involve a transportation element.

This category of visits involves the Papa Pal accompanying the member to a location that is not health-related. These visits may have a scheduled appointment time and Papa 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.

Papa Pals are not required to enter/attend the visit. Papa Pals should communicate expectations of attendance with the member and Papa agents to be sure that comfort levels are aligned.

## Includes

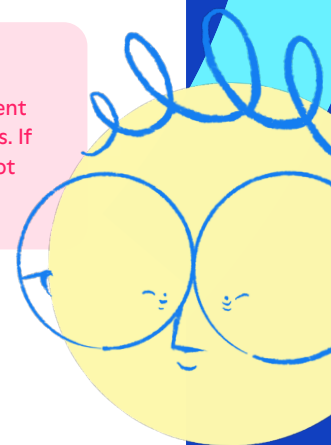
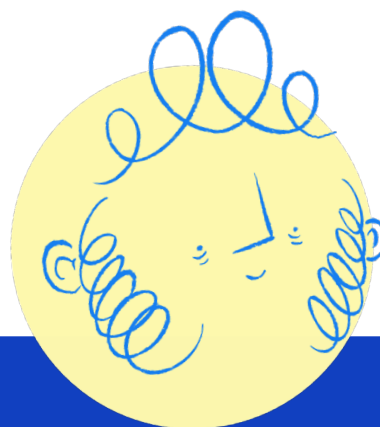
One-way and two-way trips to and from member's location to the following types of locations:

- Places of worship and spirituality
- Senior center or community center
- Events, such as fairs, art classes, music classes, and cooking classes
- Polling place and municipal events
- Library
- Parks and walking trails
- Friend or relative's house
- Fitness centers
- Restaurant or coffee shop

## Excludes

- Emergency medical transportation
- Wheelchair-accessible vehicle (Papa Pal's vehicle may not be able to accommodate)

**NOTE:** Papa Pals can transport other companions, as long as the member is present and their vehicle can safely fit all passengers. If the member is not present, Papa Pals are not permitted to drive anyone else.



# Transportation to doctor visits

This category of visits involves accompanying the member to a health-related visit. Such visits have a scheduled appointment time, and Papa 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 before the visit, and may accompany the member into the doctor's office waiting room, if requested.

## Includes

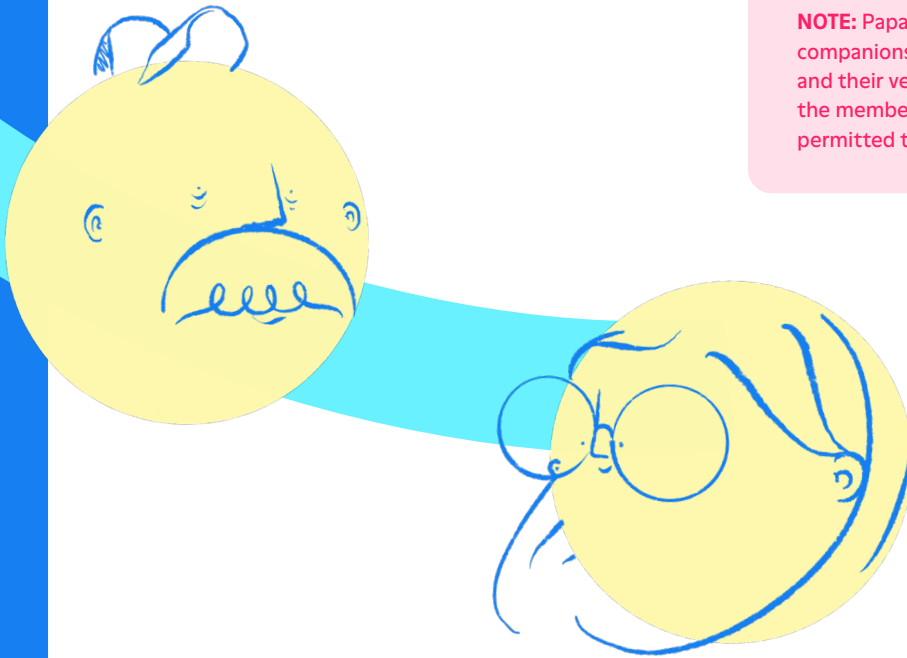
One-way and two-way trips to and from a member's location to the scheduled appointment location, such as:

- Doctor's office
- Hospital
- Lab or screening center
- Physical therapy center

## Excludes

- Emergency medical transportation
- Wheelchair-accessible vehicle (Papa Pal's vehicle may not be able to accommodate)
- Entering the exam room and taking notes

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# Medication pick-up

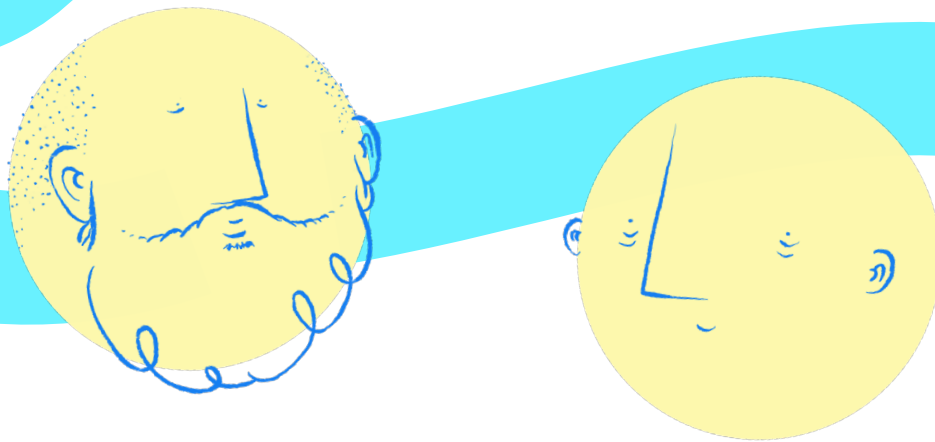
This category of visits involves the Papa Pal picking up and dropping off medications with or without a member. Papa agents should factor in drive time to and from the location when setting the duration. Papa Pals should confirm the details when they call the member before the visit.

## Includes

- Two-way trips to and from a member's location to the pharmacy

## Excludes

- Picking up of controlled drugs, such as opioids and narcotics
- Paying for the items personally
- Handing drugs to the member, filling pill bottles, or setting up pills



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