

The Naborforce Way



GUIDELINES FOR NABORS

This document serves as a guideline for all independent contractors providing services through the Naborforce platform.

Naborforce's Mission Statement



*Our company and culture is "Inspired by JOY."
Everything we do is designed to support independent, engaged
and joyous aging and living.*

Welcome to the Naborhood!

You are vital in helping Naborforce carry out our mission. The compassion you bring to Clients is critical in our community. Every time you visit a Client, you are spreading JOY!

TABLE OF CONTENTS

Scope of Services..... 3

Expectations.....5

The Nabor App..... 7

 Location Services..... 7

 Profile..... 7

 Availability..... 8

 Vacation.....8

 Visit Requests Sent Via Push Notification.....9

 Cancellations.....9

 Inclement Weather..... 10

Visits.....10

 During the Visit..... 11

Post-Visit Report.....11

Safety..... 13

Emergencies.....13

Falls.....14

Incident Reporting..... 14

Client Concerns..... 14

Elder Abuse.....15

Harassment.....15

Nabor Performance Warning.....16

Removal from the Platform..... 17

Pay.....18

Nabor FAQ..... 19

SCOPE OF SERVICES

Naborforce is a platform that connects older adults and their families to a network of community members for light assistance and social engagement.

The services we provide are meant to support independent adults in the gap between full independence and when they may require care. Naborforce is not an at-home non-medical or home care agency. We do not provide any services that require specialized education, training or certification.

Services provided:

This is not a comprehensive list, but representative of services that ARE within our scope:

- Meal prep and cleanup
- Light housekeeping (e.g., laundry, changing linens, vacuum in main living area, sweeping the stoop, emptying trash and recycling)
- Companionship/socialization in and outside of the home
- Other light assistance around the home (e.g., organizing, decorating, changing light bulbs)
- Walks
- Arts, crafts and games
- Help with pets
- Light assistance with gardening
- Help with technology (not highly technical)
- Help with correspondence
- Running errands with or on behalf of the Client
- Accompanied transportation to medical appointments and procedures
- Accompanied transportation for grocery shopping, social events, shopping outings, lunches, visits to the museum, etc.
- No-contact errands (e.g., grocery shopping, picking up prescriptions)

Services NOT provided:

This is not a comprehensive list, but it is representative of services that ARE NOT within our scope. If a Client requests these services, please explain that Nabors are not permitted to perform these services, in many cases for the Client's own safety. Please also let the Naborforce Team know of the request by emailing us at support@naborforce.com. Should the Clients have any questions or need additional clarification regarding our scope, please have them contact Naborforce.

- Bathing
- Feeding
- Dressing
- Assistance with toileting
- Safe transfers (e.g., moving Clients from bed to wheelchair)
- Grooming
- Wound care
- Offering medical advice
- Medication administration or management
- Managing personal finances
- Heavy housekeeping (e.g., cleaning bathrooms, deep cleaning, dealing with soiled linens)
- Skilled handyman services (e.g., plumbing, electrical)
- Yard work and maintenance
- Airport Pickups (dropoffs are OK)

It is very important that Nabors do not provide the above services, as doing so is potentially unsafe for clients, Nabors, and may be unlawful. Naborforce takes this very seriously: Nabors found to be providing services outside of our scope will be immediately removed from the Naborforce platform.

If a Client requests you to perform activities that are considered out of scope, please remind them of what Nabors can and cannot do. Please also report an out of scope request by emailing the Naborforce team at support@naborforce.com.

EXPECTATIONS

At Naborforce, we take great pride in the level of compassion and professionalism with which Nabors support our Clients. We have complete confidence in all of our Nabors to carry out visits consistent with our culture. The guidelines below are meant to clarify the expectations and requirements.

- **Professionalism:** Attire should be neat and modest dress is suggested. Exercise clothing is acceptable so long as it is clean and not too bare. Cars should be clean and in proper working order, including heating and air conditioning systems, and have an available storage area to accommodate groceries or a walker.
- **Punctuality:** Older adults can be anxious about having their Nabor arrive on time, especially for visits where Nabors are accompanying them to important medical appointments or other scheduled events. Please check the drive time to a visit well ahead of time so that you can plan accordingly. Should traffic or another circumstance cause you to be running late, please notify the Client via the phone number listed on the Nabor App.
- **Technology:** Naborforce is a tech platform and we expect our Nabors to be able to use and embrace our technology. This includes but is not limited to: the Nabor App, the ability to upload necessary documentation, and utilize GPS/navigation tools.
- **Physical Requirements:** Nabors must be able to lift up to 25 pounds in order to assist clients with tasks they cannot complete on their own. This may be things like carrying groceries up a flight of stairs, lifting a walker or collapsible wheelchair into the back of a car, and carrying laundry baskets.
- **Illness:** In order to protect the health and safety of our Clients who may be especially vulnerable, Nabors with contagious illness should not visit Clients. If you are sick and have an upcoming visit, please cancel the visit in your app ASAP so that we can find another Nabor. Additionally, Nabors with physical ailments that would impact their

ability to safely assist Clients should not visit Clients until they are fully recovered (e.g., sprained ankle, broken leg, pulled back).

- **Cancellations:** We understand that unexpected emergencies or conflicts may arise from time to time. In the event they do, please cancel the visit in your app ASAP so that we can find another Nabor. However, please understand that last minute cancellations are disruptive to our clients and can sometimes lead to them not getting a visit that day. For more information on cancellations, please refer to the The Nabor App section of this document.
- **Confidentiality:** Nabors are to respect Client's privacy and should never disclose any specifics regarding Clients to any third parties. Photos of Clients should only be taken with their permission.
- **No Outside Parties on Visits:** Do not bring animals or other people to the visit. We are there to help the Client, having your pet or family member at the visit could be a distraction as well as a safety issue.
- **Services Outside of Scope:** Nabors are prohibited from providing any services outside of our scope. If a Client needs or requests services that are outside of our scope of services, politely let them know that we cannot provide that service and direct them to call Naborforce should they need additional clarification.
- **Tips:** If a Client offers you a tip, please politely let them know you are not to accept any tips or gifts.
- **Transportation:** When transporting a Client, you are required to obey all traffic laws - drive like your own grandmother is in the car! Be sure that your vehicle is clean and in proper working order, including heating and air conditioning systems, and has an available storage area to accommodate groceries, etc. Low sports cars are not appropriate for visits because they are often difficult for Clients to enter and exit. Nabors with larger SUVs must purchase and utilize a 4 inch mobility step (not a traditional step stool) such as the example [linked here](#).

THE NABOR APP

Nabors use the Nabor App to provide availability, set preferences, receive notifications about visit assignments and Visit Requests, and to see details about upcoming visits.

Location Services:

Nabors are required to enable location services while using the Nabor App which allows Naborforce to record and reimburse you for miles driven while on the visit and to ensure the safety of our Clients.

Profile:

The profile is where you set your preferences. Please be sure to update your profile in the Nabor App including:

- Address
- Radius - This is the distance you are willing to travel to a visit, keeping in mind as an independent contractor you are not reimbursed for the mileage you drive to and from a visit. At this time, this is calculated based on a straight-line measurement from your address to the visit location and does not take driving distance into consideration. *If you are getting assigned to visits that are further than you wish to travel, please reduce your radius in the app.*
- Max Visits per Day
- Max Visits per Week
- Max Visit Duration
- Allergies

Be sure to keep these updated to your preferences at all times.

Helpful hints:

1. *Visit Requests sent by push notification may not always take into consideration your profile preferences, so please pay attention before accepting!*

- 2. Not matching to visits? Your preferences in your profile may be too limiting, consider revising them to open yourself up for more visits!*

Availability:

You must have your availability up to date at all times. Our system assigns visits based on the days and times you have indicated in the availability tab of the Nabor App. The platform fills visit requests beginning 5 days in advance of the visit. If you show as available on your schedule, there is a good chance you may be booked. Naborforce does not offer visits for Nabors to accept or decline, except in cases of last-minute visits which go out as a “Visit Request.”

As an independent contractor, you have full control over setting your availability - and you may update it at any time and as often as you desire. However, it is important to make sure your availability is up to date for the upcoming 5 days at all times.

The system will not automatically book Nabors for visits that are scheduled in the next 24 hours regardless of a Nabor’s stated availability. Those requests will be offered on a first come, first serve basis via “Visit Request” push notifications.

Clients should not book visits directly with Nabors, but should book through the Client portal, Client App or by calling Naborforce. If a Client attempts to book a visit directly with you, please refer them to the Naborforce Team and advise them that the best way of getting matched is to mark you as a “favorite.” Clients can also request you for specific visits by utilizing the Preferred Nabor field when booking their visit online. To be automatically matched to the visit, you must have availability.

Vacation:

As an independent contractor, you never need to let Naborforce know that you are on vacation. However, if you do indicate vacation in the Nabor app, you will not receive push notifications for Visit Requests.

Helpful hint: We suggest only using the vacation field when you are truly away and don't want to receive notifications. It is not necessary to put in vacation days to indicate you are not available, simply leave that day blank with no availability.

Visit Requests Sent Via Push Notification:

When there are last-minute visits or visits that have not matched to a Nabor, a push notification will go out on the Nabor App. You can accept or decline these Visit Requests. Please be sure to check the details as the visit may not match your preferences.

Helpful hint: If the Visit Request is not visible on the Nabor App when you click the push notification, that means another Nabor has already accepted the visit request (these are often accepted very quickly!).

Cancellations:

Visit cancellations cause problems for Clients and their families. We take canceling visits very seriously and advise against it. We keep a record of your cancellations and canceling too many visits may result in your removal from the Naborforce platform. We understand that unexpected emergencies or conflicts may arise from time to time. In the event they do, it is VERY important that you cancel the visit in your app ASAP. This is the fastest way we can get another Nabor on the visit since our system will automatically start trying to fill the visit. If you do not cancel in the app and try to email us, there is a good chance we will not see this in time to fill the visit, and the Client's visit may go unfilled.

To cancel in the Nabor App:

- Please select the visit you need to cancel from your Dashboard
- Scroll to the bottom of the visit and hit the "Need to cancel?" button
- Select "Continue With Cancellation"
- Select reason
- Hit "Cancel this Visit"

There is no need to email Naborforce to let us know about your reason for canceling, the in app cancellation is sufficient.

If the Client cancels 8 hours or less before the visit, the Nabor will be paid for a 1 hour visit equivalent.

Remember: Nabors do not have the ability to “accept” or “decline” regular visits - they are booked based on their provided availability. If for some reason you cannot take a visit assigned to you, please cancel immediately in the Nabor App.

Inclement Weather:

Please use your best judgment when assessing weather conditions and determining whether it is safe to travel. If you anticipate any weather-related issues that may prevent you from completing a visit, please cancel via the Nabor App as soon as possible. Additionally, it is recommended to confirm with the Client whether they are still comfortable having a visit given the conditions. If the client would like to cancel, they can do so via their account or by contacting Naborforce.

VISITS

Before the Visit:

1. **Visit Confirmation:** You will receive a push notification and email confirmation when you are booked for a visit containing all of the relevant details.
2. **Check Client Information and Visit-Specific Details:** The note fields may have important information regarding the Client or the visit -- and they may have changed since your last visit.
3. **Check drive time:** Please check the drive time so you can plan accordingly on the day of the visit. We pride ourselves on nearly 100% on-time arrivals.
4. **Confirmation Call before the visit:** Nabors are required to call the Client to let them know you will be their Nabor and you look forward to seeing them.

No need to call repeatedly. If you have any questions about the visit, this is a great time to ask! Best practice is to call within a day of being assigned.

5. **Confirm “I’ll Be There!”**: You will receive a push notification two hours before a scheduled visit. Clicking on the push notification will take you to the “I’ll Be There!” button in the app. It's very important to tap the button - it lets Naborforce know you are aware of the upcoming visit and will be there at the scheduled time.

During the Visit:

1. Arrive on time and with a smile! Again, our mission is to support joyous and independent aging and living while providing peace of mind to families.
2. Hit the “Tap When Arrived” button on the app. This is important as it starts calculating the duration of the visit and begins tracking mileage driven while on the visit. If something prevents you from tapping this button at the actual start time, that’s OK! You can simply adjust the time and mileage in the Post Visit Report. It is not necessary to contact Naborforce.
3. Offer to be helpful in any way you feel appropriate that is within Naborforce’s scope.
4. Once the visit is complete, click the “Tap to Complete Visit” button when the visit is over. This stops the duration and mileage tracking.
5. Fill out the Post Visit Report.

***Helpful hint:** Please be respectful of the visit time as clients are being charged. If the visit begins to run over, let the Client know that you have been there for the scheduled time, but have enjoyed their company. If your schedule permits, you can let them know you are happy to stay a little longer. If you are unable to stay, please let them know that unfortunately you have no additional time today.*

POST-VISIT REPORT

Hopefully you had a fabulous time! In order to make sure that we charge the Client correctly and that you are paid timely, you must complete the Post Visit

Report **as soon as the visit ends**. Many Nabors find the best practice is to complete it in their car before leaving the Client (not while driving!). When there is a delay, it can cause confusion to the Client on charges and may delay your pay for the visit. If you are having issues submitting your Post Visit Report, please email the Naborforce Team at support@naborforce.com. If you do not complete the Post Visit Report within 48 hours you are at risk for not getting paid for that visit. The Post Visit Report captures the following information:

- **Duration:** Duration is measured from the time you arrive at the Client (and tap the “Tap When Arrived” button) until the time you leave (and tap the “Tap to Complete Visit” button). If the visit was for less than 1 hour, please rest assured our system will make the adjustment to pay for the one hour minimum. If the visit was a one way drop off, please double the mileage and duration when completing the report.
- **Mileage:** The app calculates actual mileage driven WHILE ON THE VISIT. Please confirm the miles driven. If the visit was a one way drop off, you can edit the field and enter the equivalent of round-trip mileage.
 - DO NOT include mileage to and from a visit. As Nabors are independent contractors, Naborforce does not compensate for mileage driven to and from a visit. Remember, in your profile you can set a radius for how far you are willing to drive for a visit.
 - Mileage is reimbursed at .62 cents per mile for miles driven while on the visit.
 - You must have your location services turned on for the mileage calculation to be accurate.
- **Confirm Duration and Mileage:** Check the boxes to confirm that duration and mileage are being shown correctly. If not, tap into the fields above and make the necessary corrections, then confirm.
- **Activities:** Please check the boxes for all that apply.
- **Expenses:** Nabors are never required to incur expenses on behalf of a Client. However, at your discretion, should you encounter any out-of-pocket expenses, please enter the amount of the expense, a short description and upload a copy of the receipt. Expenses are intended to cover things like

parking fees, tolls, etc. while on a visit. It is not intended for a Nabor to pay for groceries or other large expenses. Naborforce will approve appropriate expenses and pass them through to the Client. Please note that you will not get reimbursed until the following pay period which is on the 5th of each month.

- It is imperative that expenses are accounted for and uploaded immediately following the visit, if you are unable to complete this, please email us within 48 hours with the details and a copy of the receipt. Failure to do so may result in you not getting reimbursed.
- **Send a Short Note to the Client:** Please take the time to write a quick note to the Client and their family. This is a great place to communicate with the Client and their contacts regarding the visit. Please remember, any notes provided here WILL BE SHARED WITH THE CLIENT. Naborforce does not monitor these notes and will not take action if concerns are put here. If you have concerns about the Client, please review the Client Concerns section of this document.
- **Photos from the Visit:** Any photos uploaded here will be shared with the Client and their family. Again, please be sensitive as to the images you may be sharing, and only take photos with the Client's consent.

SAFETY

Naborforce is committed to the safety of both our Nabors and our Clients. If you feel uncomfortable or unsafe in any way when you arrive for a visit or at any time during a visit, leave immediately and email the Naborforce Team at support@naborforce.com. If your safety is at risk, please immediately dial 911.

EMERGENCIES

For life-threatening emergencies, CALL 911 IMMEDIATELY. Remain with the Client and help keep them still and calm, if possible, until the emergency personnel have arrived. Once the Client is being attended to, notify the emergency contact and email the Naborforce Team at support@naborforce.com. Please include URGENT 911, in the subject line.

FALLS

In the event of a fall, **DO NOT** attempt to pick the Client up. If the Client cannot get up on their own, the preferred protocol is to call 911. Should the Client appear okay and insist on contacting an emergency contact first, that is acceptable. If the Client insists on you providing help, DO NOT pick them up - you must remind them that we are not trained and cannot put them at risk. If a client falls during a visit, email Naborforce at support@naborforce.com and include URGENT FALL in the subject line to begin the incident report process.

INCIDENT REPORTING

All incidents listed below, or incidents of a similar nature, **MUST** be reported to the Naborforce Team. It is critical for all parties that the incident be documented.

This includes:

- Motor vehicle accidents
- Falls
- Anything for which 911 needed to be called
- Harassment

When in doubt, please report an incident by emailing Naborforce at support@naborforce.com and include URGENT INCIDENT in the subject line and the Naborforce Team will follow up with you if necessary.

CLIENT CONCERNS

Naborforce is a platform that connects Clients and Nabors. Naborforce does not monitor or advise clients on care decisions. Should you have a concern about a client's wellbeing, those concerns should be shared directly with the Client or Client Contacts. Examples include: You believe a Client is declining in health, cognition, or is a fall risk; you are concerned about the cleanliness of a Client's

home; you believe that a Client needs more care.

If you deem it necessary, you can report serious situations to your local Adult Protective Services, please refer to the Elder Abuse section of this document for resources. Do not report concerns to Naborforce as Naborforce is not in a position to take any action. Remember that as a Nabor, you are not acting as a healthcare professional. Do not share a Client's health information directly with Naborforce, as doing so could violate certain laws and the Client's right to privacy regarding their health information.

ELDER ABUSE

Naborforce is committed to the safety of our Clients. If in the course of performing your work as a Nabor, you have any reason to suspect abuse, neglect or exploitation of a Client, you are required to immediately report this information to your local Adult Protective Services. You can find how to report for your state by using the following resources:

- [NCEA | Suspect Abuse?](#)
- [Help In Your Area - NAPSA](#)
- [Eldercare Locator](#)

This obligation is important and one that Naborforce takes seriously. It is mandated by state law and by Naborforce as a condition of your continued use of the Naborforce platform. For additional information, or to learn more about the signs of Elder Abuse, please refer to the [National Institute on Aging website](#).

HARASSMENT

Naborforce is committed to an environment free of discrimination and unlawful harassment. We will not tolerate our Nabors being harassed by Clients or their families, other Nabors, or any employee of Naborforce. Harassment may include actions, words, jokes, or comments based on an individual's race, color, religion,

sex, age, physical stature, national origin, disability, veteran status or any other basis prohibited by law.

Sexual harassment is strictly forbidden. Sexual harassment may include unwelcome sexual advances, unwelcome physical touching and other verbal or physical conduct of a sexual nature such as unwelcome verbal comments, jokes, suggestions, or derogatory remarks based on sex.

Nabors who feel that they have experienced an incident of sexual or other unlawful harassment should immediately advise the Naborforce Team by sending an email to support@naborforce.com, with the subject line URGENT. All concerns and complaints will be investigated promptly and thoroughly and will be kept confidential to the extent possible without fear of retaliation or disciplinary action.

Likewise, any Nabor who engages in sexual or other unlawful harassment will immediately be removed from the platform and their independent contractor agreement will be terminated.

NABOR PERFORMANCE MONITORING

Naborforce brings Nabors onto the Naborforce platform who we are confident will be great Nabors and provide an amazing Client experience. In order to ensure a safe and enjoyable experience for Clients and Nabors, Naborforce monitors performance and adherence to our standards. Factors that may influence your rating as a Nabor include, but are not limited to:

- Negative feedback from clients
- Cancellation rate
- Failing to make confirmation calls
- Punctuality
- Driving concerns
- Poor vehicle condition

- Failure to complete the Post Visit Report in a timely manner
- General lack of empathy toward our clients or Naborforce staff
- Not embodying the spirit of being a Nabor

REMOVAL FROM THE PLATFORM

Naborforce has the right to remove any Nabor from the platform, for any reason. Naborforce holds our Nabors to a high standard. If we feel a Nabor is not meeting those standards and expectations, Naborforce has the right to remove any Nabor from the platform immediately. Once a Nabor is removed from the platform, they will not be allowed to return.

Naborforce has a zero tolerance policy for the following rules. Failure to comply with these policies will result in immediate removal.

- **No Drugs or Alcohol:** Reporting to a visit while “under the influence” of illegal drugs, alcohol or any controlled substances that could affect job performance or Client safety is strictly prohibited. Additionally, consuming drugs or alcohol while on a visit (even if offered by the Client) is also prohibited.
- **No Smoking:** Smoking is prohibited at all times while on a visit.
- **Harassment:** Harassment may include actions, words, jokes, or comments based on an individual’s race, color, religion, sex, age, physical stature, national origin, disability, veteran status or any other basis prohibited by law. This includes sexual harassment that may include unwelcome sexual advances, unwelcome physical touching and other verbal or physical conduct of a sexual nature such as unwelcome verbal comments, jokes, suggestions, or derogatory remarks based on sex. Nabors who engage in sexual or other unlawful harassment will immediately be removed from the platform and their independent contractor agreement will be terminated.
- **No Solicitation:** Nabors often build trust with Clients, and that trust should not be abused. Under no circumstances should a Nabor ever attempt to sell or promote a business, product, or service to a Client.

Examples of this include but are not limited to: reverse mortgages, multi-level marketing products, gym or personal training services or medical advice.

- **No Off-Platform Visits:** As a professional independent contractor, Nabors should only go on visits with Naborforce Clients that are booked through the Naborforce platform to ensure the safety and accountability of both Nabors and Clients. Booking a visit with a Client off the platform is strictly forbidden.

The following may also result in your removal from the Naborforce platform:

- Changes to your criminal history or motor vehicle record - Nabor background checks are continuously monitored for active Nabors. In the event new information appears on your background check, your ability to operate on the Naborforce platform will be reconsidered.
- Low Nabor rating
- Significant complaint from a Client
- Driving concerns
- Poor vehicle condition
- High cancellation rate
- Failing to make confirmation calls
- Failure to complete the Post Visit Report in a timely manner
- Punctuality
- Providing services outside of scope
- General lack of empathy toward our Clients or the Naborforce Team
- Not embodying the spirit of being a Nabor
- Violation of the Naborforce Way

PAY

Nabors are paid by the hour. We have a one hour minimum per visit and prorate every five minutes after the first hour. Nabors are paid for the previous month's earnings via ACH on the 5th of each month (or the closest business day prior to the 5th). Payment will be deposited to the bank account that the Nabor provides during the onboarding process. If you wish to update your payment info, please

email the Naborforce Team at support@naborforce.com to let us know and we will schedule a call with you to update it. For the protection of your personal information, DO NOT send any payment information to the Naborforce Team via email.

Nabors are independent contractors. If you meet the paid income threshold for the tax year, you will receive a 1099-NEC via your email and the address we have on file. Please note that your paid income amount for the year does not include mileage or expenses.

Have additional questions? Please review our Frequently Asked Questions by clicking here: [Nabor FAQs](#) or visiting <https://naborforce.com/nabor-faq/>