

B Corp Certification - Disclosure Questionnaire Documentation

PROVIDED BY: [CarePros](#)
UPDATED AS OF: [02/08/2022](#)

DISCLOSURE QUESTIONNAIRE CATEGORY	Other - On call workers and contractors
TOPIC	Workers operate in an industry where they are required to be on call
SUMMARY OF ISSUE	CarePros offers out of home care, child and youth facility care and support home operators. As such, they work with a variety of full and part time employees and contractors who are required to be flexible in their scheduling to allow for short notice assignment. These workers may also work overnight to carry out their services and may work up to twentyfour (24) hour shifts.
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	2 supervisors out of 7 are required to be on call at any one time. The company has the following breakdown of workers and contractors: - Full time staff: 59; - Part time staff: 48; - Contractors: 29; Part time staff work as child and youth care workers across their programs, whereas contractors are contracted foster caregivers.
IMPACT ON STAKEHOLDER(S)	Staff are allowed to take personal leave for appointments, sick days and other health and wellness activities. Full time employees are entitled to participate in all of the company benefit plans. Part time employers are not entitled to participate in the company's benefit plans unless they work a minimum of 20 hours per week on a regular basis.
IMPLEMENTED MGT PRACTICES	Considering the sensitive nature of the work, employees have ongoing supervision with their direct supervisors. The company also offers a 'People Connect' benefit plan with affordable rates for counseling, mental health resources, guided meditation and support for all full time staff. Health benefits provided by the company include psychology, therapy, and other physical treatments. The company has a Health and Safety Committee that holds quarterly meetings to ensure that safety and wellbeing of their employees. All employees and contractors are covered by Worker's Compensation Board (WCB) for workplace injuries and any financial loss occurred due to any incidents. All employees are allowed to work at other companies. There are no repercussions for staff that are unable to take shifts on short notice. Full time staff are guaranteed a minimum of 30 hours per week. There is no minimum hour guarantee for part time staff. Contractors are offered 1 year+ contracts as therapeutic foster caregivers to a young person and provide a family-based environment. Except for health & dental benefits, contractors receive all of the perks that employees receive. The company conducts feedback and engagement surveys with their foster caregiver contractors on a quarterly basis. The maximum number of clients that an employee is assigned to is 3 clients. The maximum number of clients that a contractor is assigned to is 2 clients. The attrition rate for contractors in 2021 was exceptionally high due to the pandemic.
REPORT	Due to the confidential nature of the company industry and the protection of the identities of minors, they don't produce publicly available information that may involve the clients that they support.
OTHER MANAGEMENT COMMENTS	56% of the turnover was a result of an "end of contract" that was not immediately renewed. We have issued new contracts to previous therapeutic foster caregivers in 2022 when they had received a new client placement. In comparison, voluntary resignation of the contractors were responsible for 6% of the turnover.

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COMPANY: [CarePros](#)
UPDATED AS OF: [07/12/2022](#)

DISCLOSURE QUESTIONNAIRE CATEGORY	Significant layoffs of >20% of workforce
ISSUE DATE	Dec-21
TOPIC	Significant layoffs due to high turnover rate in industry
SUMMARY OF ISSUE SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	In 2021 company dismissed 34 employees out of 144 employees without cause a total of 23.61% due to a high turnover rate in the caregiving industry 34 employees were laid off, representing 23.61% of the company's employees at that time for the year
IMPACT ON STAKEHOLDER(S)	Primary impact was loss of employment for affected employees. The company offers Severance pay. In accordance with employment standards, and usually above and beyond what is required The company also provides Extended health insurance coverage from 3-6 months depending on the position. The company offers employees Professional development resources (e.g., resume reviews, mock interviews).
IMPLEMENTED MGT PRACTICES	The company offers Unemployment resources (e.g., guidance on how to receive unemployment benefits).
