

# COVID-19 Update



## September 11, 2020

We continue to actively monitor the situation regarding the most recent coronavirus, known as COVID-19. In an attempt to keep you informed about the latest developments, we are sending out regular communication such as this to provide updates and answers to frequently asked questions. **We encourage you to share these updates with all members of your team, especially those who may not have regular access to email.** The latest all-employee communications and updated responses to FAQs can be found at:

<https://www.kindredhealthcare.com/employees/covid-19-updates>.

## Dear Colleagues:

I hope everyone had a safe and enjoyable Labor Day weekend, and that you were able to find time to relax and enjoy the late summer weather. Today marks the nineteenth anniversary of one of the most painful events in our nation's history – the terrorist attacks on America that resulted in the tragic loss of nearly 3,000 lives. Each year, September 11 gives us the opportunity to reflect on the events of that fateful day in 2001, commemorate the lives of those we lost to the attacks, and honor the first responders and members of our armed forces who sacrifice so much in service to our country and our communities. I wish all of you peace and comfort on this difficult day.



As we start to look forward to the fall, many experts are predicting the next few months could be challenging as seasonal influenza viruses begin to spread along with the virus that causes COVID-19. As a result, **the U.S. Centers for Disease Control and Prevention (CDC) recently stated that getting a flu vaccine this year is more important than ever.** The CDC recommends that all people 6 months and older get a yearly flu vaccine, with September and October noted as being the best times to get vaccinated. You can learn more about the CDC's recommendations by visiting their [2020-2021 Flu Season webpage](#).

## Educating Healthcare Decision-Makers on Kindred's Unique Role in Helping Patients Recover from COVID-19



As a healthcare company that specializes in caring for some of the most medically complex patients in the country, Kindred is uniquely positioned to play an important role in caring for individuals recovering from COVID-19. However, in some cases, our referral sources may not be aware of the value that our various care settings can offer. Whether it's emphasizing the importance of hospital-level infection control, outlining the vital role of rehabilitation in recovering from COVID-19, or highlighting innovative technology that can help potential partners deliver better outcomes, we work tirelessly to educate physicians, executives, and other healthcare decision-makers about our expertise and value proposition.

Among the tools we use to accomplish this important task are white papers and other educational guides. Throughout the pandemic, our clinical, operations, and marketing teams have collaborated on a variety of resources that highlight the outstanding work you and your colleagues do, while also detailing the improved outcomes and added value that our services provide. Below are links to several white papers and guides we have published over the last few months:

- [Why LTAC Hospitals are often the Right Choice for Critically Ill Patients](#) – Outlines the clinical capabilities that distinguish two post-acute care settings and assesses the most appropriate patient types for each to help deliver better results for providers and chronically, critically ill patients.
- [For Continued Acute Level Care, LTAC Hospitals May Be the Best Option](#) – Describes the LTAC hospital level of care, key indicators that patients may benefit from this level of care, and how an early assessment by a post-acute care representative can provide care management solutions for referring hospitals and positively impact patient outcomes.
- [The Growing Importance of Advanced Hospital-Level Infection Control: Five Differing Standards in Post-Acute Care Protocols](#) – Highlights five standards maintained by long-term acute care hospitals to combat infection and protect the most vulnerable of patients, as well as the benefits of these hospital-based standards compared to other levels of care.
- [The Critical Role of Rehab in COVID-19 Recovery](#) – Provides research findings and key strategies hospitals can utilize to improve outcomes through rehabilitation for the care of patients recovering from COVID-19.
- [Why Care Settings Matter: Advantages of Inpatient Rehabilitation for COVID-19 Recovery and Beyond](#) – Breaks down the key differences between the levels of post-acute care, the unique benefits of inpatient rehabilitation in treating COVID-19 patients, and the opportunity to optimize your rehab program or start a new program.
- [Case Study: Keys to COVID-19 Success Through Partnership](#) – Highlights the efforts of our Kindred Hospital Rehabilitation Services teams to optimize facility operations and patient care, helping to ensure both staff and patient needs are met in order to achieve positive outcomes during recovery from COVID-19.
- [Technology for Today's Rehab and Recovery](#) – Outlines three key innovative technology solutions offered by our RehabCare teams that Skilled Nursing Facilities (SNFs) can utilize to efficiently and cost-effectively ensure operational success and positive financial throughput.
- [Strategies to Combat the Rise of Behavioral Health Needs Due to Social Isolation](#) – Describes the effects that isolation has on behavioral health and overall resident health, and the key strategies to combat it.

I encourage you to read through these resources at your convenience to see how the work you do each day is having a profound impact on supporting the healthcare needs of our communities during this challenging time.

### Contact Tracing – What You Should Know

Contact tracing is becoming more prevalent in communities across the country in an effort to slow the spread of COVID-19. For example, in the June 19 edition of this newsletter, I shared details of Lacuna Health – a subsidiary of Kindred Healthcare that offers a virtual 24-7 clinical call center – being awarded the contract to conduct contact tracing for Louisville, KY, and the surrounding Jefferson County area.

As contact tracing efforts expand, you or someone you know may have questions about what to expect if you are contacted. The CDC has a [resource page](#) dedicated to contact tracing, but here are a few key points to keep in mind:



- **If you were around someone diagnosed with COVID-19, the health department or an affiliated partner may call you.**
- **Answer the phone if you receive a call from your local health department.**
  - Your discussions with the health department staff are confidential; your personal and medical information will be kept private and only shared with those who may need to know, like your health care provider.
  - Your name will not be shared with those you came in contact with. The health department will only notify people you were in close contact with (within six feet for more than 15 minutes) that they might have been exposed to COVID-19.
- **During contact tracing, the health department WILL NOT ask you for the following:**
  - Money
  - Your Social Security Number
  - Bank account information
  - Salary information
  - Credit Card numbers

For more information about contact tracing, please visit the [CDC's website](#).

### **Use SmartDollar in September for a Chance to Win up to \$5,000**

Earlier this year, Kindred introduced SmartDollar, an online financial wellness program that is offered at **no cost** to all full-time and part-time team members through Kindred's benefits plan. Managing your finances can be difficult no matter what, but in light of the COVID-19 pandemic, we understand more people are stressed about their finances than ever before. SmartDollar is a self-paced program with engaging video content, a best-in-class budgeting tool, and a database with answers to thousands of real-world questions. All of this information is available 24 hours a day, seven days a week, and can be accessed from any computer or mobile device.



**Throughout the month of September, SmartDollar is giving away cash awards ranging from \$500 to \$5,000 just for creating an account and logging in at the beginning of each week.** Here's how to enter for your chance to win:

1. Create your SmartDollar account any time before September 30, 2020. Go to [smardollar.com/enroll/trp\\_105368](https://smardollar.com/enroll/trp_105368)
  - You will need your eight-digit personnel/employee number (including all leading zeros) to register, which can be found on your pay stub.
  - You also can enroll via the text-to-enroll feature. From your mobile device, simply text **Kindred** to **33789**. The enrollment link will be sent straight to your device.
2. Log in to SmartDollar each day and earn SmartDollar Points by completing an activity or using the EveryDollar budget tool. Each day you earn SmartDollar Points, you will receive an entry into the weekly cash giveaway. The giveaway period runs through the end of the month.
3. The more you use SmartDollar in September, the higher your chances to win! A winner will be drawn at the end of each week.

To learn more about SmartDollar, click the image or link below to view a short video introduction:



## [Introduction to SmartDollar](#)

Regardless of your current situation, SmartDollar’s budgeting tools are designed to help you. We hope you find the program to be a valuable resource to help you reach your financial goals and that it reduces some of the stress you may be feeling during these uncertain times. With the chance to win extra cash, September is the perfect time to sign-up!

As always, please remember to be safe, be kind, and stay well. We appreciate your dedication and continued support.

Regards,

Ben Breier  
President and Chief Executive Officer  
Kindred Healthcare

## **Responses to Frequently Asked Questions**

Kindred has established a dedicated mailbox ([COVID19EmployeeQuestions@kindred.com](mailto:COVID19EmployeeQuestions@kindred.com)) to collect and answer any questions you may have.

**Q. Is Kindred electing to participate in the “payroll tax deferral?”**

**A.** No. An executive order signed by President Trump last month offers employers the option of not withholding Social Security payroll taxes from the paychecks of those earning under \$104,000 annually, for the remainder of 2020. It’s not a mandatory program, and employers must choose whether or not to participate on behalf of the entire employee base. Individuals are not allowed to opt in or out on their own.

As currently structured, the program only defers payroll taxes, but does not eliminate them. **Any employee whose taxes are deferred will likely have to pay them back before April 30, 2021.**

Kindred has reviewed the program and determined that it is not in the best interest of our caregivers and team members because of the potential for increased financial burden once the deferral period ends December 31, 2020, and the deferred taxes become due by April 2021. As a result, Kindred has elected not to participate, and no payroll taxes will be deferred.

**For the full list of the most current responses to frequently asked questions and other updates, please check the following page on a regular basis: <https://www.kindredhealthcare.com/employees/covid-19-updates>**