

COVID-19 Update



April 24, 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:*

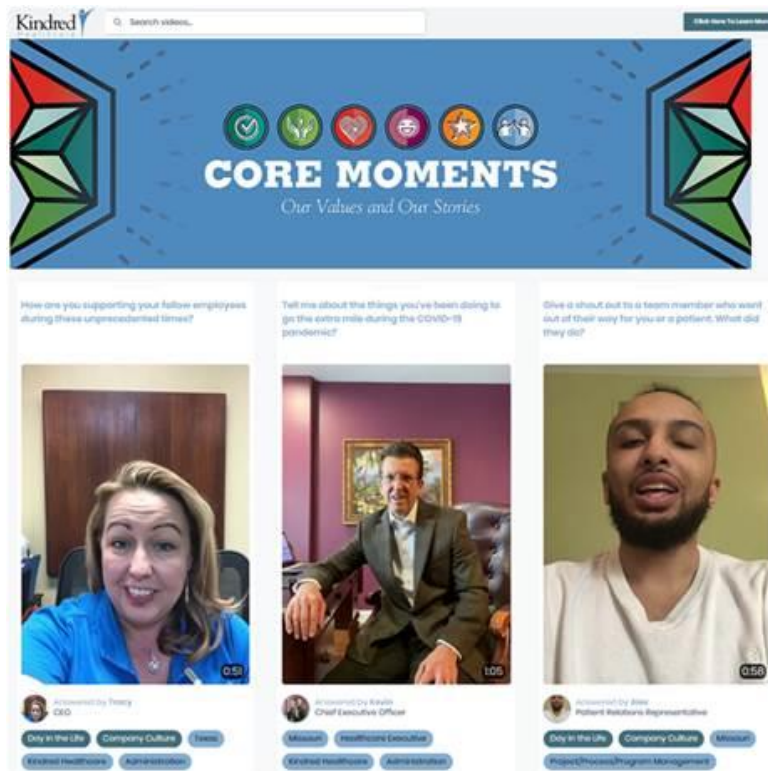
<https://www.kindredhealthcare.com/employees/covid-19-updates>.

Dear Colleagues:

With another week wrapping up, I hope today's update finds all of you doing well physically, mentally and emotionally. The pandemic continues to demand we find innovative ways to accomplish tasks that we used to take for granted, and take precautions to remain safe that most never thought we would have to take in our daily lives. Through it all, we continue to hear reports of our team members doing whatever it takes to care for patients, connect with family members, support the nation's health system, and look out for one another, all while embodying the Core Values that define who we are at Kindred.

One of the ways we are hoping to share some of the great stories from across the enterprise is via the new Kindred Core Moments page: www.KindredCoreMoments.com. The page features short videos, self-produced by our team members throughout the company, offering tips or suggestions on a variety of topics as well as recognizing their coworkers who are doing extraordinary things in the face of this global health crisis.

To view the page, click on the image or link below:



[Kincred Core Moments](#)

New videos will be added to the page frequently, so be sure to check back often to see how your fellow teammates are adapting and thriving during these uncertain times. If you have a story you want to share, watch for communications in the days ahead on how to submit a story for your specific division or line of business.

Healthy Steps Wellness Update – New Activities Available to Help You Earn the Reduced Medical Plan Rate for 2020

We previously adjusted the point total requirements for the Healthy Steps Wellness program to make it easier for participants to achieve the points needed to earn the reduced Healthy Rewards Rate for 2020. This was done to ensure our benefits programs are providing the support and flexibility you need as you work through challenges during this difficult time. The adjusted point total requirements are listed below:

For medical plan participants with coverage effective January 1, 2020

- April 30, 2020 Deadline – point total requirement lowered from 2,500 points to 2,000 points to earn the Healthy Rewards Rate for June 1 – August 31, 2020.
- July 31, 2020 Deadline – point total requirement lowered from 4,000 points to 3,500 points to earn the Healthy Rewards Rate for September 1 – December 31, 2020.

For medical plan participants with coverage effective any time between January 2 and May 31, 2020

- July 31, 2020 Deadline – point total requirement lowered from 2,500 points to 2,000 points to earn the Healthy Rewards Rate from September 1 – December 31, 2020.

Recently, we added several new activities for which you can earn points that are designed to acknowledge some of the things you are already doing in your day-to-day personal and professional lives – including living our Core Values – during the COVID-19 pandemic. Those new activities include:

- **Following Health PPE Processes** – Earn 50 points per week by following safe and healthy personal protective equipment (PPE) practices.
- **Give Your Best** – Earn 50 points a week by challenging yourself to be relentless in delivering on commitments and being better than you were the week before.
- **Give Thanks to Our Healthcare Heroes** – Earn 100 points for adding a comment to thank your coworkers and our Kindred teammates for all they are doing on the frontlines to care for our patients.
- **Stay Focused on the Patient** – Earn 100 points by adding a comment with your best advice when caring for patients.

You can find these activities and many more to help you earn the reduced medical plan rate for the remainder of 2020 by accessing your Healthy Steps Wellness account at www.healthystepswellness.com (team members may also access the site from www.KindredforMe.com without a separate login). Please contact the Kindred Benefits Marketplace at 1-800-991-6171 if you have questions or need additional information.

Reminder: Support Team Members in Need via The HOPE Fund

As a reminder, if you are looking for a way to support our team members who are facing catastrophic financial challenges related to the COVID-19 pandemic, contributing to the HOPE Fund is one way to help.



The HOPE Fund is Kindred’s 501(c)(3) charitable organization that was established to provide support to team members facing a wide array of catastrophic events, ranging from natural disasters and unexpected medical issues, to homelessness and the loss of immediate family members.

To make a tax-deductible contribution, please complete the payroll deduction form that accepts one-time donations or ongoing payroll deductions:

- To complete the form manually, please print the version of the form [found here](#), complete it, and return it via fax to **1-877-737-1924**.
- To complete the form electronically, access the form from Knect via the following link (please note you must be connected to the Kindred network to complete the form electronically):
<http://legacyhome.knect.com/content//FacMgmt/HOPE%20Fund%20Payroll%20Deduction%20Form%20REV%20050719.pdf>.

If you are a Kindred team member facing catastrophic financial challenges related to the pandemic, please contact your manager/supervisor or your local HR representative so they can initiate a HOPE Fund request on your behalf.

Updates from The American Heart Association and The American Lung Association

As you may know, Kindred provides sponsorship and other financial support to select organizations such as the American Heart Association and the American Lung Association. This week, both those organizations shared updates with us about resources they are providing and actions they are taking thanks to support from Kindred and other companies:

- The American Heart Association has established a website that provides Kindred team members with updates related to the pandemic, health and safety tips, and even some stories and videos featuring lighter topics to provide a much needed break from pandemic-related news. The site is available at www.heart.org/kindred.

- The American Lung Association launched a \$25 million initiative to combat COVID-19 and defend against future respiratory pandemics. Thanks to donors such as Kindred, the American Lung Association is uniquely positioned to make a substantial and rapid impact to address the COVID-19 challenges. The initiative will:
 - Expand the Association’s ongoing respiratory research program.
 - Enhance key public health measures.
 - Establish an advanced network to stop future respiratory virus pandemics.

For more information on the American Lung Association’s efforts, visit www.lung.org/covid19.

As always, thank you for your ongoing efforts to keep our patients and fellow team members safe. 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) to collect and answer any questions you may have. Below are responses to this week’s most frequently asked questions (FAQs). You can find the latest answers to all FAQs at <https://www.kindredhealthcare.com/employees/covid-19-updates>. The page is updated throughout the week, so we encourage you to check it frequently to find the most up-to-date information.

Please note that, when applicable, we have created separate sections for questions that apply to all team members, as well as those that are specific to Hospital Division team members and Kindred Rehabilitation Services team members. For specific clinical or operational directives, please follow the guidelines as they apply to your respective care setting:

ALL TEAM MEMBERS

Q. Are there resources available for team members to help deal with stress and anxiety?

A. Yes, there are several resources available for team members to help you and your family members cope with some of the emotional challenges related to the COVID-19 pandemic, including:

- For all team members:
 - **The Employee Assistance Program (EAP)**, which provides free and confidential access to licensed professional counselors who can help you with stress, anxiety, depression and other challenges. EAP services are available 24 hours a day, seven days a week, via phone at 800.854.1446 or online at www.unum.com/lifebalance.
- For team members enrolled in a Kindred medical plan:
 - **Teladoc Telemedicine Services**, which provides anytime, anywhere access to quality healthcare services by U.S. board-certified physicians via consultation conducted by phone or video. Consultations are available for a variety of non-emergency conditions, as well as behavioral health issues such as stress and depression. For more information about Teladoc, please visit www.teladoc.com or call 1.800.835.2362.
 - **Healthy Steps Wellness Program**, which offers several activities and coaching programs that can help you during this difficult time. You can access your personal Healthy Steps Wellness account at www.healthystepswellness.com or via www.kindredforme.com.

For more details on these resources, please review [the Wellness and Well-Being flyer](#) that is being mailed to team members' homes this week.

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>