Becoming a KARE HERO

How to Become a KARE HERO · https://doyoukare.com/docs/heroes/getting-started-hero/becoming-a-kare-hero/

Overview

Welcome to your journey toward becoming a KARE HERO! KARE Heroes is your app to finding shifts and working them to earn money.

This guide will walk you through each step of the onboarding process, helping you understand what to expect, what is required, and how to set yourself up for success. From license verification to submitting a tax form, this article is here to make your onboarding experience as smooth as possible.

Let’s get started and help you begin picking up shifts and earning with KARE!

Why Become a KARE HERO?

Becoming a KARE HERO means joining a community of passionate, skilled healthcare professionals who are changing lives every day. As a HERO, you get the flexibility to choose when and where you work, competitive pay, and access to shifts in trusted Communities that need your help the most.

You are in control of your schedule - work full-time, part-time, or just when you want. With the KARE Heroes App, everything you need is at your fingertips: manage your profile, find shifts, and get paid fast.

But it is more than just a job, it is your chance to make a difference. Every shift is an opportunity to bring care, comfort, and compassion to seniors who truly need it.

KARE HEROES do not just work, they save the day!

How to Become a KARE HERO?

To become a **KARE HERO**, all users must complete a "candidate" onboarding process. This process ensures that you are eligible to work as a caregiver in senior living. **The onboarding process includes the following steps:**

- Signing up with KARE Heroes and Setting Up Your Profile
- Verifying your healthcare license
- Acknowledging KARE's SMS Opt-In, Terms of Service and Privacy Policy
- Going through an interview
- Upload required supporting documents
- Background checks and drug screenings
- Final profile review

Signing up with KARE Heroes and Setting up your Profile

Users are required to signup on KARE Heroes to start the process of becoming a HERO. The first portions of signing up require inputting basic information about yourself and verifying your phone number via a code. Once through the phone verification process, you will be prompted to input additional personal information.

Follow the steps to Sign up in the following article:

Signing up with KARE

Step 1: Verifying your License

All Heroes are required to show proof of a valid healthcare license. You will be asked to specify details of your license from the following categories:

- License state
- License type

- License number (optional)

If you do not have a license number on hand, you can still proceed without one by tapping the "*I do not own a license number*" checkbox. Submit your license information by tapping the "*Submit for Review*" button. Once submitted, KARE onboarding specialists will review your information and validate whether your license is valid. You will receive a notification once your license is approved.

For more information, read the following article:

License Verification

Step 1.1: Acknowledge KARE's SMS Opt-In, Terms of Service and Privacy Policy

Once you submit your healthcare license and it is approved by KARE's onboarding specialists, you will be required to review and accept KARE's terms of service and privacy policy.

Terms of Service

KARE's terms of service covers many topics including but not limited to:

- What policies apply to all users of KARE, how KARE works, what KARE isn't, registration on KARE, responsibilities, content, suspension and termination from the platform
- Professional relationship between KARE and registered Heroes, registration information, payment, HIPAA, and more

Privacy Policy

KARE's privacy policy covers many topics including but not limited to:

- What information does KARE collect
- How does KARE process the information
- Legal rights to processing information

- How we share information
- How to contact KARE about privacy
- How to review, update, and delete data that KARE collects

Step 2: Go Through an Interview

KARE loves to get to know its Heroes before they start working. Once your license is verified, our onboarding specialists will typically call you within 24 hours during weekdays or 48 hours on weekends to initiate an interview lasting 10-12 minutes. If you don't want to wait, you can always call us through a number provided on the Heroes app!

During the interview, important topics will be covered like:

- Why KARE is not a staffing agency
- Tax implications of being classified as a 1099 worker
- Payment methods
- Star rating system

More details of your interview in the following article:

Interview with License

Step 3: Upload Required Supporting Documents

In order to ensure that your profile is complete and compliant, we require candidates to upload documents required by the state you are licensed in, tax forms, bank account information, resumes, and background check processing documents. Be sure to upload all required items to avoid delays in your approval process. Not all states will require the same documentation.

Typical state required documents include:

- Drivers license
- Healthcare license

- BLS certification
- COVID vaccination forms or exemption

Follow the steps to Add your documents properly in the following article:

Adding Documents In Onboarding

W9 FORM

KARE W-9 Form – Tax Information and 1099 Status

Since KARE Heroes are classified as 1099 independent contractors, you are required to submit a completed W-9 form as part of your onboarding.
This form helps us report your earnings correctly to the IRS and ensures you get the appropriate tax documents at the end of the year.

KARE W9 Form - Taxation and 1099 Status

Your W-9 will be saved to your profile and submitted to the KARE team for review. You won't be able to receive payments without this step, so make sure it's done early in the process!

Step 4: Background Checks and Drug Screenings

In order to be compliant with state laws, as well as give communities peace of mind when accepting a HERO applicant, we require Heroes to submit background check and drug screenings.

Once you have gotten to step 4, you will receive an email through KARE's drug and background check partner, Checkr. Follow the instructions through your email to get started.

If you need more help understanding how to set up a drug screen appointment, please go to our help article on:

Utilizing Checkr for Health/Drug Screens or Background Checks

Step 5: Final Profile Review

After uploading all required documents and completing the proper background check/drug screen forms, your profile will be reviewed one final time by our onboarding specialists. Each document will display a review status indicating what it is been approved or still under review.

Profile Review

Other Important Things to Do

Selecting Cities

Once you have been approved to become a HERO, you will need to select cities/market areas to start seeing shifts. Markets are separated by state. You can select multiple markets if you plan on working in different states/cities or are interested in viewing what other states/cities have to offer.

Navigating My Profile and Settings

Need Help?

Our KARE Support Team is here for you:

- **General Support:** (832) 380-8740
- **In-App Messaging:** Available daily in the KARE app.
- **Email:** karerecruiting@doyoukare.com

We will respond as quickly as possible.

Additional Resources

KARE Support Hours