

RYAN Care Fund FAQs

Eligibility

- Am I eligible for assistance?
 - All actively employed, full-time regular associates of Ryan Lawn & Tree may apply for assistance related to the following focus areas in the event of emergency or unexpected need:
 - Health / Medical / Counseling services
 - Primary Residence (Rent / Mortgage / Utilities / Natural Disasters / Personal Loss)
 - Transportation (vehicle repairs, access issues)
 - Funeral / Memorial expenses
 - Adoption
 - Domestic Violence or Safety Crisis
 - Emergency Veterinary Services
 - Associates may also apply for assistance due to need by current members of their household (ex: unexpected medical care for spouse or child).
- Are there any expenses that are not covered by the Care Fund assistance program?
 - Routine, expected costs of living are generally not eligible for assistance under normal circumstances. These exclusions include but are not limited to:
 - Routine bills, credit card payments, or manageable debt.
 - Non-essential repairs or maintenance (e.g., routine car maintenance).
 - Foreseeable expenses, such as the initial cost of a planned move.
 - Legal fees not related to a qualifying hardship (e.g., divorce proceedings).
- How much assistance is available?
 - There is a maximum award per associate/household per year. This is evaluated on an annual basis and subject to change based on availability of funds and need.
- Can I apply more than once?
 - Recurring applications will be considered on a case-by-case basis, provided they do not exceed the annual maximum award.

Application and Award Process

- How do I apply for assistance?
 - Create a login and apply for assistance by clicking the link below or copy and paste the web address into your browser:
 - <https://bbgm-apply.yourcausegrants.com/apply/auth/signin>
 - The application will request paystubs, receipts, estimates, and/or additional supporting documentation related to the request for assistance. Please be prepared to provide this information to expedite processing.

- Paystubs can be downloaded from the Paylocity app, or by logging in on a laptop or desktop computer.
 - Under “Pay” you can view your checks by pay date.
 - While viewing a check in the app, click the square icon with a downward facing arrow in the bottom right.
 - While viewing a check online, click “Download Paystub”.
- What if I need help with the application?
 - Contact a member of the Care Team for general guidance or assistance.
- Will my personal supporting documentation be shared with anyone at RLT?
 - Your application will be reviewed by Helping Hands (an independent third party). Ryan Lawn & Tree and Helping Hands are committed to confidentiality and maintaining the anonymity of all applicants.
- How soon can I get approved?
 - You will receive an email confirmation of your submission immediately. Your application will be approved or denied within 24-72 hours.
- How are funds delivered?
 - Funds are paid in one of two ways:
 - Vendors can be paid directly. In the event of emergency repairs, this is often easiest and most efficient.
 - If you have already paid an invoice or bill, funds can be deposited to your bank account via ACH or check.
- If my application is not approved, are there other resources for assistance?
 - Yes. You can access a list of additional support resources [HERE](#). These are sorted by branch/city for convenience.

Contributions

- Where does the money in the Care Fund come from?
 - Ryan Lawn & Tree stocks the fund with an annual contribution at the beginning of each year. The company’s contribution is evaluated annually based on historical need.
 - Current employees may also make contributions to the fund.
- How can I donate to the Care Fund?
 - You may make a one-time contribution by following this [link](#).
 - You may set up a recurring payroll deduction through Paylocity.
 - Click on the open task on your Paylocity home screen. You can choose from pre-set amounts of \$5, \$10, \$20, or a custom amount to be deducted from each pay period.
- Is my contribution tax-deductible?
 - Yes. Total yearly contributions over \$250 will receive a charitable tax receipt. Total contributions below \$250 do not receive a charitable tax receipt, but are still tax deductible.