



DAILY REWARDS • AGENCY GUIDE

What to Post in Moments

Daily Rewards turns Caribou into a daily habit. Caregivers check in every day to complete small activities and earn rewards. Engaging with your Moments posts is one of those activities, making Moments a communication tool that gives your posts more visibility. It's most effective when there's fresh content and you continuously encourage your caregivers to engage.

Best practices: get started with any of these six categories

These are suggestions to spark ideas, not limits. Post anything your caregivers would find useful or fun.



Policies & how-tos

Vacation requests & notice required, PPE pickup, clock in/out steps, call-out procedure, timesheet deadlines



Pay & more work

How to find more hours, open-shift callouts, payday reminders, referral bonus details, overtime rules



Training & compliance

In-service deadlines, EVV tips, certification & TB test renewals, documentation reminders



Agency news

Office closures & holiday hours, new office staff, new service areas, program changes, your newsletter



Recognition

Milestone birthdays (40th, 50th...), anniversaries, caregiver of the month, draw winners. Everyday birthdays already post automatically.



Seasonal & safety

Weather alerts, flu & heat safety, plus holidays like National Caregivers Month, Nurses Week, Thanksgiving



Mix your media: posts can include links, photos, and videos. Share your agency newsletter, a training video, or a holiday clip from the office.

Example posts *(adapt the details to your own policies)*

"Planning time off? Vacation requests must be submitted at least 14 days in advance. Call the office at [number] or submit through [system]."

"Need gloves, masks, or other PPE? Pickup is at the front office, Monday–Friday, 9am–4pm. No appointment needed, just sign the log."

"Clock-in reminder: clock in within 15 minutes of your shift start using [method]. Missed clock-ins affect your EVV compliance and can delay your pay."

"Looking for more hours? Update your weekly availability in the app. Schedulers can see your availability when booking shifts."

Keep it sustainable: 2–3 posts a week (~15 min) • rotate categories • batch predictable posts monthly

Questions? Reach out to your Customer Success Manager. We're happy to help you get started.