



Instacart, like almost every other major gig company, has **released a PR statement** claiming they're protecting sick workers and public health by offering us paid sick leave.

The reality is, their sick leave is designed to be virtually impossible to access. Very few workers who are sick with COVID can actually access sick pay from Instacart — and that means workers will have no choice but to continue shopping and delivering groceries to customers, **risking further spread of the coronavirus.**

- Have you applied for COVID financial aid with Instacart or another gig company? [Tell us about what happened here.](#)
- Want to see how Instacart stacks up against the rest? [Click here for a breakdown of “sick pay” policies on each app.](#)



What's wrong with Instacart's sick pay?

[Click here](#) to read the statement Instacart has released about their sick pay.



- Workers who **can't access a test** because of limited supplies
- Workers who are **waiting for test results**
- Workers who have a **doctor's note telling them to quarantine** due to suspected COVID
- Workers who have been told to self-isolate **because they're at high risk for COVID**

If you are diagnosed with COVID-19 or placed in individual mandatory isolation or quarantine as directed by a local, state, or public health authority, we can help support you with up to 14 days of pay while you are unable to shop on the Instacart platform. Extended pay is not available for individuals who choose to self-quarantine or are self-diagnosed, or for situations where stores within a zone are shut down or all residents of a municipality are placed in shelter-in-place or quarantine.

If you are a full-service shopper, contact claimsrequest@instacart.com for more information. If you are an in-store shopper or other part-time or hourly employee, please contact extendedpay@instacart.com for more information.

Instacart provides **virtually no information about what's required to file a claim** — they just tell workers to send them an email if they think they're eligible. That means few workers will know how to access sick pay — and even fewer will get it.

For the few who do, Instacart's policies will pay out a tiny fraction of what real "sick pay" would:

- Instacart says they'll provide **sick pay for "up to" 14 days**.
- The pay per day will be **based on average pay in the 14 days before diagnosis** — when workers were already sick and likely needed to stay home, making their pay **much lower than typical**.
- And they're calculating it based on what Instacart pays, **not including tips** — which make up about 1/3 of workers' take-home income.

What happens when workers try to get sick pay from Instacart?

"I have worked for Instacart for six years and never had an issue. I inquired about the 14 day coronavirus pay because **I had gotten tested**



- DOUGLAS, LINNWOOD, WA

“I called support and told them I shouldn’t be working right now because **my daughter and I both had a fever and cough, and the doctor told us to self-quarantine**. When I asked about sick pay, the shopper support rep scoffed and laughed it off — **he said if I wasn’t diagnosed I can’t get help and I can keep working.**”

- APRIL, MCCLELLAN, CA

“**On the 21st, I woke up and I couldn’t breathe. I felt like I was drowning.** I went to the hospital and they said it was likely I have COVID, so they gave me a test. It’s been eight days and I don’t have my results back, but **the doctor told me to quarantine while I wait for them so I don’t spread the virus to others.**”

As soon as I got home from the hospital, I submitted my paperwork to Instacart. I submitted every proof I could — including **discharge papers instructing me to quarantine**. Today Instacart finally responded: “**you do not meet the requirements to receive extended pay.**” They gave me no information about how I could access aid — **they didn’t even tell me to stop working.** They’re not helping people stay home. They’re **putting our communities at risk.**”

- LAURA, SPRINGFIELD, IL

Instacart is one of the worst offenders — but every major app has released a “sick pay” policy that’s really just a PR statement.

Don’t let gig companies **continue to operate as “essential businesses”** without **providing their workers with essential protections**. **Sign on to the demand for sick pay** that actually pays, & share this page to spread the word.



THE PAY UP CAMPAIGN IS A PROJECT OF WORKING WASHINGTON

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The Pay Up campaign is a national effort sparked by Instacart workers who organized to take back their tips & push back against pay cuts. It has been established as a project of Working Washington, a workers' rights organization based in Seattle that has led numerous groundbreaking efforts to advance labor standards at the local, state, and corporate levels. For more information about Working Washington, check out workingWA.org