



# Jane Benefits



# Hey there! ✨

Ready to join the Jane team?



# There's a whole lot of good stuff waiting for you inside.



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# Life at Jane

Welcome to Jane! We can't wait to get to know each other. Here's a little bit about us to get started.

## Our story

Back in 2011, Ali was in the process of opening a multidisciplinary clinic and Trevor was helping her build her brand and website. After hearing Ali's frustrations about available clinic management software (they were inflexible for her different disciplines, didn't respect her brand, and just didn't have everything she needed) he offered to build her something.

Six weeks later, the very first version of Jane was born. And not long after, clinic owners around town took notice! After numerous requests to use their software, Ali and Trevor decided to build it out into a fully licensable product that other practices could use too.

In 2014, Jane was ready to launch and hasn't looked back since. We strive to build the most helpful software possible for our customers and a truly awesome work environment for our team.

To hear our co-founder and co-CEO, Alison Taylor, talk more about Jane's mission-driven approach and provide deeper context into life at Jane, check out her interview on The [AcuSprout podcast](#), or if you prefer a video format, her interview on [The Startup CEO Show!](#)



## **Our mission: Helping the helpers**

We are here to help the helpers. We are one of the few allies to allied health practitioners in the health care space. We want what is best for them and their small businesses as they provide care to their communities.

## **Our vision: More happier helpers**

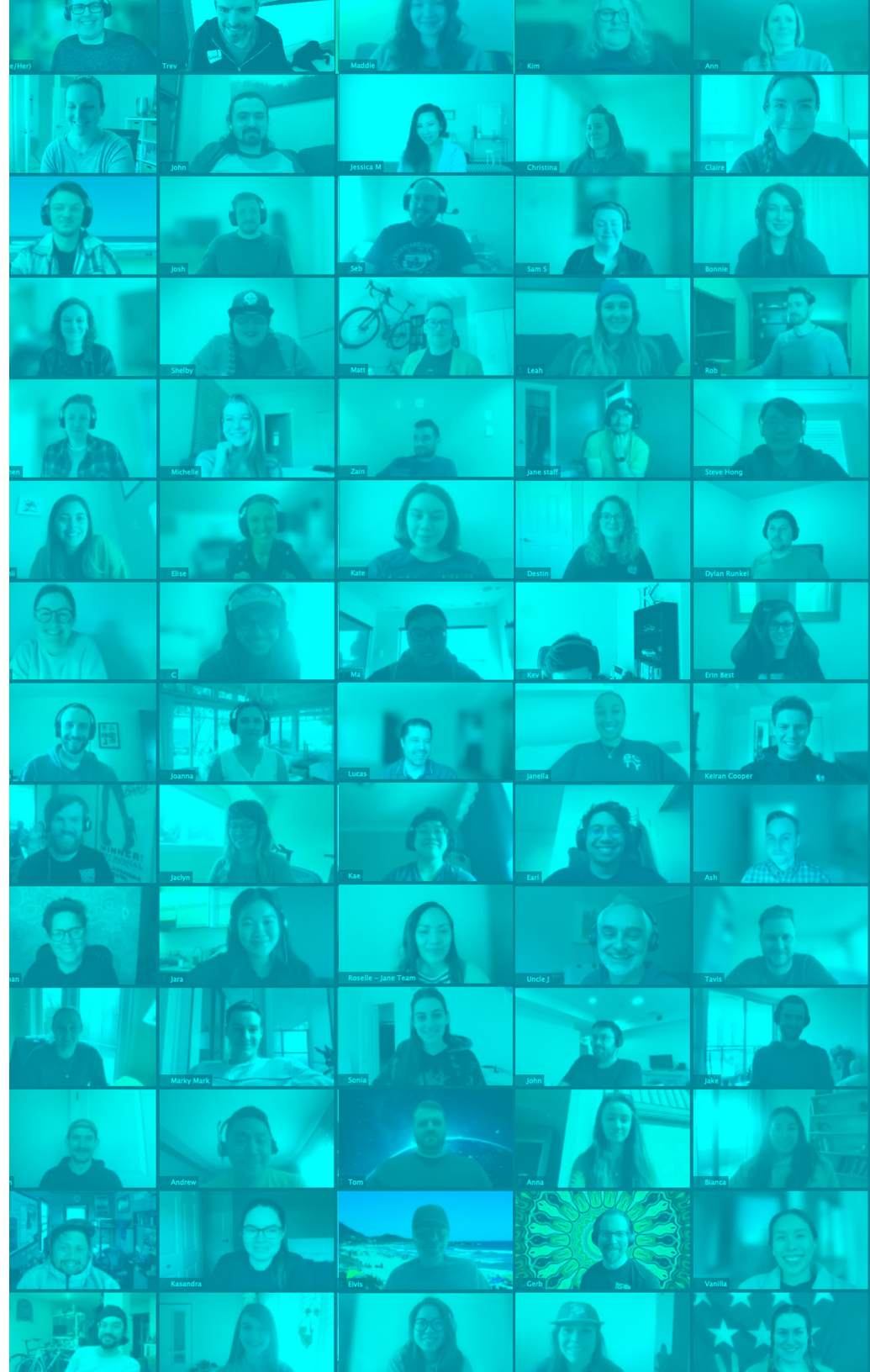
To create a thriving community of health care professionals who are succeeding in their businesses and providing engaging care to their patients, in which Jane is a delightful, powerful, and integral member of every one of their teams.

# Remote work

Jane is a remote-first, Canadian company. 🇨🇦 Born and raised in North Vancouver, we've since spread our wings and flown across the country and around the world. Jane still has a local office that overlooks the North Shore mountains and the Pacific Ocean for anyone who'd like to use it. We are committed to providing an excellent work environment while working from home, too.

Being remote-first means you can live and work from anywhere across Canada and there's even flexibility to temporarily work abroad. Want to spend your winters on the slopes and summers in cottage country? Go for it! We can't wait to see pictures of your adventures. 🏔️

Despite being physically apart, we've maintained a close-knit, supportive team through virtual and in-person events, company-wide challenges and competitions, and lots of fun slack channels. We even have a role on our People team dedicated to building connection and delighting our team members! If you're curious about the experience of current and past Janers feel free to check out our [Glassdoor reviews](#) and our [Capterra reviews](#).









# Jane's benefits

- ✓ Vacation & leave
- ✓ Health benefits
- ✓ Jane's Stock Option Plan

## Vacation & leave

Taking time away from your desk to celebrate life's milestones, to rest, and to recharge is important. Here's how we support that at Jane:

### Paid time off

-  **Vacation:** Starting at 3 weeks
-  **Birthday:** If your big day falls on a workday, go ahead and take it off (because who wants to work on their birthday?)
-  **Holiday gifted time:** Take 4 days at the end of the year to celebrate and recharge
-  **Parental leave:** A parental leave benefit of \$500 for up to 20 weeks is available to parents who have worked at Jane for at least 1 year. And, we'll pay your salary in full for your first 2 weeks of parental leave. This is available to Janers regardless of where they live

## Health benefits

Caring for your mental and physical health matters, and Jane's benefits are here to support you and your family. If you're in Canada, detailed information about Jane's extended health benefits package can be [found here](#).

For team members based in the U.S. or the U.K., options are available designed to meet your local needs. Feel free to reach out anytime for more specific details about what's offered in your region. Wherever you call home, your well-being is important.

## JSOP

Jane's Stock Option Plan (JSOP) means everyone here at Jane is an owner. Being an owner means caring about how Jane does business and understanding how your individual efforts impact Jane's performance. And, ultimately, it means we can all benefit when those efforts translate into increased value for shareholders.

Since 2020 we've had three opportunities to sell options for a significant profit, and we hope to continue to create opportunities like this as we grow.

The number of options you'll receive depends on two factors: your starting date and starting salary. Based on Jane's revenue at your starting date, we'll set your strike price. Based on your starting salary, we'll determine how many options you are eligible to receive.





# Jane's roadmap

We're proud of how far we've come and so excited about where we're headed.

## Jane's growth

Here are some of the ways Jane has grown over the past few years:

### Money stuff

Our Co-Founders Alison Taylor and Trevor Johnston have been recognized as leaders who've been able to grow a thriving tech company. Despite the challenges faced by many companies in our industry, Jane continues to experience opportunities for growth and success. In 2024, Jane was recognized as one of the top 50 fastest-growing private tech companies across Canada. We've remained profitable over the past 9 years, which means we don't have a zero-cash date to worry about and can reinvest every dollar in building an awesome product and company.

### The Jane team

Our team grew from 86 people sharing an office in North Vancouver at the end of 2019 to almost 600 people working remotely across Canada (and the world!) at the end of 2024. We plan to continue growing our team through 2025. On our last anonymous company survey, 93% of our team said they would recommend Jane as a great place to work, and we're more than a little obsessed with getting that even higher.

## Jane customer growth

Want to hear something cool? Our growth has largely been driven by our super-engaged user community telling everyone and anyone who will listen how much they love Jane. Our goal for 2024 was to gain 10,000 new customers, and we met (and surpassed!) that goal by year-end. For 2025, we're focussing on the US market and working to make Jane a great fit for behavioural therapy and physical therapy practices in America.



## Features

In 2024, we launched a lot of exciting features, including:

### ✓ **Supervisor support**

Added the ability to support more supervisor workflows in Jane. Making it easier to collaborate on patient files between roles in the clinic.

### ✓ **Chart accessibility features**

We took a look at the chart and note-taking tools within Jane and brought new accessibility features to their functions.

### ✓ **eFax**

A tool that allows clinics to fax paperwork electronically — no fax machine required!

### ✓ **US insurance: eligibility support**

Continuing to expand our US Insurance functionality and building ourselves up to having robust US billing functions in Jane. Last year, we added eligibility checks to Jane's US insurance features.

### ✓ **New pricing support**

Last year, we introduced new pricing and packaging for Jane subscriptions, and by all our measures, the changes went over really well with our customers.

### ✓ **Secondary insurance collection**

Clinics are now able to collect information on customer's secondary insurance policy through Jane's online intake forms. This update makes insurance billing even smoother.

### ✓ **Timesheets**

This feature allows clinics to easily track administrative employees' hours and generate payroll reports in Jane.

## Where we're headed

Here's what we're focused on for 2025 and beyond:



### Disciplines

Each discipline we work with is important to us, but this year we're focusing on being a great fit for US physical therapists, and behavioural health practitioners. As well, this year we're focusing on the patient or client experience too.

### Marketing

This year, we're focusing on making sure Jane is found, considered, and loved. That means introducing ourselves to new folks while still delighting our current community.

### Jane values

We're focusing on maintaining and strengthening our Jane values internally. Scaling responsibly means taking the time to look inwards and ensure our team is just as delighted with Jane as our customers are.

### Features

Looking at improving Jane's insurance features, keeping an eye on simplicity, and creating a better experience for our users' patients and clients.

## ☰ Projects for 2025:

### ☐ **Jane mobile app launch (patients)**

Our first mobile app will give patients and clients easier access to booking and managing their appointments with Jane clinics. This will be launched in Canada in early 2025, but we plan to expand it further in future.

### ☐ **Jane Marketplace**

Coinciding with our app launch, we'll be looking to layer in the ability to advertise your services and for clinics to find Jane clinics near them. Again, this will launch in Canada first.

### ☐ **Jane ID**

We're very excited to launch a highly anticipated feature for patients; Jane ID. This universal login will allow clients or patients to set up one set of identification credentials to log into any Jane clinic, versus having unique logins for each clinic they visit.

### ☐ **Secure Messaging**

Practitioners can chat securely, not just within the clinic, but also with patients. Simply and safely.

### ☐ **Treatment Add Ons**

If a clinic offers any special services or treatments, they can simply add an extra charge on top of the regular appointment fee with ease.

### ☐ **Selectable timezones**

Allows patients to view booking options in their timezone — even if their clinic operates in a different timezone.

### ☐ **Google Calendar integration**

A practitioner's Jane calendar and their external Google Calendar can work together to sync bookings across platforms.

### ☐ **AI charting**

Releasing this year is a new feature that turns practitioners' audio recordings into clear and organized SOAP notes through AI technology.

### ☐ **Improved family management**

The team is looking into how we can level up workflows in Jane for practitioners working with families and related patients.

### ☐ **Labs integration**

Practitioners will be able to track their lab orders and results from Jane, saving time and eliminating the need to manage multiple platforms.

### ☐ **ePrescribe**

This feature will give clinics the ability to send prescriptions directly to pharmacies right from Jane.





We hope you feel like you know us a little bit better now.

We can't wait to have you help write the next chapter of Jane's story! ✦

