



'DOUBLE-DUTY CARERS'

"We just see this as the right thing to do. We are out there working with and supporting family caregivers every day, why wouldn't we do the same for our own staff?"

NANCY LEFEBRE
SVP, Knowledge and Practice
Chief Clinical Executive
SE HEALTH & ELIZZ



IS YOUR HUMAN RESOURCE STRATEGY ADDRESSING THE UNIQUE RISK-PROFILE OF YOUR EMPLOYEES?

Health care workers are balancing work responsibilities and unpaid caring duties for their loved ones. These individuals, known as worker-carers are dealing with emotional and physical challenges as a result of their double-duty caring. Employers are impacted through costly increases in extended health benefit plans and the potential loss of skilled workers.

Forward-thinking health and home care employers create strong, healthy and productive workforces to ensure they attract and retain the most skilled and dedicated employees.

Take steps now to help ensure you remain an employer of choice.

Check out the Carer-Inclusive and Accommodating Organizations Workplace Standard (B701-17) and Helping Worker-Carers in your Organization Implementation Guide (B701HB-18)

Both resources are complimentary for a time-limited period.

A Solution for Employers—A New Workplace Standard and Implementation Guide

The Carer-Inclusive and Accommodating Organizations Workplace Standard (B701-17) and Helping Worker-Carers in your Organization Implementation Guide (B701HB-18) helps employers create practical and effective workplace accommodations that address the stigma and challenges of worker-carers. Health and home care organizations can leverage their current HR practices and create a carer-inclusive culture through four straightforward steps:

- 1 Review current HR policies and practices**

According to a recent Canadian Home Care Association (CHCA) survey of 47 health and home care employers, all of them have at least 2 types of workplace accommodations that can be applied to worker-carers, and half of them have more than 9 types of accommodations. Building on this foundation, employers can be a carer inclusive and accommodating organization by:

 - Recognizing the number of worker-carers currently employed (hint: it is more than you expect!)
 - Understanding what type of accommodations your worker-carers need and will use
 - Identifying the gaps and barriers to using your current accommodations for worker-carers
- 2 Engage senior leaders as champions**

The vast majority (91%) of health and home care employers surveyed indicated that their senior management team would commit to and engage in creating a caregiver-friendly workplace. The **Helping Worker-Carers in your Organization implementation guide** provides concrete actions to engage senior leaders by:

 - Facilitating senior management buy-in, commitment and support
 - Empowering HR to support and train managers in strategies that support worker-carers
 - Creating a culture where employees are comfortable discussing challenges in balancing work and care
- 3 Co-design with employees**

The CHCA employer survey revealed that organizations consistently identified an "open-door policy" as important to their managers and employees. **The Carer-Inclusive and Accommodating Organizations Workplace Standard** helps to expand this approach by:

 - Creating an open dialogue with all employees
 - Empowering worker-carers to co-design workplace accommodations
 - Developing strategies for organization-wide inclusion
- 4 Communicate and raise awareness**

Health and home care organizations are using effective strategies to communicate with employees. **The Helping Worker-Carers in your Organization implementation guide** contains ideas on how to raise awareness of accommodations specifically for worker-carers by:

 - Ensuring your worker-carer employees know what is available to them
 - Being flexible in how you communicate and using different ways to engage
 - Sharing success stories of how worker-carers are supported to balance their dual responsibilities