



# Caring for Caregivers Who Work: What Employers Are Doing

**Jack Watters, Pfizer**

12<sup>th</sup> Global Conference on Ageing  
June 2014 | Hyderabad, India



**ReACT**  
Respect A Caregiver's Time  
Corporate Leadership for Employee Caregivers



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# What Is ReACT?

ReACT is an **employer-focused coalition** dedicated to addressing the challenges faced by employee caregivers caring for loved ones with age-related, chronic conditions and **reducing the impact** on the companies that employ them.

# Awareness of Caregiving in the Workplace Increasing, But Action Needed



GALLUP

**31%** of working caregivers don't self-identify

**71%** of managers are aware of their employees' caregiving status

# Health Impact on Employee Caregivers



- **Employed caregivers are less well rested than employed non-caregivers and have fewer productive days.**
- **Employed caregivers are more likely to be diagnosed with high blood pressure than employed non-caregivers.**
  - About 25% higher incidence of high blood pressure among caregivers.
- **Employed caregivers experience elevated daily and chronic physical pain relative to employed non-caregivers.**
  - Caregivers are 50% more likely to experience daily physical pain than non-caregivers, and are 35-50% more likely to experience chronic recurring pain.

Source: Pfizer and Gallup, *The Wellbeing of Working American Caregivers 2010*

# Caregiving Impacts Employers

Higher Healthcare Costs, Lower Productivity, Decreased Retention

Providing care is keeping **24%** of employees from working more



Caregivers report missing an average of **6.6 days per year**

Loss of productivity due to caregiving costs US businesses up to **\$34 billion annually**

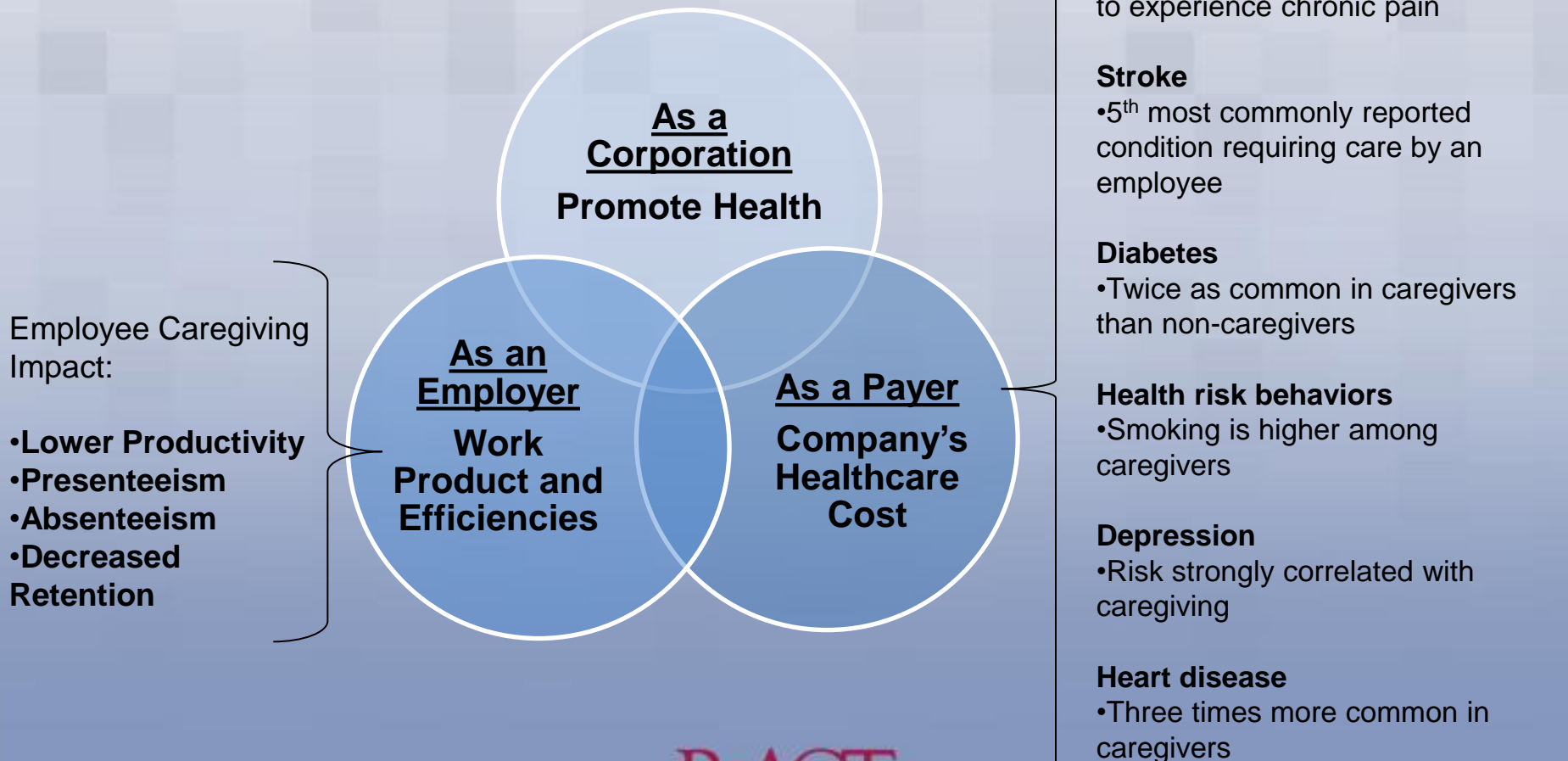
Sources: Pfizer and Gallup, *The Wellbeing of Working American Caregivers 2010* and National Alliance for Caregiving and AARP, *Caregiving in the U.S. 2009*

ReACT

# Our Members



# Perspective from Corporate Leaders



# ReACT Is Changing the Conversation

**Demonstrate leadership** through diverse cross-sector membership

- Private Sector
- Academia
- Non-Profits
- Care organizations



**Increase awareness** of employee caregiver issues

- De-stigmatize caregiving
- Elevate the conversation
- Contribute new data



**Provide resources** to employers to best support employees

- Provide tools for HR & front-line managers
- Promote innovative practices
- Share best practices across sectors



# Best Practices in Workplace Eldercare

**ReACT's 2012 Best Practices Guide provides proven tools for employers to better provide assistance to working caregivers.**

**The study resulted in the following suggestions:**

- Paid time off and flexibility in scheduling
- Geriatric care manager service and consultations
- Evidence-based programming
- Volunteer programs
- Planning for the workplace program
- Offering benefits based on core business elements



# Employer Resource Guide

ReACT's Employer Resource Guide provides employers with tools and resources on how to best support their employee caregivers in four steps:

- Have the conversation
- Embrace Caregiving as the New Normal
- Demonstrate Flexibility
- Keep Caring for Caregivers

For additional support, employers can also visit:

[www.aarp.org/react](http://www.aarp.org/react)

or

[www.respectcaregivers.org](http://www.respectcaregivers.org)



## ReACT ABOUT THIS WEBSITE

ReACT has created this online resource to support a business environment where the challenges faced by caregivers, juggling the demands of work and caregiving for an adult with a chronic age-related disease, are understood and recognized by employers.

The following four areas are targeted steps that human resources directors and frontline managers can take to begin better supporting this growing population. (You can also download these resources in PDF format.)

### 4 Initial Steps Employers Can Take



#### Have the Conversation

Supervisors, talk to your employee caregivers about their dual responsibilities at work and at home. Learn about existing resources to help them maintain a healthy work life balance. Explore



#### Demonstrate Flexibility

Find ways your employees are juggling one and

## ReACT CONNECT WITH US

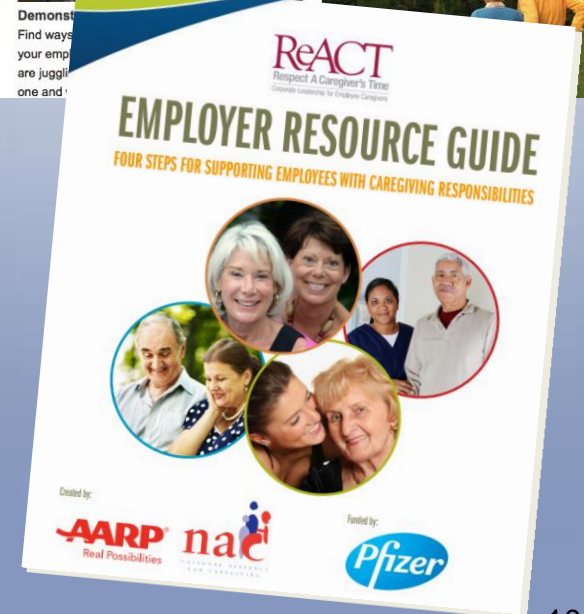


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## Caregiving RESOURCE CENTER



# Raising Awareness in the Business Community

## Forbes

### As Parents Age, Children And Their Employers Feel The Burden

By Kathryn Dill, March 31, 2014

“Ultimately, says [Drew] Holzapfel, what’s required is a cultural shift in the understood work-life responsibilities of full-time professionals – and the necessary research that can help companies decide how to best allocate resources to meet the needs of employees and understand the return on that investment.”

**Nov. 20, 2013** – ReACT Employer Resource Guide Launch at U.S. Chamber of Commerce



**Feb. 19, 2014** – ReACT headlines Washington Post Live: “Caregiving in America” Forum



**Nov. 26, 2013** – ReACT Rings Opening Bell at New York Stock Exchange during National Family Caregivers Month

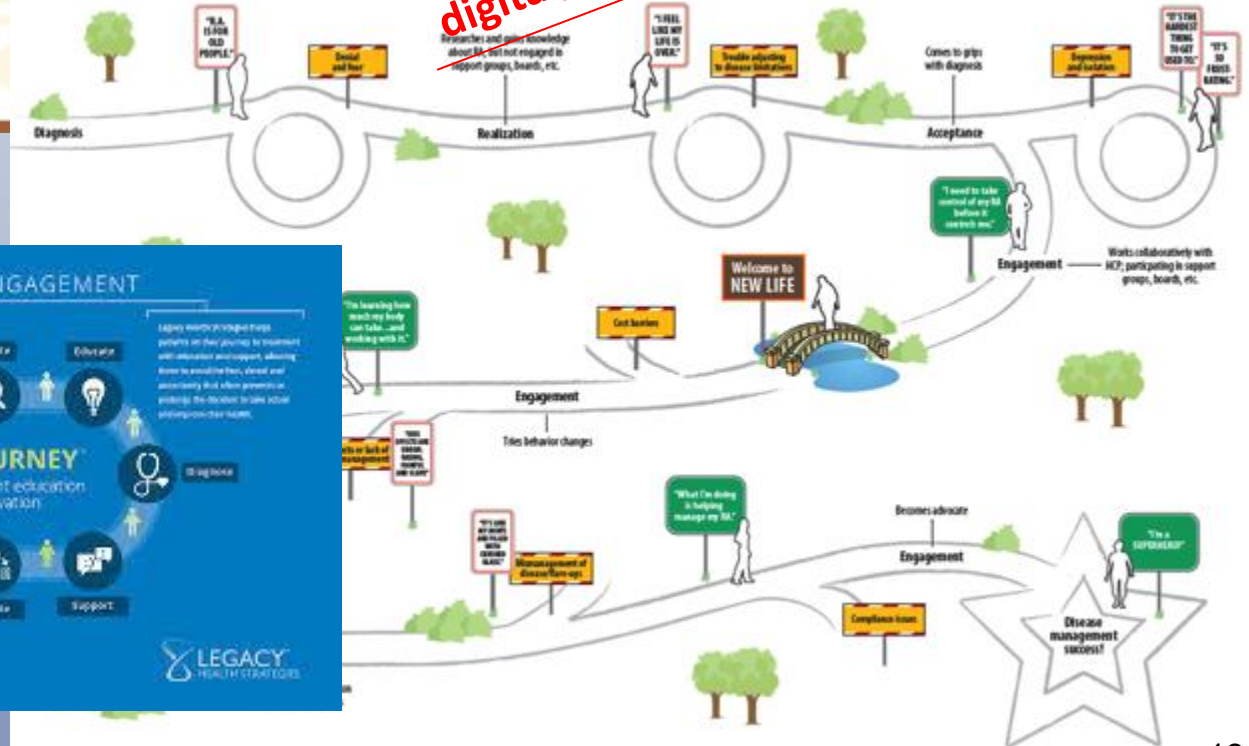


# Mapping the Caregiver Journey

A Needed Tool to Drive Innovative Solutions



**SAMPLE OUTPUT**  
Both print and  
digital/interactive



# Mapping Process

## Steps to Produce the Journey



**Collect**

**APRIL-JUNE**

Gather data from ReACT members and partners



**Analyze**

**JULY-AUGUST**

Create the “map” that best explains the Caregiver Journey to employers



**Disseminate**

**SEPTEMBER**

Validate, launch and share Caregiver Journey

# Follow ReACT

***ReACT Coalition***

[www.RespectCaregivers.org](http://www.RespectCaregivers.org)

***ReACT Employer Resource Guide***

[www.aarp.org/react](http://www.aarp.org/react)



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