



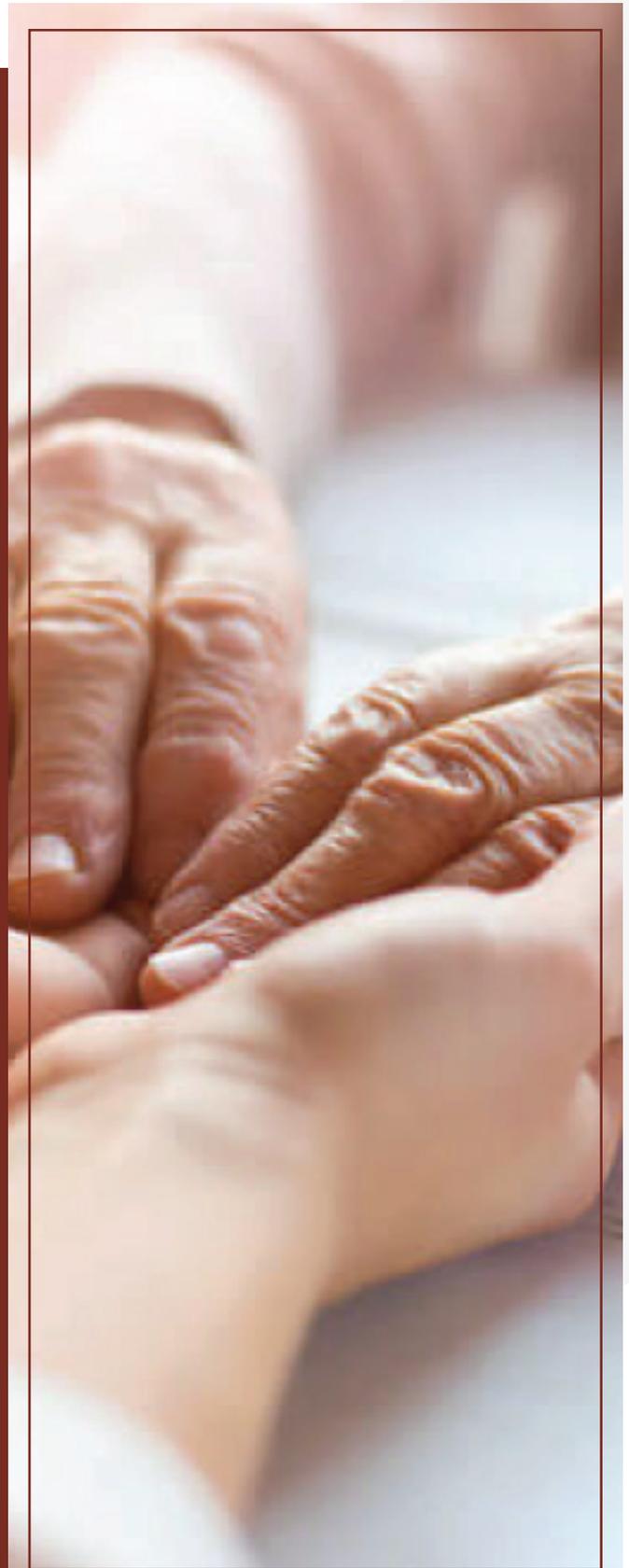
**COMMUNITY
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of Western Nevada

CAREGIVER EMPLOYEE TOOLKIT

17% of the United States workforce provides care to an older adult

60% of caregivers work fulltime

19% of family caregivers in Washoe County have major debt due to caregiving



Supporting Caregivers Is Good Business

The Caregiver Employee Toolkit is published by the Community Foundation of Western Nevada, a 501c3 nonprofit corporation. The Community Foundation is leading the Caregiver Support Initiative to address the needs of unpaid family caregivers to seniors. While caregivers face many challenges, the impact of caregiving on the workforce has often been under-looked. Whether you are a business owner who cares about your employees' wellbeing or a working caregiver, we hope this toolkit is a helpful resource for you. Providing reasonable accommodations for working caregivers (like a private space for phone calls or the option for flextime) makes a big difference. By listening to local caregivers and researching best practices from other communities and businesses, the evidence is clear: supporting caregivers is good business.



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Connecting People Who Care
with Causes that Matter.

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The Community Foundation of Western Nevada, a 501 (c) 3 organization (EIN 88-0370179), is established to strengthen communities in our region through leadership and philanthropy. Your contribution may be tax-deductible under federal law.



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Impact of Caregiving in the Workforce

As the United States population ages and lifespans extend, more aging adults require care. As of 2013, there were 66 million adult caregivers in the United

States. However, many people do not identify as - or do not realize they are - caregivers. In such instances, people think they are simply being a good daughter, son, neighbor, friend, or family member. They may be taking care of mom, but they do not call themselves a caregiver.

Caring for a senior is prevalent at the local level. Approximately 8,200 (or nine percent) of those 60 or older in Washoe County serve as an unpaid family caregiver to a senior by assisting with bathing, dressing, toileting, medication administration, and other personal needs.

Since 2016 the Community Foundation has led the Caregiver Support Initiative, driven by local input, and helped connect caregivers to resources. When the Caregiver Support Initiative started, local caregivers shared finding resources and information was their most important need. In addition to life. One area of caregiving that is downplayed is the impact of caregiving in the workforce. One local caregiver's vision was to have a "flexible and supportive workplace" to balance their caregiving responsibilities.



When we look carefully at working caregivers, their schedule does not fit neatly into clean blocks of time, working during the day, and taking care of mom at night. They are using their lunch breaks to check in at home, deliver prescriptions and meals, or research relaxing vacations, it is used for doctors' visits. And what happens when an employee gets a call at work and learns their dad is in the emergency room? Often an employee becomes a caregiver suddenly, without warning or time to map out a plan with their employer.

Seventeen percent of the United States workforce provides care to an older adult and that number is on the rise. The average length of time for caregiving responsibilities is 3.7 years. Sixty percent of caregivers work fulltime. Locally, 71 percent of Washoe County employees who identified as caregivers stated their responsibilities. People frequently become caregivers during their prime income-earning years. Due to caregiving, employees often must work fewer hours, change jobs, or even retire. In fact, 19 percent of family caregivers in Washoe County have major debt due to caregiving.

Supporting Caregivers Is Good Business

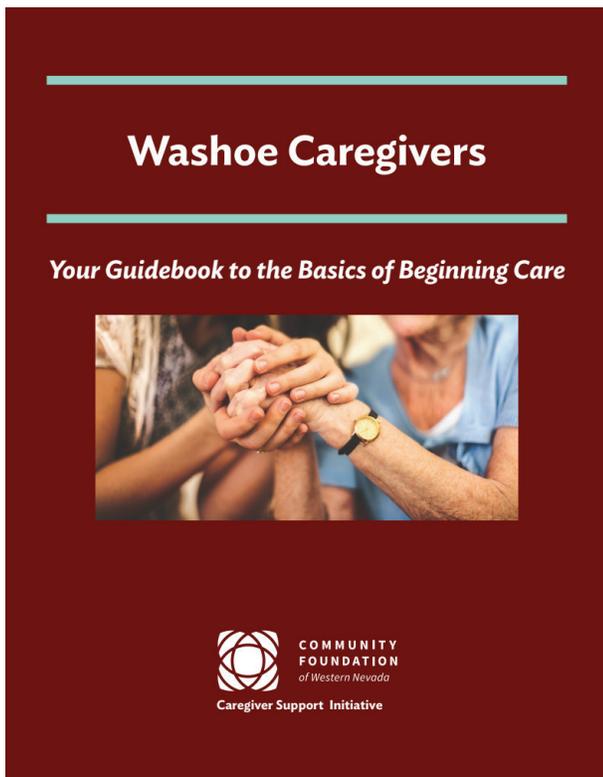
When our community comes together, good things happen. When caregivers are supported, businesses benefit too. By offering different care benefits with or without cash value, businesses and caregivers win. Businesses find recruitment easier, there is a reduction in turnover and absenteeism, employees caring for a family member are more productive, and health care costs decrease. Offering flextime is a common way businesses support caregiver. The return on investment is obvious - every dollar invested in employee/employer flextime returns between \$1.70 and \$4.34.



*“Every dollar invested
in employee/employer flextime
returns between \$1.70 and \$4.34”*

Washoe Caregivers Guidebook and Resource Website

Finding caregiver resources and quality information is challenging. The good news is the Community Foundation has already compiled caregiver resources to make it easy to find help.



Washoe Caregivers Guidebook

The Washoe Caregivers Guidebook is an instructional manual on how to be a new caregiver and was written by local caregivers and experts. The Washoe Caregivers Guidebook covers information about self-care for the caregiver, legal and financial planning, home safety and modifications, techniques for communicating with health care professionals, and more. You can download your free copy at <http://washoecaregivers.org/guidebook/> or get a printed copy by calling the Community Foundation.

To Find Out More

Please call the Community Foundation of Western Nevada for help at 775-3335-499. We are open from 8:00 a.m. until 5:00 p.m. Monday through Friday.

www.WashoeCaregivers.org

A free database of over 300 community resources, including those that are free and low-cost, for caregivers to seniors in Washoe County. Whether you are looking for information on hospice care, home modifications, durable medical equipment, or any other caregiving resource, WashoeCaregivers.org is one stop shop for finding help.

Are You a Caregiver?

You May Be A Caregiver and Not Realize It!

Often people are already acting as caregiver, but do not identify as one.

Caregiving can take the guise as someone wanting to be a good daughter or son, a supportive friend, or a helpful neighbor.

Here are some common caregiver tasks:

- Picking up prescriptions
- Arranging medical or dental appointments
- Preparing meals or helping with eating
- Assisting with activities of daily living, like bathing, toileting, grooming, or transportation/mobility
- Managing one's finances, legal matters, or future plans
- Hosting a family member
- Making home modifications
- Administering medication

If the above activities apply to you, you are a caregiver.

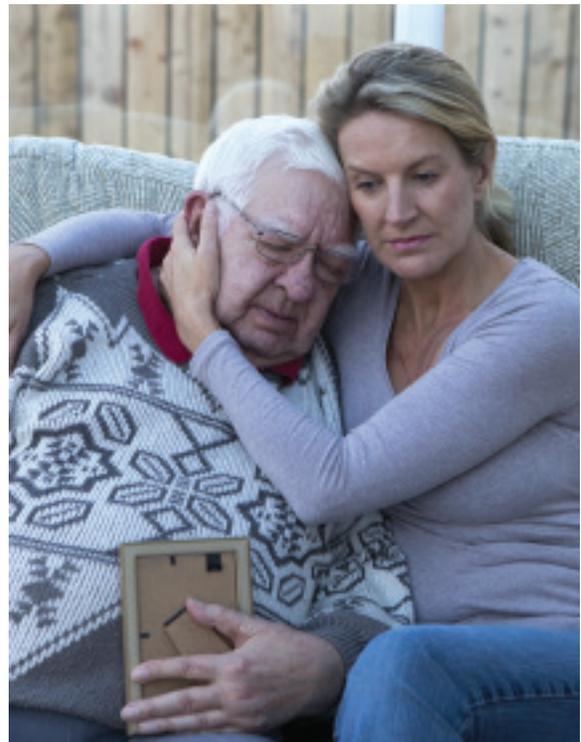


What does it mean to identify as a caregiver?

If you are a caregiver, it is important to understand you are not alone. There are others in your situation and resources are available.

Caregiving can be stressful and that's okay. There is no guilt in feeling overwhelmed at times. It can be particularly difficult to juggle caregiving with work.

We hope this toolkit can connect you with resources and tips for maintaining balance between work and caregiving. Be sure to share this toolkit with your companies' HR department and read the Employee Tips section on page 9.



For Employers:

When caregiving employees are stressed or require schedule flexibility, it is because their complex situation does not conform to neat blocks of time between work and family responsibilities to neat separations of time between work and time off.

Caregiver Friendly Assessment

Below is a list of questions for your company to see how caregiver-friendly your workplace is.

- Do we care about our employee's wellbeing inside and outside of the workplace?
- Do we use the term caregiver when referring to benefits, policies, handbooks, and orientation materials?
- Do we offer a flexible work schedule under certain circumstances?
- What do managers think when they hear the term caregiver?
- Are caregiving employees viewed as a liability or an asset?
- Are we approachable if our employees share new information with us?
- How have previous situations with caregiving employees been handled?
- Have employees resigned before due to caregiving responsibilities? If so, how were these situations handled?
- Are we aware of – and do we publicize - resources and services that can help caregiving employees?
- Do we promote healthy work habits, like taking breaks and going for walks?

Non-Cash Value Practices

This section lists practices other companies have used to support working caregivers. The first category are practices that do not have hard costs and the second section are practices that have hard costs or cash value. Some practices are more complicated to implement. However, a few minor adjustments can make a major difference for your caregiving employees and benefit your company.



Sharing the Washoe Caregivers Resource Website and Guidebook

The Community Foundation created www.WashoeCaregivers.org, an online database of caregiving resources, and the Washoe Caregivers Guidebook, an instructional manual to help caregivers start their journey. One of the hardest parts about caregiving can be finding help. However, the Washoe Caregivers website and guidebook, make it easy to find help. Sharing these resources with your employees eliminates the stress of spending hours searching for resources.

Private area for phone calls

If you have an open layout at your office, consider designating a private area for your employees to take phone calls. Caregiving tasks happen at any time in the day. Most of the appointments your caregiving employees must schedule can only be done during conventional business hours and a private phone area can allow your employees to make calls containing sensitive or confidential information.

Affinity Groups

Affinity groups are gatherings for caregiving employees to share stories and advice. Affinity groups can be informally conducted by simply having caregiving employees meet without a specific format, but they can also be formally conducted by bringing in a healthcare expert to listen and share information. Many caregivers do not realize that others, even their co-workers, are in similar situations. Hosting affinity groups is an easy way for caregivers to share their knowledge and have their questions answered by their co-workers. Affinity groups can be offered monthly, or whatever frequency is best for your company, and can improve employee morale.

Flexible Scheduling

Offering schedule flexibility is invaluable. Allowing a caregiving employee to come to work an hour early to in turn leave an hour early to take a family member to the hospital can be very helpful. In what ways can your company offer flexible scheduling to be more accommodating?

Resource fairs

Hosting a resource fair during lunch is a simple way for your employees to find help and get their questions answered in person. Caregiving agencies are always willing to share information about the services they offer and typically have a designated community outreach staff and will set up an information booth for free.

Remote work

Are there tasks your employees can complete away from the office? Like flextime, consider how a caregiving employee's schedule can be structured so they can take care of their family and still do their job. Perhaps emails and clerical tasks can be done at home a few hours each week when an employee must administer medication to their family members or does not have other support available.

Orientation materials and employee handbook offering caregiver information

Starting the conversation on caregiving is important, particularly if you have employees who are providing care, but do not yet realize they are a caregiver. Explain to new employees that caregivers are supported at your company and that it is encouraged for caregiving employees to share their situation and to ask for reasonable accommodations. Including the term "caregiver" in orientation materials and employee handbooks shows your employees they are not alone with their work and home roles.

Cash Value Practices



Free Employee Consultations

Navigating the realm of caregiving is challenging, but there are many experts who can help. For example, once a quarter you can hire a lawyer, financial advisor, or benefits navigator for the day to provide free consultations with your employees. Some businesses have paid companies that provide home modifications (like installing ramps or grab-bars) to provide free in-home assessments.

Paid Care Leave

Your company may already offer maternity or paternity leave. Consider extending these benefits to those providing care to an aging or ill family member. The cost is the same, it just now applies to a new category of support. Flexible use of leave is also helpful. Rather than having someone take four weeks of consecutive leave for example, they could work three days a week for ten weeks, so their momentum of work is not disrupted, and they can make arrangements with other family members or circles of support to help with care the other two days of the week.

Paid or Subsidized Care

Similar to providing paid childcare, paying for (or partially subsidizing the costs) of elder care can help retain caregiving employees. If you cannot cover the costs of eldercare, another option is to offer a small tax-free stipend that can be used for eldercare expenses.



Eldercare Centers

Some large corporations offer on-site childcare. If your company has a significant amount of caregiving employees, onsite eldercare is an option that can allow your employees to focus on their jobs without having to worry about how their family member is at home.



Balancing both work and caregiving is a difficult challenge. Caregivers often feel like they are neglecting their work or neglecting the person to whom they are providing care. As you are working, there will be times you need to leave early to bring the person you are caring for to a medical or dental appointment, or you might have to leave unexpectedly for a family emergency. This can be frustrating for both you and your employer. Here are a few tips to try to alleviate this stress in the workforce:

Employee Tips

1. Learn your company's benefits and policies about caring for family members.
2. Talk to your boss about your caregiving situation. This will help your employer to understand your situation further and will give you the opportunity to ask how you should communicate with them in case of an emergency when you would need to leave work.
3. Ask other coworkers who have been caregivers if they have suggestions on how to manage working and caring. Communicating your needs with coworkers will also help to create more of an understanding if you are not as present at work.
4. Create a backup plan with family, neighbors, and friends. Sometimes you will not be able to leave work right away and/or an in-home caregiver may suddenly become unavailable. Ensure your circle of support (family, neighbors, and friends) have each other's contact information and their own copy of the backup plan.
5. Know your rights as an employee. You cannot be discriminated against because you are a caregiver.



Company Resources

"As a company with 300 people, more than half of whom have been with us for more than 15 years, we are a family. When something happens to one of us, it happens to all of us. We don't look at productivity in a vacuum. We want to learn how to help effectively. Every day someone at work needs to care for someone at home."

- Rebecca Dickson, Dickson Realty



Helpful Links

Supporting Caregivers in the Workplace: A Practical Guide for Employers

https://nebgh.org/wp-content/uploads/2017/11/NEBGH-Caregiving_Practical-Guide-FINAL.pdf

Nevada Care Act

<https://www.aarp.org/content/dam/aarp/home-and-family/care-giving/2016/12/nv-ich-care-act-flyer-aarp.pdf>

Determining the Return on Investment: Supportive Policies for Employee Caregivers

<https://respectcaregivers.org/wp-content/uploads/2016/04/AARP-ROI-Report-FINAL-4.1.16.pdf>

The MetLife Study of Caregiving Cost to Working Caregivers

https://www.shrm.org/ResourcesAndTools/hr-topics/benefits/Documents/mmi_caregiving_costs_working_caregivers.pdf

10 Companies Making Care Benefits Work

<http://workplace.care.com/companies-with-care-benefits>

Sample Policies

Community Foundation of Western Nevada Family Care Leave Policy

All employees regularly scheduled to work 30 or more hours per week are eligible for Family Care Leave upon completion of twelve (12) months of continuous service, an employee may receive an unpaid leave or leaves of absence of up to three (3) months within a 24-month period for family care, unless granting the leave would result in undue hardship to the Community Foundation's operations. Family care leave may be granted for: (a) the birth of a child of an employee; (b) the placement of an adopted child with an employee; (c) care for an employee's child with a serious health condition; or (d) care for an employee's parent or a spouse with a serious health condition. Employees taking family care leave will be required to use all accrued vacation time as part of the leave. Employees taking family care leave must use accrued PTO before any unpaid leave.

If the need for family care leave is foreseeable, the employee must provide his or her supervisor with reasonable notice of the need for the leave. In addition, if the need for leave is foreseeable due to a planned medical treatment, the employee must make a reasonable effort to schedule the leave to avoid unnecessary disruption of the Community Foundation operations.

If the need for family care leave is due to a serious health condition, the employee must provide a physician's statement which sets forth: (a) the date the serious health condition begins; (b) the probable duration of the condition; (c) the likely amount of time that the employee will need to care for the ill individual; and (d) the physician's opinion that the serious health condition warrants the care of a family member.

An employee returning from family care leave will be offered the same position held at the time of leaving, if available. If this position is not available, a comparable position will be offered.

The Community Foundation may refuse to grant a request for family care leave to a salaried employee who is either one of the five highest paid employees, is in the top 10% of employees in terms of gross salary, or if there are less than five employees.

“There are only four kinds of people in the world: those who have been caregivers, those who are currently caregivers, those who will be caregivers, and those who will need caregivers.”

– Rosalynn Carter



The University of Arizona

Eligible employees may be granted paid sick time when they are unable to perform duties because of (a) illness, injury, pregnancy, childbirth, or related medical conditions; or (b) when absent for the purpose of obtaining health-related services not available outside of regular working hours.

Serious Illness within an Employee's Immediate Family, Established Household or in Primary Care Situations An eligible employee may be granted use of paid sick time when absence is the result of serious illness or communicable disease within the employee's immediate family or established household, or in situations that place primary responsibility for care of another individual on the employee. For purposes of sick leave usage for an absence not covered under Family and Medical Leave, serious illness means that the employee's presence is required temporarily until other arrangements can be made to provide essential care to a family member who resides at the employee's residence and who is under the care of a physician.

An eligible employee may use paid sick time upon death of family members who are not covered under Bereavement Leave. Employees may use up to three days of accrued paid sick time for this purpose and two additional days to attend or arrange funeral services out-of-state.

The University of Iowa

Care of and Necessary Attention to:

“Care of and necessary attention to” means the UI employee's active involvement and presence is needed. Without the employee’s active involvement and presence, a health/medical visit or treatment would not occur; the health/medical treatment or visit would be compromised, or communication with the health care practitioner would be significantly diminished.

Immediate Family:

Immediate family means the employee's spouse/domestic partner, children, grandchildren, foster children, stepchildren, legal wards, parents, grandparents, foster parents, stepparents, brothers, foster brothers, stepbrothers, sons-in-law, brothers-in-law, sisters, foster sisters, stepsisters, daughters-in-law, sisters-in-law, aunts, uncles, nieces, nephews, first cousins, corresponding relatives of the employee's spouse/domestic partner and other persons who are members of the employee's household.

Clarifications and Examples:

Examples of care and necessary attention for ill or injured family members that meet the definition of Family Caregiving Leave include: transporting the family member to and/or from health/medical appointments related to illness or injury; facilitating communication with the health provider helping to understand health care recommendations and to make health care decisions helping to coordinate health care treatment and follow-up; providing information to health care personnel regarding insurance/sources of payment; monitoring and/or administering treatments, therapies or medicines; or providing direct care to a family member to

Microsoft

To better meet these needs, we have enhanced our family leave benefits to ensure that our people can effectively have time away from work to care for the people who matter most in their lives. These enhancements include:

Enhanced leave for parents: We have enhanced our parental leave benefits to ensure that both mothers and fathers have time to bond with their new child. Maternity leave for birth mothers will be increased to 20 weeks paid at 100 percent (up from 16 weeks previously), and paternity/parental leave will be increased to six weeks (up from two weeks previously) paid at 100 percent for all new parents other than birth mothers. In addition, adoption leave will be increased to 12 weeks for adopting mothers, and six weeks for adopting fathers (up from 12 weeks for adopting mothers only)

New family caregiver leave: To cater to the needs of family members with serious health conditions, we have introduced a new family caregiver leave to enable employees to focus on their family at times when they are needed most. Employees can take time away via the family caregiver leave – four weeks of paid leave paid at 100 percent – to take care of an

Deloitte

Deloitte offers up to 16 weeks of paid time off to bond with a child as a result of birth or placement for adoption and/or to care for a spouse/domestic partner, parent, child, and/or sibling with a serious health condition.

Emergency back-up dependent care (adults and children)

This service can be used when you need to be at work and your regular child or adult/elder care is unavailable. Care is available for infants through teenage children and adult relatives of Deloitte employees, up to a maximum of 30 days per employee per fiscal year.





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The Community Foundation of Western Nevada connects people who care with causes that matter. We believe that a strong community depends on active participation from everyone. Family caregiving is an important cause that affects everyone in some way. We started the Caregiver Support Initiative in 2016 to address the needs of unpaid family caregivers to seniors in Washoe County. The Community Foundation's working caregivers.

In addition to our initiatives, the Community Foundation focuses on strengthening our community through philanthropy. Our charitable giving experts work with individuals and businesses to make their charitable giving more impactful and to create a caring, connected, and engaged citizenry. Charitable gifts can be made to benefit nonprofits, religious institutions, or students in the community today. If you would like to make a donation to benefit seniors, consider donating to the Community Foundation's Senior Support Fund. If you prefer to give in the future, planned gifts can be arranged in your will or trust. Designating a small percentage of your estate to benefit the community you love will make a tremendous difference! The Community Foundation also manages the Community Endowment to create a "charitable pocket" for gifts that will help people and places in our region today, and for generations. If you are interested in connecting with the Community Foundation of Western Nevada, please call 775-333-5499 or visit www.nevadafund.org.

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