



Workforce 2020: Family caregivers

Unseen labor in America

For many employees, work is not limited to the workday and expands to include the role of caring for loved ones at home before, after, and often during their jobs. Not surprisingly, organizations who offer caregivers more empathetic benefits policies and programs are viewed more favorably. The end result being a more loyal, committed, caregiver workforce.

Caregivers are a growing part of the American workforce

About 23 million Americans provide ongoing care for an ill or disabled parent, spouse, or child. In addition to their home and work responsibilities, they spend on average nine hours per week providing care.

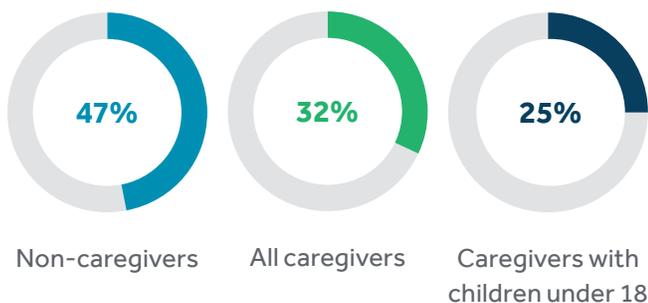


2 in 3 workers feel their caregiving duties create stress in their lives.



Caregiving impacts overall well-being

Well-being Index score is "very good/excellent":



Caregiving affects careers and finances

The strain of caregiving often translates to financial stress for many. Seven in ten caregivers believe that taking time off or leaving the workforce in order to care for a loved one had significant financial impact on their family.



67% of working caregivers have taken a career detour due to their caregiving responsibilities.

Working caregivers rank their benefits value 26% higher than non-caregivers.



Caregivers want to work for employers that care

	Strongly agree	Disagree
Caregivers who agree their employer cares about their well-being ...	68%	46%
Are more satisfied with their job ...	74%	52%
And prefer to stay with their employer longer (10 years or more)	74%	56%

1 in 5 caregivers provide and/or coordinate care for a child with special health care needs.



67% of them feel their employers don't meet their needs.

Subsidized access to these support services are of particular interest:



- Tax/estate planning, special needs trust
- Video-based training and in-person coaching on caring for children with special needs
- Referral services for special education programs
- Back-up care services
- Coaching and wellness support for caregivers

Addressing the needs of workforce 2020

Organizations can best support caregivers by establishing policies and providing access to benefits and resources that are inclusive and contribute to improved health and productivity. Below are benefits that can have a positive impact.



Paid Leave

- **Paid time off (PTO)** programs that group time-off reasons into a single category
- **Paid family and medical leave** for parental bonding or to care for sick/injured loved ones
- **Paid sick leave**



Flexible Work Arrangements

- **Telecommuting** options contingent upon an individual's personal needs, job function, or ability to perform
- **Flexible scheduling** to accommodate their personal situation, such as caregiving responsibilities, health conditions, or transportation needs



Well-being Resources

- **Employee assistance** programs offer services such as mental health and substance abuse counseling
- **Wellness initiatives**
- **Health savings accounts (HSA) and health reimbursement arrangements (HRA)** help reduce out-of-pocket medical costs
- **College savings and student loan reimbursement plans**



Inclusive Policies & Communications

- Create **benefits communications** that are **inclusive** of all workers
- **Training** to help avoid misunderstandings or discrimination
- Reinforce and review recommendations from the Equal Employment Opportunity Commission (EEOC) to ensure compliance **with nondiscrimination guidelines**



Access to Virtual Services

- **Telehealth and teledentistry** offer medical and dental consultations, evaluations, diagnosis, and treatment
- **Referral services** and online resources for information on adult care or child day care facilities, government financial assistance programs, support groups, and in-home care
- **Health concierge** or healthcare advocates can help address healthcare issues during business hours



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