

Best Practices for Caregivers in the Workplace

1. Offer flexible work arrangements and time off options.

A flexible work environment not only shows employees that the organization cares about work-life balance, but it is also associated with increased engagement and productivity, better retention, higher employee satisfaction, and lower job stress. Some options include:

Unlimited paid
time off

Job sharing

PTO Rollover

Shared/donated
time off

Remote or
hybrid work

Flexible schedules (e.g., alternative
schedules, compressed schedules)

2. Create a culture that is supportive of caregiving.

The workplace needs to feel like a safe space for working caregivers to access support and benefits.



Establish a caregiver ERG or provide
other forms of peer-based assistance.



Conduct a caregiver assessment.



Ensure employees learn about paid family
leave and similar caregiving benefits.



Share your story.

3. Provide as comprehensive a range of caregiver-specific benefits, programs, and supports as you can.

Not all organizations will have the resources, finances, personnel, and infrastructure to offer the full list of benefits and programs described here. However, implementing even a few options can improve health and business outcomes. Caregiver-specific benefits and resources can include:

- Guidance around FMLA, including what it is and how to complete the necessary forms.
- Assistance with other healthcare and social service forms
 - » Social Security Disability Insurance
 - » Medical directives
- Care navigation benefits: what they are and how to get connected
- Caregiver support groups: Onsite, Virtual, or Referrals to community-based groups
- Miscellaneous care services through an Employee Assistance Program. EAPs typically provide services and sessions for all members of a household.
- Connection to relevant online resources.
 - » American Psychiatric Association Patients and Family : Childcare, Pet Care, Senior Services, Legal Consultations, Counseling
 - » Care.com
 - » Homethrive
 - » Family Caregiver Alliance
 - » Caregiver Action Network



4. Employers should elevate mental health awareness, normalize help-seeking, and demonstrate a commitment to employee well-being.

Employee caregivers are less likely to seek help for mental health needs exacerbated by caregiving if they feel discriminated against, ashamed, judged, or fearful.

- Routinely provide information about mental health benefits and how to access them.
- Shine a positive light on mental health by implementing activities such as Mental Health Mondays, focused conversations and presentations about mental health topics.
- Provide resources and services that promote employee self-care, such as free counseling or referral for community treatment, and onsite mental health education and programs like yoga classes, mindfulness programs, wellness rooms, etc.
- Provide manager training, such as Notice.Talk.Act.® at Work, so that managers feel prepared to support their employees when they seek help. Ensure that supervisors know how to refer employees to the available benefits and resources.

