

7 steps to learn about your team's caregiving needs



For many organizations, the responsibilities of—and stress related to—caregiving can go unnoticed. That's partly due to how many caregivers perceive their roles, and whether they feel comfortable talking about them. In fact, nearly half of working caregivers are afraid to talk about it at work for fear of perceptions from others.¹

So, who are the caregivers in your workforce? And how can you learn about their needs to better support them? Below are seven steps you can take to learn about your team's caregiving needs.

01

Assume the need exists, because it does:

Over 75% of employees are caring for loved ones, though many don't identify as a caregiver, or avoid sharing because of stigma, difficult emotions, and fear of retribution. The number of hours most are spending on caregiving has nearly tripled since 2020.

02

Give before you get:

Create an executive-led dialogue on the topic of caregiving, and include the many forms and definitions of caregiving. Normalize the balance of family care with work by encouraging executives to share their stories, how they navigated any challenges, and that the company prioritizes supporting caregivers.²

03

Train managers:

Help managers echo leadership's dialogue on caregiving, and encourage them to share their stories as well. This will help encourage and support team members to share their needs. Provide managers access to information about caregiving, definitions of what a caregiver is, impact, prevalence, and more to foster empathy and understanding.

04

Create a safe space:

While parenting ERGs are most common, consider creating or expanding ERGs to include all caregivers. Other types of caregivers have different needs and emotions, and parent voices can overshadow others. Install an empathetic executive sponsor with care experience, and create a method for caregivers to surface needs to the company.

05

Inquire anonymously with inclusive language:

Create a family care survey, or incorporate questions related to caregiving status and needs into an employee experience survey. When asking about caregiving responsibilities, avoid the term "caregiver" (which many employees may not identify as) and instead ask about the responsibilities of "helping" loved ones.

06

Offer resources proactively, with a learning mindset:

Too often, caregivers struggle with their wellbeing in silence because they don't know help is available, or they think they should be able to handle their issues alone. Be proactive and consider a caregiving empowerment partner to engage this population before the burden of care causes attrition.

07

Leverage our employee survey template:

Keep reading to find suggested questions to ask your employees using inclusive and empathetic language.

Employee survey template

01. What is your age?

- 18< 18-29 30-39 40-49 50-59 60-69 >70

02. How do you identify with a gender?

- Male Female Non-binary Prefer not to say

03. How do you identify your race or ethnicity? (Select all that apply)

- American Indian or Alaska Native Native Hawaiian or other Pacific Islander
 Asian White or Caucasian
 Black or African American Other (fill in) _____
 Hispanic or Latino

4. Have you helped a loved one who is aging, ill, or otherwise vulnerable?

- Yes, in the last 3 years No, but I expect to in the next 3 years No, I don't expect to in the next 3 years

05. Who are you currently helping? (Select all that apply)

- Parent Child under 18 with significant illness or disability
 Grandparent Child under 18 without significant illness or disability
 Spouse or partner Other
 Sibling None
 Other adult

06. What type of assistance do you provide? (Select all that apply)

- Financial (e.g. benefits, insurance, tax planning, social security) Practical (e.g. sourcing home care, transportation, housing)
 Legal (e.g. wills, power of attorney, estate planning, advance directives) Social (e.g. mental health, community activities)
 Medical care (e.g. managing providers, prescriptions, records, dressing, toileting) Other (fill in) _____

07. Where does your loved one live?

- In another country
- In the same country
- In my state
- In my city
- In my household

08. What is your level of stress in helping your loved one?

- Please choose one
- No stress
 - Low stress
 - Medium stress
 - High Stress
 - Extreme stress

09. Helping my loved one(s) has affected my mental and/or physical wellbeing.

- Please choose one
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

10. My role in helping my loved one(s) is challenging to balance with my job.

- Please choose one
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

11. I feel empowered and equipped to help my loved one(s).

- Please choose one
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

12. Have you told your manager, HR, or someone else at work about your family responsibilities?

- Yes, my manager
- Yes, HR
- Yes, other
- No

13. Do you believe your manager is supportive of your family care responsibilities?

- Yes
- No
- Unsure

14. Do you believe your employer is supportive of your family care responsibilities?

Yes

No

Unsure

15. Do you believe the company culture is inclusive of your family care responsibilities?

Yes

No

Unsure

16. What additional benefits would be helpful to you in managing your family care responsibilities?
(Select all that apply)

More paid time away from work

Professional caregiver or backup care

Increased schedule flexibility

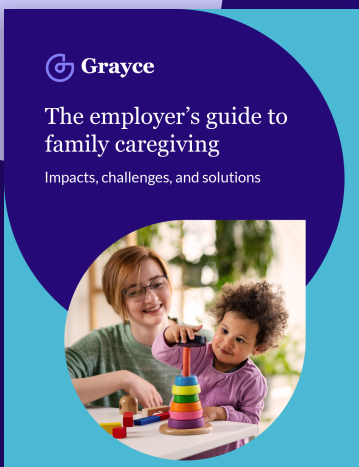
Access to relevant and available benefits

Planning support from a licensed professional

Additional educational resources

Ability to work remote as needed

17. Do you have anything else you'd like to share about your family care responsibilities?



Download **The employer's guide to family caregiving: Impacts, challenges, and solutions** to learn more about what employee caregivers want and need, and how to craft an inclusive benefits strategy.

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