



Selected Case Studies: Workplace Policies & Practices

The National Alliance for Caregiving “Best Practices in Workplace Eldercare Study” was conducted for ReACT to identify current trends and innovations in workplace policies and practices that support employees with eldercare responsibilities. The report includes case studies of 18 companies and agencies, ranging from 35 to 118,000 employees, supporting caregivers in the workplace.



Selected Case Studies: Caring.com, 35 Employees

CARING.COM

San Mateo, CA
Number of Employees: 35
www.caring.com

Program: Elder Emergency Time Off (EETO) and Family Medical Leave policy

Although the mission of this organization, started in 2007, is to help family caregivers online, they did not start their formal eldercare program for employees until 2010. The program provides up to five days off for eldercare emergencies in addition to the 10 paid holiday days and 4 weeks of paid time off. This EETO was started because many of the employees were involved in family care and using their holiday and time off to see to the care of their relative(s). In order to be eligible for the EETO, which is paid time off, the employee must be caring for parents, in-laws or grandparents. The CEO of this organization believes that vacation days should be separate from caregiving days.

The Family Medical Leave policy was started to address the needs of employees with serious caregiving issues. As a small organization, Caring.com is not required to participate in the federal FMLA program. Their FML policy allows employees to take up to 90 days of unpaid leave to manage caregiving. During this unpaid leave, their medical benefits and stock options continue.

Marketing / Utilization

In a small organization, marketing can easily be done informally. Approximately 20% of their employees have used the EETO benefit. The informant reported on two cases in which employees used the FML policy. One employee used the benefit to see to the arrangements required for her mother after her death. Another employee used this leave to provide care for a grandparent in Asia rather than resign from her position.

Evaluation

No formal evaluation of the program/policies has been conducted.

Benefits to Employer

Employees are either actively involved in eldercare now or would be in the near future and this program provides them with the flexibility they need to manage their family responsibilities. The benefits to the employer include enhanced loyalty and retention of employees who otherwise might have to leave the organization. Morale is higher and the company does not have to absorb the high costs associated with replacing workers.

Other Program Information

Given the nature of the business, development of resource and referral information about caregiving was not required. However, the CEO expressed his desire to have more resources so it would be possible to provide paid FML options to employees.

Source: The original report and other resources are available from the National Alliance for Caregiving at: www.caregiving.org/research/impact-of-caregiving/.

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www.CaringTogetherLompoc.org