



ABC, Inc.
Employee Services Survey™
Report

**Produced for ABC, Inc.
By Eldercare Education Consultants, LLC
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**Employee Services Survey Report™
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Over 25% of the American workforce is involved in eldercare. The stress and time demands of eldercare and employees' frequent reluctance to discuss it or seek help result in a "silent killer of productivity." This creates a difficulty for employers to be aware of the impact that caregiving may have on their organizations, when in fact, American businesses stand to lose up to \$29 billion annually, directly resulting from lost productivity.

ABC, Inc. partnered with Eldercare Education Consultants, LLC (EEC) to explore the impact of eldercare throughout the organization. Using a survey tool tailored to the ABC, Inc. community, we assessed *employee knowledge, familiarity, and usage of existing senior care-oriented benefits, number of caregivers in the organization, changes to work routines due to their eldercare demands, and organizational impacts created by unmanaged caregiving.*

500 surveys were returned out of 1,500 distributed, yielding a 33% response rate. The average respondent was a 50-year old married woman caring for an older female relative.

Employee Familiarity with Services

Eldercare in ABC, Inc.

- 60% of the respondents say that they work directly with someone who is providing eldercare. An additional 40% believe they will become a caregiver in the next 5 years.
- Rearranging work schedules to accommodate caregiving co-workers affects the quality of work, amount of effort put into the work, and results in angry and frustrated employees.

Employed Caregivers at ABC, Inc.

- Over 30% of survey respondents identified as eldercare-givers. 75% of these employees experience difficulty juggling work and caregiving.
- Caregiving respondents engage in activities related to caregiving during work hours, drawing time, focus, and energy away from the task at hand. They have also made at least one adjustment to their work patterns, from using vacation time to provide care, to turning down promotions.

Impact of Caregiving in the Workplace

- Caregivers use vacation time, leave work early, and arrive to work late due to caregiving; they also spend time at work talking to their care recipients and family members about caregiving, and looking for and arranging eldercare services.

Comments from Survey Respondents

In comments provided at the end of the survey told stories of experiences with supervisors and co-workers related to eldercare; and expressed an appreciation for ABC Inc.'s attention to this important topic of eldercare.

I INTRODUCTION

The majority of assistance and care provided to adults over age 50 comes directly from family and friends who are unpaid caregivers. Over two thirds of these eldercare-givers are employed either full- or part-time; currently, employed caregivers make up 25% of the American workforce. This proportion is expected to grow as the older population in need of care increases. Employed caregivers face unique challenges in maintaining dual roles of caregiver and employee. Many juggle the demands of work and eldercare on their own, without support, leading to employee 'burn out', frustration and, all too often, absenteeism and resignation.

The stress and time demands of eldercare – and employees' frequent reluctance to discuss it or seek help - result in what MetLife refers to as a "silent productivity killer". This silence makes it particularly difficult for employers to be aware of the impact that caregiving may have on their organizations. In fact, American businesses face financial losses of \$29 billion annually, directly resulting from lost productivity related to unmanaged caregiving.

Despite this daunting number, employers remain largely unresponsive to this problem. In 2003, the Society of Human Resource Management (SHRM) surveyed a random sample of human resource professionals and found that, while 71% of respondents recognized eldercare as an important issue, only 23% offered paid time off policies that included eldercare provisions, and only 6% had a policy specific to eldercare. Further, these programs are often underutilized by employees. Major reasons for this include:

- Hesitancy to admit that help is needed, or to ask for help at work, because eldercare is viewed as a 'family' issue that should be managed outside the workplace;
- Lack of employees identifying themselves as 'caregivers' because they are not providing care on a full-time basis, or they associate 'eldercare' with nursing home care;
- The services that are readily available aren't communicated fully and often enough to employees;
- Eldercare services are often mentioned in the context of available benefits at annual enrollment, but not highlighted during the year.

ABC, Inc. partnered with EEC to explore the impact of eldercare throughout the organization. Specifically, we were interested in determining:

- Employee knowledge, familiarity, and usage of existing senior care-oriented benefits programs;
- Number of caregivers in the organization;
- Changes to work routines due to their eldercare demands;
- Organizational impacts created by unmanaged caregiving

EEC worked closely with ABC, Inc. to tailor a survey addressing these issues. Beginning in early August, the survey was sent to the homes of 1,500 ABC, Inc. employees through regular mail. An on-line version was also made available, accessible through a link given to the 1,500 employees. Employees were asked to answer a series of 20 questions, and were given the opportunity to provide open-ended comments at the conclusion of the survey. All surveys were anonymous; although basic demographic information was asked for categorical purposes, it was impossible for EEC or ABC, Inc. personnel to match data with actual employees.

EEC entered all data into an Excel database, and analyzed them using SPSS Statistical Package 12. Open-ended comments were compiled and analyzed using the Atlas.ti qualitative software package.

This report details the findings of the ABC, Inc. Employee Services Survey™, and provides recommendations based on the results.

II RESULTS

In this section, results from the survey analysis will be presented with text, charts, and tables. Information presented will include demographic information, responses to specific items, and associations between certain types of respondents and related questions (e.g., caregiving employees and other variables associated with caregiving). Comments made by respondents at the end of the survey will also be detailed here.

III CONCLUSIONS

This section summarizes the findings of the survey, provides a context for the results in terms of the client organization, and sets up rationale for the recommendations presented in the next section.

IV RECOMMENDATIONS

The findings from this survey inform EEC on how to proceed with the client organization. Recommendations will be made from the unique needs that emerge from analysis of the survey, based in the context of information gathered from management. The recommendations will be described as a summary “action plan,” describing the problem, the proposed solution, and the role EEC will play in implementing the solution.

Our mission

We partner with employers to assess the impact of eldercare in their workplace, while providing customized, scalable, and affordable solutions to recover lost productivity, decrease absenteeism and turnover, and create a competitive advantage. As the organization's access point to the array of eldercare services, we provide a wide variety of resource information and referrals to employed caregivers.

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