

March 2021 | VOL. 6

CARER-INCLUSIVE PG NETWORK

GENDER, HEALTH, AND CAREGIVER FRIENDLY
WORKPLACES – STREAM B



Upcoming Events

CARE: challenges and solutions for a sustainable future: Virtual Conference April 12 – 30, 2021. Look for the Examining Carer-Friendly Workplace Solutions for a Sustainable Future panel in the schedule. The last day to submit a late-breaking abstract to present a poster is **March 15th, 2021**. Last day to register for the conference is **April 11, 2021**. To register click link:

<http://circle.group.shef.ac.uk/sustainable-care-conference-2021-2/>

5th Transforming Care: Virtual Conference June 24-26, 2021. Registration is open from **Nov. 15- Feb. 15, 2021**. To register click link:

<http://www.transforming-care.net/conference-2021-venice/presentation/important-dates/>

20th Thinking Qualitatively Virtual Conference.

Abstracts are due on or before April 15, 2021. Early Bird registration ends June 4, 2021. To register click link: <http://www.transforming-care.net/>

Know of any other events? Send them to rishwora@mcmaster.ca with the Name, Date(s), Location, Registration date, Abstracts Due.

Quick-Study Guides available in English and French available here:

English

<https://ghw.mcmaster.ca/app/uploads/2020/08/Quick-Start-Implementation-Guide--Carer-Friendly-Workplace-Standard-Final-FINAL-ua.pdf>

French

https://ghw.mcmaster.ca/app/uploads/2020/09/Quick-Start-Implementation-Guide-Carer-Friendly-Workplace-Standard-French_Final_FINAL-ua.pdf

Important Reminders

Please remember to cite as follows in all your dissemination mediums including KM tools, research outcomes, and presentations:

CIHR/SSHRC Healthy Productive Work Partnership Grant “Scaling up the Career Inclusive Accommodating Organizations Standard” FRN: HWP-146001 (CIHR); 890-2016-3018 (SSHRC)

If you have any project updates or news items for the newsletter, please send them to rishwora@mcmaster.ca

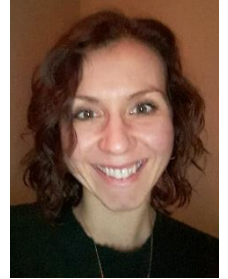
When sharing information about the project on social media, we suggest using the following hashtags to connect to our posts:

#careremployee
#CarerStandard
#PGProject



Spotlight on Post-Doctoral Fellow Andrea Rishworth

Andrea Rishworth is a new Post -Doctoral Fellow working with Dr. Allison Williams on the Healthy Productive Workplace Partnership Grant. She recently transitioned from a Post-Doctoral Fellowship at Penn State University and holds a PhD in Geography from the University of Waterloo, a MA in Geography from the University of Western Ontario, and an Honors BA in Sociocultural Anthropology and Geography from the University of Western Ontario. Her background lies in Health Geography, with a specific focus on aging, gender and care, global health inequities, and knowledge mobilization.



Andrea is assisting with project management and leading Project 12 and Project 13 of the Partnership Grant with support from Dr. Allison Williams. **Project 12**, titled “**Canada’s Compassionate Companies Evolution and Sustainability**” aims to understand the motivations, challenges and benefits associated with being a Compassionate Care Company in order to increase the number of carer-friendly organizations and support services for carer-employees in Canada. This project works in partnership with Canadian Hospice and Palliative Care Association (CHPCA). **Project 13**, titled “**Carer-Friendly Tools: Evaluation of Uptake and Adoption**” aims to understand the uptake of the Canadian Standards Association (CSA) Carer-Standard/Guide in workplaces in order to inform more effective implementation strategies for the 2021-2022 iteration of the Standard/Guide. This project works in collaboration with the Canadian Standard Organization (CSA).

Trainee Network

The trainee network met on Feb 25th in a virtual setting. The trainee network offers a place where trainees across all projects are able to meet monthly to practice presentations, share readings and offer encouragement. The goal of these meetings are to build rapport and social support between trainees across the various PG projects. Meetings occur on the fourth Thursday of every month. The next meeting will be held on March 25, 2021 Contact Sophie Geffros at geffrose@mcmaster.ca for more information!

Recent Publications

Congratulations to Allison Williams, Joonsoo Sean Lyeo, Sophie Geffros, Alexander Mouriopoulos, on the recent publication of **“The integration of sex and gender considerations in health policymaking: a scoping review”**. Read the full article here from [International Journal for Equity in Health](#).

Congratulations to Joel Sadavoy, Sima Sajedinejad, Linda Duxbury, and Mary Chiu on the recent publication of **“The impact on employees of providing informal caregiving for someone with dementia”**. Read the full article here from [Aging & Mental Health](#).

Congratulations to Andrea Doucet, Sophie Mathieu, and Lindsey McKay on the recent publication of **“Reconceptualizing Parental Leave Benefits in COVID-19 Canada: From Employment Policy to Care and Social Protection Policy”**. Read the full article here from [Canadian Public Policy](#).

Congratulations to Regina Ding, Anastassios Dardas, Li Wang and Allison Williams on the publication of **“Improving the Workplace Experience of Caregiver-Employees: A Time-Series Analysis of a Workplace Intervention”** in [Safety and Health at Work](#). The paper is currently available in pre-print for the March 2021 issue.

Congratulations to Regina Ding, Anastassios Dardas, Li Wang, and Allison Williams on the publication of **“Evaluation of a Caregiver-Friendly Workplace Program Intervention on the Health of Full-Time Caregiver Employees: A Time Series Analysis of Intervention Effects”**. Read the full article here from [Journal of Occupational and Environmental Medicine](#).

Congratulations to Eva Jewell, Andrea Doucet, Jessica Falk, and Susan Fyke on the publication of **“Importance of Indigenous Resources: A Case Study of Indigenous Employment Engagement in Southwestern Ontario”**. Read the full article here from [Canadian Review of Social Policy/Revue canadienne de politique sociale](#).

Recent Presentations and Meetings

Williams, A. **‘The International Standards Organization Carer-Employee Standard’**. Keynote presentation. *International Alliance of Carer Organizations Member Meeting*, December 3, 2020. Virtual Event.

Williams, A. **‘Carer Standard’**. Poster presentation & Exhibitor booth. Human Resources Professional Association 2021 Annual Conference & Trade Show, January 26-28. Virtual Event.

Williams, A. **‘The CSA Carer-inclusive and Accommodating Organizations Standard: Helping Carer-Workers Balance Caregiving and Paid Work’**. Poster & Video. Canadian Hospice Palliative Care Learning Institute. November 12-13, 2020. Virtual Event.

Williams, A. **“Family First? Best practices and policies to balance caregiving and work”**. Panel Presenter. Lancaster House. [National Human Rights and Accommodation Conference](#). September 30, 2020. Virtual Event.

We’re in the news!

Over the past few months there has been lots of exposure for the PG! click the link below for a list of links and recently published articles

<https://ghw.mcmaster.ca/were-in-the-news/>

Williams, A & Ding, R. **“Helping Your Business, While Helping Your Employees who also Provide Family Care”**. Oral Presentation. *Public Services Health & Safety Association Return to the Workplace (RTWp) Conference*. June, 2020. Virtual Event.

Congratulations to Julia Rolo on the acceptance of **“Mental Wellness with Family beyond Borders: A Closer Look at Immigrants’ Tools for Self-Care under COVID-19 Related Restrictions”** for the *23rd Metropolis Canada Conference. Migrants, Migration and Mobility: COVID- 19 Response and Recovery*. March, 22 – 26, 2021.

Congratulations to Lina El-Saadi, Luisa Henao & Tina Nguyen on the acceptance of **“Visible Minority Immigrants as Transnational Caregiving Employees Amidst COVID-19”** for the *23rd Metropolis Canada Conference. Migrants, Migration and Mobility: COVID- 19 Response and Recovery*. March, 22 – 26, 2021.

Congratulations to Alexxis Kydd on the acceptance of **“The Indigenous Experience and Complex Relationship with Employment and Providing Informal Care During COVID-19: Ontario, Canada”** for the *23rd Metropolis Canada Conference. Migrants, Migration and Mobility: COVID- 19 Response and Recovery*. March, 22 – 26, 2021.

Congratulations to Lina El-Saadi, Luisa Henao, Tina Nguyen, Alexxis Kydd, Julia Rolo, Jessica Cooper on the acceptance of **“An Exploration of the Transnational Experiences of Indigenous, Visible Minority and European Immigrant Caregivers in Canada Amidst COVID-19: Workshop”** for the *23rd Metropolis Canada Conference. Migrants, Migration and Mobility: COVID- 19 Response and Recovery*. March, 22 – 26, 2021.

Knowledge Mobilization Activities

Williams, A. **“COVID-19’s silver lining? Creating a caregiver-friendly work culture”**. [Conversations](#). September 16, 2020.

Williams A. [570 Radio Interview](#). September 17, 2020; last 20 minutes **“Accommodating Carer-Employees at Work”**
Sethi, B. [Drive CBC](#). September 15, 2020. **“Personal support workers are vital to Canada's healthcare system, but many experience prejudice on the job”**.

Sethi, B. & Williams, A. [980 CKNW Radio Interview](#). Sep 5, 2020. **“Personal support workers are the backbone of health care but the bottom of the power structure”**.

Sethi, B. [The London Free Press](#). September 13, 2020. **“London professor wants anti-racism policies for personal support workers”**.

Sethi, B. [The Conversation](#). September 2, 2020. **“Personal support workers are the backbone of health care but the bottom of the power structure”**.

Andrea Doucet was featured in a recent [CTV article](#), **“Study suggests pandemic-induced recession could impact paternity leave take-up rates”** on November, 28, 2020.

Andrea Doucet and team worked on a press related for the Brock news detailing their project progress to day. Find this article here: <https://brocku.ca/brock-news/2021/03/brock-and-fort-erie-native-friendship-centre-research-indigenous-caregiver-experiences/>

Dr. Diane-Gabrielle Tremblay was featured in many recent news articles. Click links below to read full articles:

- i) [Francpresse](#) article **“After the pandemic, rethinking the city”** Feb. 12, 2021.
- ii) [CBC](#) article **“Helpful advice for how to work from home — together”**. March 23, 2020.
- iii) [Radio-Canada The 15-18](#) article **“No vacation for one in four Quebecers during the holidays.”**
- iv) [Radio-Canada L'heure de pointe Toronto/Windsor Avec Alison Vicrobeck](#) article **“Le télétravail, et après?”**. Dec. 4, 2020.

Helpful Links

- Canadian Government resources for seniors and their caregivers. Click [here](#) to explore the resources.
- Statistics Canada released “[Caregivers in Canada, 2018](#)”. Click to read report.
- Carers Canada offers useful information to support caregivers in response to COVID-19. Click [here](#) to explore resources.
- [Canadian Hospice Palliative Care Association](#) provides helpful resources related to care including webinars, guides, and easily implementable tools.

New Developments

- Dr. Andrea Rishworth, Allison Williams and the Canadian Hospice and Palliative Care Association (CHPCA) are releasing a **webinar series** this spring that explores the motivations, experiences and realities of Compassionate Care Companies in Canada.
 - The first webinar is scheduled for **March 25, 2021** from 1:00-2:00pm EST.
 - The second webinar is scheduled for **April 12, 2021**, from 1:00-2:00pm EST.
- This spring, the [Canadian Hospice and Palliative Care Association \(CHPCA\)](#) will be launching a campaign to increase awareness of the [CSA Group Carer Standard, Implementation Guide and accompanying tools](#)
- When sharing information about the CHPCA, we suggest using their hashtags to connect to their posts.
 - For Facebook: [@CanadianHospicePalliativeCare](#)
 - For Twitter: [@CanadianHPCAssn](#)
 - For LinkedIn <https://www.linkedin.com/company/chpca>
 - For Instagram: [Insta @cdnhpcassn](#)
- We are happy to share that Dr. Allison Williams, Dr. Linda Duxbury, Regina Ding, Sophie Geffros, and Andrea Rishworth will be presenting a panel session titled “**Examining Carer-Friendly Workplace Solutions for a Sustainable Future**” at the Care: Challenges and Solutions for a Sustainable Future conference.
- Dr. Williams and the work of the PG is represented in the **Caregivers 4 Change network**. See more information on the organization’s [website](#).
- The Centre for International Research on Care, Labour & Equalities (CIRCLE) has produced a series of reports on “**Carers, Employment and Services**”. The reports are available [here](#).

Spotlight: Project 1 – Internationalization of the Canadian Carer Standard

Partner: Canadian Standards Association (CSA)

Academic Team: Allison Williams (PI), Sue Yeandle (Co-I)

The process of creating an international standard is highly involved, taking a dedicated International Standards Organization (ISO) Working Group (WG) close to three years to realize. The project was initiated in February 2019, with a 36-month time-line. The scope of the international Standard is *to provide requirements and guidance for an organizational program for worker-carers that supports, accommodates, and includes worker-carers while providing the required leadership to implement this International Standard.*

The WG is part of a larger Technical Committee called ‘Ageing Societies’, which currently oversees the development of three Standards, one of which is ours. The WG has expert members from the following 13 countries: Canada, USA, UK, China, Finland, Sweden, Singapore, Uganda, Norway, South Korea, Ireland, Germany, and Australia.

There are also several non-voting members, which represent the following countries: France, Germany, Japan, Singapore, and Sweden.

The secretary for the WG is Jeanne Bank, a highly experienced member of the standards community both in Canada and internationally. Dr. Allison Williams is the Convenor of the WG and works closely with Jeanne Bank in moving the process of standardization forward.

Having used the CSA B701-17, *Carer-inclusive and accommodating organizations Standard* as the foundation, the ISO Standard (ISO 23889) has been informed by the WG experts and has gone out to the international community for public review and comment through the National Standards Bodies of ISO. The Draft International Standard (DIS) has received 100% approval, but some comments and suggestions for modifications have been received and will be considered by the WG. Next, the Standard will be submitted for a final vote and after which it will be submitted to the ISO for publication.

We are pleased to have presented the work on the International Standard at three international conferences, with one more forthcoming. One book chapter, entitled *Standardisation: Promoting Global Application of an Aged Friendly Lens* has also been written and is currently in press [S. Pit, A. Livingstone, A. Ciacaru, N. Zgvac, A. Williams (2020). Book Chapter for Edited book entitled An Age Friendly Lens. Editor, Dr. Christie Gardiner. *Routledge*.]

We are only a short time away from the publication of our ISO Carer-inclusive organizations Standard, targeted for December 2021. When published by the ISO, the Carer-inclusive organizations Standard will be available from ISO and disseminated through the National Standards Bodies of ISO, which are country-specific. These standards bodies can determine whether or not to adopt or adapt the International Standard for use in their countries. All consensus-based standards are voluntary and can be implemented in a variety of ways. Once published, we will employ our partnership with the Canadian Standards Association (CSA), Carers Canada, and the International Association of Carer Organizations to mobilize the ISO Carer-inclusive organizations Standard. Please find below the Standard’s Table of Contents, which likely will not change from now to publication. Please send any queries or comments to Allison Williams at awill@mcmaster.ca. Stay tuned for more details!

ISO/DIS 23889:2020(E)

ISO TC 314/ WG 3

2020-11-19

Secretariat: Canada

Ageing societies – Guidelines for carer-inclusive organizations

Table of Contents

Foreward

Introduction

Scope

Normative References

Terms and Definitions

Guiding Principles

Carer -inclusive program elements

- **Management commitment, support and leadership**
- **Worker participation**
- **Policy**
- **Legal and other requirements**
- **Social Responsibility**
- **Review of internal practices and resources**
- **Identify gaps and barriers**
- **Objectives and targets**
- **Confidential disclosure**
- **Awareness, competence and training**
- **Communication of services**
- **Carer culture**
- **Actions**
- **Response to sudden or unplanned caring**
- **Monitoring and measurement**

Management review and continual improvement

Annexes (tools to assist with implementation including a sex/gender lens and a checklist)

Bibliography

Project Updates

Project 1- Internationalization of the Standard

See Project Spotlight above!

Project 2- Knowledge Mobilization

The Quick-Study Guides have been made available in English and French, and made accessible through Able Docs.

Project 3- Readiness for Change

Led by Dr. Duxbury at Carlton University, [Key findings](#) can be found on the PG website under Stream B, Project 3. Dr. Duxbury is currently working with the Conference Board of Canada on a new survey addressing work-life balance during the COVID-19 pandemic.

Project 4- Feasibility and CBA of the Standard as an Intervention

Under the supervision of Dr. Allison Williams, PhD Candidate and PG Trainee Regina Ding is making good progress on a mixed-method study evaluating the implementation of the Carer Standard as an intervention in the workplace. Regina is currently writing up a data that considers the impacts of COVID-19.

Project 5- Informing the Standard's Cultural Competency

We have also strived to ways to build relationships while working digitally. A culturally responsive method we are using for Indigenous Peoples is to send medicines to our Indigenous Participants before their virtual interview. We are working closely with our Advisory Committee members and meeting with them quarterly to ensure that we are including our stakeholders' needs in our research. We are very grateful for the support of our advisory team during these challenging times. As our team moves from data collection into analysis, our goal is to seek other innovative opportunities to mobilize knowledge to academics and the broader public.

Quick-Study Guides available in English and French available here:

English

<https://ghw.mcmaster.ca/app/uploads/2020/08/Quick-Start-Implementation-Guide--Carer-Friendly-Workplace-Standard-Final-FINAL-ua.pdf>

French

https://ghw.mcmaster.ca/app/uploads/2020/09/Quick-Start-Implementation-Guide-Carer-Friendly-Workplace-Standard-French_Final_FINAL-ua.pdf

Project 6- Indigenous Perspectives and Experiences with Caring

The collaborative partnership between Brock University and the Fort Erie Native Friendship Centre (FENFC) is led by co-investigators Dr. Eva Jewell (Ryerson University) and Dr. Andrea Doucet (Brock University). Our progress to date includes securing our research team: our peer researcher Karen Hilston from the FENFC and Jessica Falk, an MA student researcher from Brock University. After completing two ethics applications, one to Brock University's Research Ethics Board (REB) and one to the Ontario Federation of Indigenous Friendship Centres (OFIFC), we conducted two focus groups at the FENFC. Our discussions were rich and are guiding our writing and analysis. Our preliminary findings include: exploring the way care work is valued in Indigenous organizations and the unique circumstances of Indigenous peoples in Canada as carer employees. We continue writing about our findings and plan to produce two articles for peer-reviewed journals, and one op-ed detailing our findings in 2021. Finally, we recently worked on a press release for the Brock news detailing our progress to date.

Project 7- Disseminating the Standard in Quebec, Canada

Dr. Diane-Gabrielle Tremblay has conducted an online survey with firms, as well as interviews with HR managers in Québec. The focus of study is on how they are managing carers' requests for accommodations arrangements for caregiving. The online survey has a little over 100 respondents, and the team is trying to pursue the interviews with HR managers, but they are all quite busy with COVID issues since the spring. Several recent articles can be found on page 2.

Project 8- Coming out to Care

This new project, which is examining the implementation of the Carer Standard for 2SLGBTQ+ carer-employees, is being led by PhD Candidate and PG Trainee Sophie Geffros, under the supervision of Dr. Allison Williams. This project aims to understand the experiences of LGBTQI2S carer-employers (CE's) and how their identity impacts their comfort in accessing workplace accommodations, as defined by the Carer Standard. Research ethics approval has been secured and data collection will begin soon.

Project 9: Aging Caregivers: An Analysis of Employment Health, Life Satisfaction and Financial Well-Being using the Canadian Longitudinal Study on Aging (CLSA)

This project aims to fill the data gap with respect to aging carers, and specifically carer-employees through the Canadian Longitudinal Study on Aging (CLSA). Led by new investigator, Dr. Li Wang, in collaboration with Dr. Peter Kitchen and Dr. Allison Williams, a summer Research Assistant (Chris Ji) assisted with the submission of a paper from this study, which has been accepted for publication in [The Canadian Journal of Public Health](#).

Project 10: Creating Essential Metrics for Assessing Sex and Gender Integration in Health Policy

Led by Master's student, Alexander Mouriopoulos, this project works to create essential metrics to assess both sex and gender integration within health policy.

Project 11: The Impact of COVID-19 on Double-Duty Caregivers (DDCs)

Led by Sakshi Mehta, a Global Health student, this study investigates the impact of COVID-19 on both DDCs' unpaid caring responsibilities and paid healthcare work.

Project 12: Canada's Compassionate Companies: Evolution and Sustainability

This project aims to understand the motivations, challenges and benefits associated with being a Compassionate Care Company in order to increase the number of carer-friendly organizations and support services for carer-employees. This project is led by PDF Trainee Dr. Andrea Rishworth, in collaboration with Dr. Allison Williams and works in partnership with Canadian Hospice and Palliative Care Association (CHPCA).

Project 13: Carer-Friendly Tools: Evaluation of Uptake and Adoption

This project aims to understand the uptake of the Canadian Standards Association (CSA) Carer-Standard/Guide in workplaces in order to inform more effective implementation strategies for the 2021-2022 iteration of the Standard/Guide. This project is led by PDF Trainee Dr. Andrea Rishworth in collaboration with Dr. Allison Williams and works in partnership with the Canadian Standard Organization (CSA).

Project 14: An Analysis of Gender, Health and Well-being of Caregiver-Employees in Canada using the General Social Survey (GSS) – Caregiving and Care Receiving Cycles 26 and 32 (2012 and 2018)

Led by Dr. Peter Kitchen, Dr. Li Wang & Dr. Allison Williams, the primary purpose of this study is to identify carer-employees in Canada that are likely to have caregiving responsibilities effect their productivity, employment status, and health and wellbeing.

For Our Knowledge Mobilization Partners

To help you support the Knowledge Mobilization campaign, we have provided a list of channel-specific links for you to use with your social media efforts or e-newsletters, when applicable.

How to Use the Links

If you want to tweet a link to the Standard or the Implementation Guide, in either English or French, please use the appropriate social media or e-newsletter link. This way, the CSA can track where the hits/downloads are coming from, helping reach the 'evaluation of reach' element of the CHCA project.

In all cases other than social media or e-newsletter, use the standard links:

Links to the Standard

English: <https://www.csagroup.org/article/b701-17/>

French: <https://www.csagroup.org/fr/article/b701-f17/>

Links to the Guide

English: <https://www.csagroup.org/article/b701hb-18/>

French: <https://www.csagroup.org/fr/article/b701hb-f18/>

Links to the Quick-Study Guide

<https://ghw.mcmaster.ca/quick-study-download-page/>

Regarding Social Media Use

If each project lead could share partners'

- Twitter handles
- Facebook pages
- Webpages outlining/promoting your project

This information could be distributed to all partners so we can follow, re-tweet, and support all your media efforts.

Please forward to:

Andrea Rishworth at rishwora@mcmaster.ca