

Carer-Friendly Workplaces: Standards and Certification

April 26, 2022

6:00 am – 7:30 am (ET – Toronto, Canada)



Building a global understanding and respect for the vital role of carers

IACO Vision, Mission, Goals

- **VISION:** To establish a global understanding and recognition of the essential role of carers with respect to care recipients, health and social care systems and society.
- **MISSION:** To improve the quality of life and support the needs of carers through international partnerships and advocacy that strengthen and honour the voice of carers.
- **STRATEGIC GOALS:**
 - **Awareness:** IACO will increase global **awareness and recognition** of carers with opinion leaders and key global health and social care organisations.
 - **Understanding:** Increase understanding of the **impact and influence** caring has on carers' and care recipients' health outcomes, health and social care systems and economies.
 - **Impact:** Foster a worldwide movement to recognise and support carers through the creation and promotion of a **Global Carers Strategy and Action Plan**.



Global Discussions: Challenges and Opportunities

Carer Principles

Core value statements:

Principle 1: Recognition

Principle 2: Equal opportunities

Principle 3: Information and knowledge

Principle 4: Health and Well-being

Principle 5: Employment

Principle 6: Financial security

<https://internationalcarers.org/global-strategy/>

- *IACO is convening discussions to explore the application of the Carer Principles and showcase innovative practices around the world.*
- *IACO members believe that carers have a right to combine caring with paid employment, to be supported by their employers, and have equal opportunities to remain in and return to work.*



Conversation Agenda

International – ISO 25551 – General requirements and guidelines for carer-inclusive organizations

- **Dr. Allison Williams**, Principal, CIHR/SSHRC Healthy Productive Work Partnership Grant, Mobilizing a Caregiver-Friendly Workplace Standard: A Partnership Approach, Professor, McMaster University, Canada, Convenor ISO TC 314, WG 3
- **Jeanne Bank**, Consultant , Standards development, health care, consumer policy and aging issues

Australia – Carer + Employers

- **Elena Katrakis**, Chief Executive Officer, Carers NSW

UK – Carer Confident

- **Katherine Wilson**, Head of Employers for Carers, UK



International – ISO 25551 – General requirements and guidelines for carer-inclusive organizations

Allison Williams, McMaster University

Jeanne Bank, Standards Council of Canada volunteer member



Chair in Gender, Health and
Caregiver Friendly Workplaces





Introductions

Jeanne Bank is the Secretary TC 314 WG 3. She is a standards development professional and now serves as a public interest representative. She is a member of her local Age Friendly Network and is a caregiver to her 100 yr old mother.

Allison Williams works as a Professor at McMaster University. She has been involved in creating voluntary Standards for carer-workers since working on the *CSA Care-inclusive Organizations Standard (2017)*. Her aim is to have workplaces use Standards as a tool in the creation of carer-friendly workplaces.

GUIDANCE FOR ORGANIZATIONS

News 2022

SUPPORT FOR WORKING CARERS ACROSS THE GLOBE:

ISO 25551:2021 Ageing societies - General requirements and guidelines for carer-inclusive organizations

AS THE WORLD AGES, MORE UNPAID CARE PROVISION IS REQUIRED BY FAMILY, FRIENDS AND NEIGHBOURS

Currently the WHO estimate 349 million people worldwide depend on care, with 101 million of these 60 years of age and older (WHO, 2017). This growing number of unpaid carers are simultaneously employed in the labour market and experience a range of challenges due to the multiple demands of both paid labour and unpaid caregiving. Further, many of these working carers are also caring for young dependents. The vast majority of these unpaid carers are simultaneously working in the labour market or attending school.

Research evidence illustrates that unpaid care work negatively impacts paid work (Korfhage, 2019; Duxbury et al., 2012, Choula et al, 2012, Keating et al, 2013), and few employers have adopted carer-friendly workplace policies. Deficiency of workplace or organizational support could lead to a range of negative employee consequences which increase costs to employers; these include mental and physical health problems, reduced productivity, increased absenteeism and presenteeism, and employees exiting the workforce altogether.

FOR EMPLOYERS TO BEST SUPPORT THESE WORKING CARERS, A SET OF STANDARDIZED GUIDELINES HAVE BEEN CREATED

These were set out by the technical committee on ageing societies in the International Standards Organization (ISO), ISO 25551:2021 Ageing societies – General requirements and guidelines for carer-inclusive organizations Standard published in December 2021.

Developing an International Standard

- Developed under **ISO Technical Committee 314 – Standards for Ageing Societies**
- TC 314 established in 2017 – 25 participating countries & 16 observers
- Secretariat is British Standards Institute, Chair Britta Berg, AARP
- Have now published 3 standards: age inclusive workplaces, dementia friendly communities and carer- inclusive organizations
- 4 new projects underway : well- being in communities, home health care products and services, age-inclusive digital economy & multigenerational communities
- For more info: <https://committee.iso.org/home/tc314>



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ISO 25551:2021

Ageing societies — General requirements and guidelines for carer-inclusive organizations

ABSTRACT [PREVIEW](#)

This document specifies requirements and provides guidelines for an organizational program for working carers providing care to:

- adult care recipients (e.g. adults with cognitive, sensory, physical, and invisible disabilities, adults with chronic or episodic conditions and older dependents);
- long-term childcare recipients (e.g. due to chronic illness or permanent cognitive, sensory or physical disability or injury).

This document is applicable to any organization, regardless of size, sector or community setting (i.e. urban, rural or remote).

This document can be used in conjunction with an organization's management systems, human resource programs, and/or equity, diversity and inclusion programs, or on its own in the absence of a formal workplace program to support working carers.

BUY THIS STANDARD

FORMAT	LANGUAGE
<input checked="" type="checkbox"/> PDF + EPUB	English
<input type="checkbox"/> PAPER	English

CHF **118** [BUY](#)



Canadian seed documents

CSA Group Standard B-701 & Guide



B701-17



B701HB-18

Carer-inclusive and accommodating organizations



Helping worker-carers in your organization



Carer-Standard and Implementation Guide (English & French)

<https://www.carerscanada.ca/work-care-standard/>

https://www.csagroup.org/article/b701-17/?utm_source=carers-canada&utm_medium=web&utm_campaign=b701-17_free_download

https://www.csagroup.org/article/b701hb-18/?utm_source=carers-canada&utm_medium=web&utm_campaign=b701hb-18_free_download

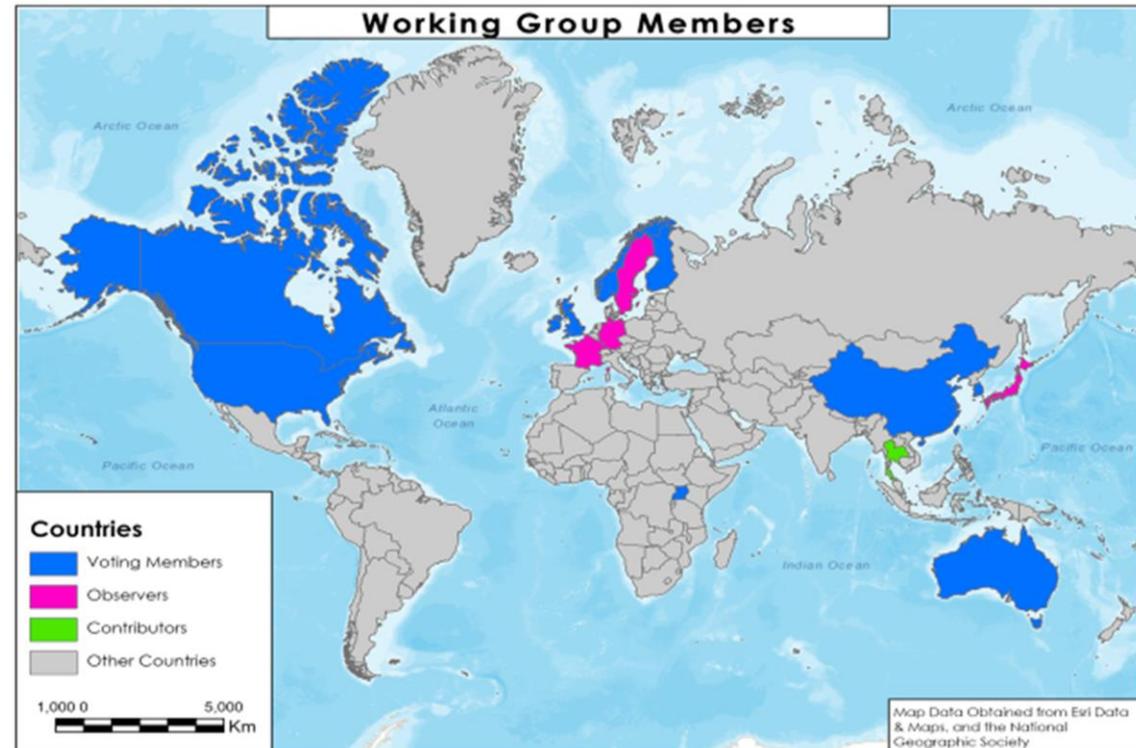
Working Group membership

Secretariat: Canada
(Standards Council of Canada)

Voting: Canada, USA, UK, Ireland, Australia, Finland, Norway, Uganda, South Korea, China, Singapore, Germany

Observers: France, Japan, Sweden (also comments from Thailand)

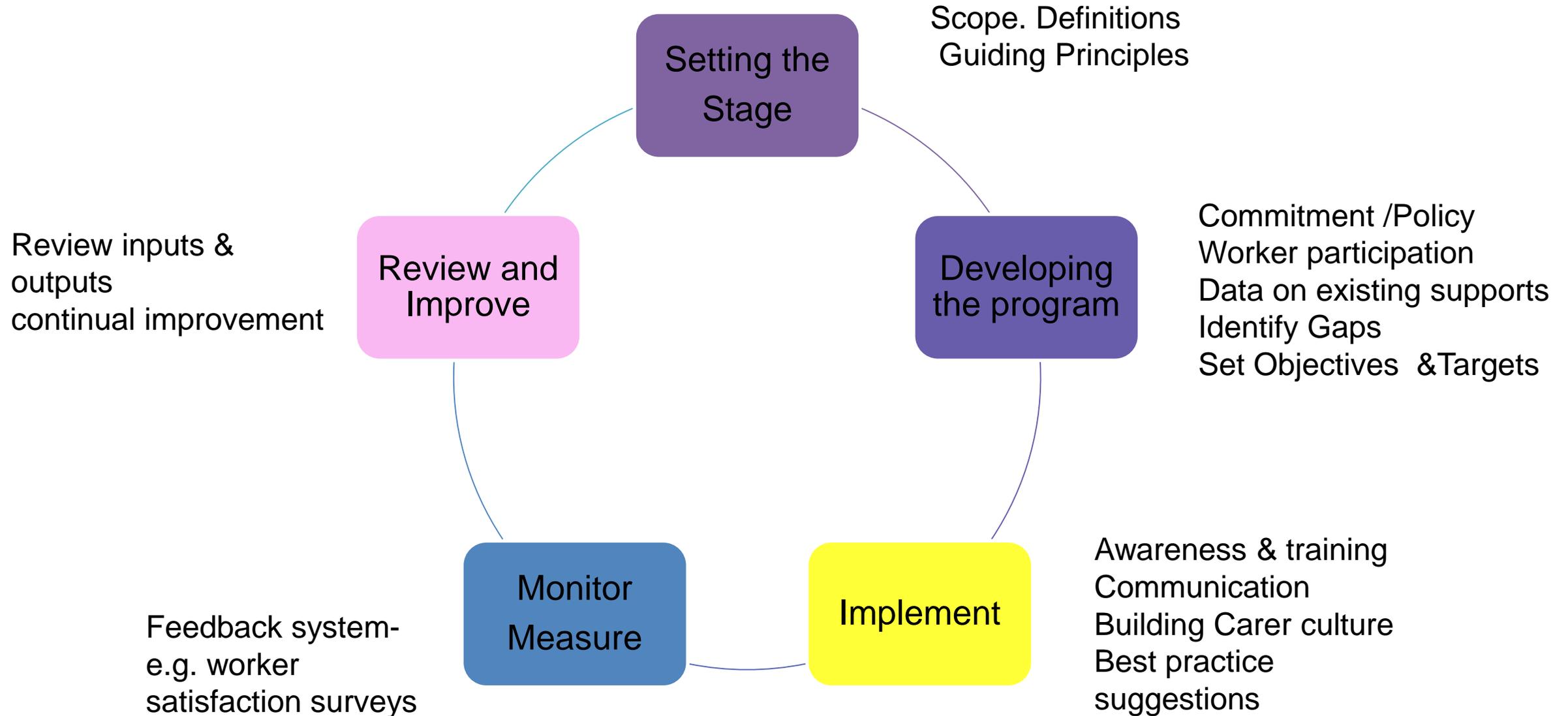
Liaisons: ETUC, Eurocarers



Timeline for Development – 3 years



Key Elements of Standard



Additional Guidance to help organizations put Standard into practice

Annex A

Sex-/gender-based lens

- A sex/gender lens is important to use on data or information related to working carers and carer-inclusive organizations to gain a more accurate picture to make well informed choices and solutions.
- Further, many industries are characterized by the presence or absence of sex/gender-dominance.

Annex B

Sample internal review checklist

- This sample checklist is provided to help organizations conduct internal reviews as part of the implementation of this document and the ongoing review of the program.
- Smaller and medium-sized organizations can tailor their approach by focusing on key gaps and priorities and implementing the document in a phased manner.



ISO 25551:2021 Ageing societies - General requirements and guidelines for carer-inclusive organizations & UN SDGs

There is no question that gender equality is of critical importance in care work, given that between 57-81% of all unpaid carers are female (depending on the country context) of which most of which are most likely employed outside the home. Further, due to females providing significantly more caregiving hours than males, females experience a greater impact on their paid employment. Females working carers are comparatively more likely to make job modifications, such as changing jobs, as a result of ongoing caregiving requirements. This is reflected in European research that reflects that only half of female working carers are able to work full-time, showing the impact on their financial condition.



Gender Inequality & Reduced Inequalities

The Carer Standard meets a number of UN SDGs, in particular Goal 5: Achieve Gender Equality and Empower All Women and Girls, which is argued as being central to the achievement of all other goals. Goal 5 is made up of 9 targets, including Target 5.4: Value unpaid care and promote shared domestic responsibilities.



Decent Work & Economic Growth

Women make up close to 40% of the labour market internationally. If they are no longer able to be employed due to the demands of their unpaid care work, Economic Growth will suffer. Carer-friendly workplace accommodations are central to Decent Work.



Good Health & Well-being

Employment provides not only income for subsistence, but the resources, such as vaccinations, health services, and medicine, to achieve Good health & Well-being for carer-workers and their families.



No Poverty

The majority of unpaid carers are female, and due to females providing significantly more caregiving hours than males, females experience a greater impact on their paid employment and are therefore more prone to poverty. Employment is the primary way out of poverty, as well as the primary way to prevent poverty.



Sustainable Cities and Communities

Carer-workers need to juggle both employment and unpaid care work, and do so more successfully when supported in resilient, inclusive Sustainable Cities & Communities.

Challenges in reaching a global consensus

- No existing universal consensus on terms and definitions re: caregiving. Terminology is diverse and evolving around the world
- Need for flexibility around implementation – many countries wanted more guidance to balance key requirements in a voluntary standard and a phased approach especially for small organizations
- Traditional gender norms in many countries
- Clarity on how the standard would fit into diverse legal and country-specific programs & supports
- Need to reflect current and emerging issues
 - Emphasize business case for supporting working carers
 - Impact of Pandemic and hybrid work
 - Double-duty carers
 - Disabled carers, and other diversity issues

TERMINOLOGY RELATED TO CAREGIVING

**An informative guide to
commonly used concepts, words
and phrases**

**DEVELOPED BY THE CARER
INCLUSIVE WORKING GROUP
RESPONSIBLE FOR
ISO 25551**

**please visit our website for more
information on ISO 25551 at
<https://committee.iso.org/home/tc314>**



Supporting Carer-Workers: 5-Point Checklist for Carer-Employees

- 1 Determine what kind of supports may be available from the health care system and not-for-profit organizations such as Carers Canada and the Canadian Alzheimer's Society.
- 2 Determine what kind and how much support may be available from family, friends & neighbours.
- 3 Inquire about the available accommodations at work and support via your employment assistance program (EAP).
- 4 If comfortable, connect with your supervisor or Human Resources Department about your situation so they can help you.
- 5 Prioritize self-care: do at least one thing for yourself every day.

Recognizing Burnout

Burnout is defined as a pervasive state of mental, physical, and emotional exhaustion that can result in a number of adverse effects, such as isolation, and an inability to meet demands. Carer burnout is highly personal and subjective, therefore it is important to recognize the signs and symptoms of burnout in yourself.

How to Recognize burnout in yourself

- Lack of energy and motivation, easily fatigued
- Frequent illnesses such as colds, migraines, headaches
- Changes in appetite
- Change in sleep quality and/or quantity
- Chronic feelings of self-doubt
- Irritability
- Cynicism and pessimism
- Feelings of isolation
- Feelings of dread
- Loss of satisfaction from activities that previously were enjoyable
- Putting off things to do
- Disengaging from work, family, or personal responsibilities
- Substance abuse

Burnout is often co-morbid with or precedes many mental health conditions. It is important to recognize these symptoms early to address them at their root cause.

Treatment

- Seek professional help through workplace referrals or EAP services.
- Counselling
- Self-care techniques (e.g. Meditation, exercise, reading)
- Short-term or long-term break from work or familiar responsibilities
- Reduce screen time
- Build or call upon your social network
- Seek community support groups or support services
- Seek support from your employer

How to Recognize burnout in your employees

It is important as a manager, supervisor or team leader to recognize if one of your employees may need help. While burnout can begin in any facet of an employee's life, it has ripple-line effects that will inevitably carry over to their work life. Look out for the following signs and aim to address these signs with compassionate language.

Know your rights:
Employees are protected under The Canadian Human Rights Act (CHRA) (Section 2) that states: "Every individual is entitled to equal employment opportunities without being discriminated against on the basis of race, religion, age, sex, marital status, family status, sexual orientation, or disability." This includes the right to request workplace accommodations. If you are a carer, you may be eligible for accommodations under the CHRA. For more information, visit the Canadian Human Rights Commission website.

Resource for Carers at Workplace:
The Canadian Human Rights Act (CHRA) (Section 2) that states: "Every individual is entitled to equal employment opportunities without being discriminated against on the basis of race, religion, age, sex, marital status, family status, sexual orientation, or disability." This includes the right to request workplace accommodations. If you are a carer, you may be eligible for accommodations under the CHRA. For more information, visit the Canadian Human Rights Commission website.

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Supporting Carer-Workers
Checklist for Carer-Employees

This checklist can be used by carer-workers who are considering approaching their supervisor or manager at work to request workplace arrangements. Fill out each of the boxes to the best of your ability.

Task	Not Completed	Partially Completed	Completed	N/A	How can you plan to arrange this task if not completed?
1) Find out what programs are available in your workplace.					
2) Find out about name & contact info for supervisor/manager.					
3) Find out about services and programs available in your workplace.					
4) From the list above, create a list of accommodations you need.					
5) Approach your supervisor/manager to discuss your needs.					
6) If you are unable to approach your supervisor/manager, contact your union representative.					
7) If you are unable to approach your supervisor/manager, contact your union representative.					
8) If you are unable to approach your supervisor/manager, contact your union representative.					
9) If you are unable to approach your supervisor/manager, contact your union representative.					
10) If you are unable to approach your supervisor/manager, contact your union representative.					

Supporting Carer-Workers:
Checklist for Collective Agreements and Organisational Policies

Your organizational policy and/or collective agreement should include the following:

- ✓ Provide training on carer-workers to all governing bodies and staff.
- ✓ Provide leaves of absence (paid, flexible, and without loss of position or seniority) for carer-workers to engage in caregiving responsibilities. These leaves should include, but are not limited to, personal emergency leave, family responsibility leave, and bereavement leave.
- ✓ Ensure that retention and promotion policies do not penalize carer-workers.
- ✓ Ensure that carer-worker benefits provided by your organization or union do not discriminate and are available to carer-workers regardless of the relationship between the carer and their care recipient. 25% CBTR carer-workers and their families should have entitlements equal to other workers. Qualifying rules like proof of relationship and length of cohabitation must not discriminate.
- ✓ Require management, working together with workers, to create an organizational culture that supports and appreciates workers who also have caregiving responsibilities and encourages them to identify as team leaders that require the provision of benefit programs, family-friendly organization programs, employee assistance programs, etc.
- ✓ Ensure that insurance and benefits provided to employees include coverage for hospice care, caregiving expenses, and funeral or personal support worker care.

Fostering a Carer friendly Workplace



Workplace Poster for Occupational Health & Safety Board

A fact sheet about carer-employees and strategies for accommodation at work.

Download Poster

<https://ghw.mcmaster.ca/tools-and-curriculum/>

Funding (2017-2025)

SSHRC - CIHR Healthy and Productive Work Partnership Grant

**Funding Reference Numbers: HWP – 146001 (CIHR)
890-2016-3018 (SSHRC)**

Come visit us!

<https://ghw.mcmaster.ca/projects/healthy-productive-work-partnership-grant/>

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Jeanne Bank bank.Jeanne@gmail.com

Annex B – sample checklist

Sample internal review checklist

This sample checklist is provided to help organizations conduct internal reviews as part of the implementation of this document and the ongoing review of the program.

NOTE 1 The levels in column 2 reflect the guidance provided in the document; where a) are requirements and b) are recommendations.

NOTE 2 While this document is applicable to any organization regardless of size or sector, each organization will develop their own program, based on needs and resources of the organization. This checklist can be modified to suit the size, nature and complexity of the organization. It can also be used as a gap assessment tool to highlight those areas requiring further work. Smaller and medium-sized organizations can tailor their approach by focusing on key gaps and priorities and implementing the document in a phased manner.

Clause	Level	Assessment			Findings	Actions
		Met	Not Met	Partially Met		
5.1 You have a documented policy and program to support worker carers	a					
5.2 Top management has shown commitment to the implementation of the program	a					
5.3 Workers are engaged in the implementation and maintenance of the program	b					
5.4 The organization has a carer-inclusive policy that follows the guiding principles in 4.2	a					
5.5 You have determined whether any local legal requirements apply to the	b					

Terminology Guide

Glossary

Word/Phrase	Commentary on Use
care	This a root term and can apply to both paid and unpaid care. Care includes actions which can be social, physical, emotional, spiritual, mental, and financial. Care is provided across a wide variety of settings such as home, community and institutional.
care partner	Use of this phrase is increasing, particularly in North America and in the chronic disease field. Some stakeholders consider this concept to be more inclusive and egalitarian than carer or caregiver. This phrase is often used in patient and carer engagement activities. However, this term does not clearly distinguish family carers from paid care providers.
care recipient care receiver	These terms are used by organizations or agencies providing care, whether health, social or otherwise. These terms are preferred over the words "patient" or "client".
care worker	This is a preferred term for paid care providers. Other similar terms include home care provider, care provider, home health care professional, personal support worker, personal care assistant, certified caregiver, professionally trained carer, care specialist, and health care professional.
caregiver	This phrase is used in many countries to describe any person providing care to a care recipient. It is commonly used in North America to describe family carers. However, this phrase can include both family carers and paid care workers and can cause confusion.
carer	This phrase is more commonly used in Europe, UK, New Zealand, and Australia. In North America, this phrase is not as commonly used as caregiver or family caregiver. In Asia, this term more commonly refers to a paid care provider. This term is becoming preferred over "caregiver" as care is labour, not a gift. Also, caregiving describes a relationship that is one way – whereas caring recognizes that the act of caring or the role of carer provides value to both the carer and the care recipient.

helper	This word is used in some countries to refer to those who may not provide regular care but who are involved in helping with a range of caregiving tasks. It is also used to describe those who provide care but who are not affiliated with a formal service provider. In some countries these workers may be from marginalized groups. However, the use of this word is discouraged as it may diminish the value of the support or assistance provided.
informal care informal assistance	This phrase has been widely used but is becoming less acceptable to many carers and experts in the field of ageing, as it does not represent the complexity and the essential nature of the care provided. Unpaid care should be considered as labour and recognized for its value, not only to the care recipients and families concerned, but to the health care system, economy, and society at large. Caring circumstances can vary considerably; the use of this phrase may create and sustain assumptions about family caregiving in that it does not require training, support, and recognition.
informal carer informal caregiver	See commentary for informal care.
leave without pay for the care of immediate family /leave with pay for family-related responsibilities	Some workplaces have started to describe the <i>reason</i> for offering accommodations in workplace policies rather than using a term that describes the role of caregiving.
nonprofessional trained carer	This phrase is often used in Nordic countries to describe relatives or friends who perform unpaid care duties and who have received training to help them provide care that may include medical care. This phrase recognizes the complexity of the care role (e.g. medication management, use of medical equipment, etc.). However, this phrase can be confused with a paid care worker or personal support worker who is not a professional (i.e. nurse, nurse practitioner, doctor, social worker, community paramedic, etc.)
unpaid care	This phrase is preferred over informal care. However, in some countries, health systems and programs are starting to provide payment to family carers; consequently, the distinction between paid and unpaid care is becoming blurred as there is little material difference between a family carer and a professional care



AUSTRALIAN

ACCREDITATION PROGRAM

CARER FRIENDLY WORKPLACES

CARERS + EMPLOYERS OVERVIEW



Carers + Employers is a tiered, national accreditation program that has developed best practice standards to support carers in the workplace.



- Organisations start at 'Activate' work their way to 'Commit' and finally 'Excel'. This enables employers to build from an initial level of support for carers in their workplace, to embedding innovative strategies across the organisation.
- A fee is charged at each level.
- Submissions are assed against standards and when all criteria have been successfully met accreditation is granted for a period of 2 years.



Carers + Employers also connects and informs like minded employers through a LinkedIn group and networking events.



5 FOCUS AREAS



There are **5 key, consistent focus** areas for each accreditation level

Standards and the criteria required to meet these, increase with each level.

Carer Recognition

- Carers recognised in their own right

Policies and Procedures

- Carer friendly practices - formalised

Capacity Building

- Education, training and development

Communication and Awareness

- Messages are positive and consistent

Practical Workplace Support

- Supports are meaningful and useful

BACKGROUND



- National employer accreditation program and network launched in 2019.
- At the outset, represented project 1.1 of the 2014-2019 NSW Carers Strategy. Currently represents priority 3.2 of the 2020-2030 NSW Carers Strategy.
- A project of Carers NSW, with funding from the NSW Government and in the initial stages the Federal Government. Has the support of the member organisations of Carers Australia in each state/territory.
- The program was overseen by a high level project management group consisting of diverse representatives.

JOURNEY



- 2018 → branding, collateral, framework & program documentation produced
- 2019 → trademark accepted
- first NSW employer gains level 1 accreditation
- website launched with member area
- 2020 → first national employer gains level 1 accreditation
- program profile and resources continue to develop
- 2021 → first level 2 accreditation achieved

Employer hesitancy:

- early stages - program credibility & recognition not established
- limited time and resources to undertake accreditation
- COVID-19 - a focus and additional stress & fatigue
- already undertaking diversity and inclusion projects/ accreditations

Employers appreciate:

- consultation throughout process
- resources, with continuing appetite especially for manager training
- a framework that is flexible, robust and best practice
- the tiered approach – encourages ongoing improvement and build
- networking and opportunity to learn from others

ACCREDITED EMPLOYERS



Accredited Carer Employers

Level 1 Activate



University of Technology Sydney (UTS)
Uniting Local Area Coordination
Westpac
Royal Perth Bentley Group
Mental Illness Fellowship of Western Australia (MIFWA)
Volunteering WA
NSW Department of Customer Service
Carers NSW
Carers WA

Level 2 Commit



Sydney Local Health District
Macquarie Group
NSW Department of Communities and Justice
Suncorp

ACCREDITATION BENEFITS



Employers who undertake accreditation receive:



- Annual consulting and/or training.
- Ongoing telephone and email support.
- Listing on the Carers + Employers program website.



- Access to the Accredited Carer Employer logo at the attained level for 24 months.
- Certificate of Accreditation for display within the workplace.



- Inclusion in a network of progressive employers sharing innovative, best practice initiatives for carer friendly workplaces.

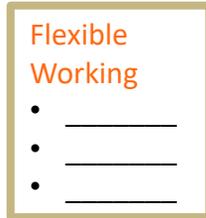
What are some of the practices and innovations being implemented by employers?



- Consulting with carers in the workplace. Surveys to understand the “carer population” and if support offered is effective and being utilised.
- Recognising carers as a distinct group, separate to parents. Connecting carers to relevant policies, resources, information and support through ‘Carer Hubs’, handbooks or on intranet sites.



CARER FRIENDLY WORKPLACES



- Offering and promoting flexible working arrangements. Expanding leave provisions.
- Raising awareness about carers through workplace communications and sharing stories.



- Developing employee carer network groups that offer peer support, provide a collective voice for carers and progress carer initiatives.

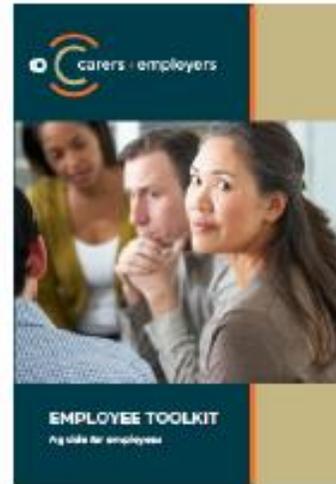


- Creating a supportive culture through training and sponsorship from leaders.

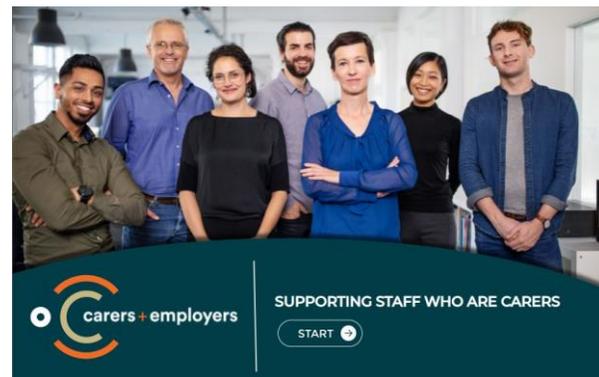
MEMBER RESOURCES



Toolkits



Information sheets



Manager training



Carer Skills program for carers of older people

Skills program

This resource aims to develop practical skills and knowledge, and is specifically for carers of older people. Carers + Employers has adapted it from a Carers NSW resource so that it can be used by anyone throughout Australia.

The skills based training program has an emphasis on practical caring skills to improve the safety and sustainability of caring for an older person at home.

Every caring situation is unique so the six training modules can be viewed and delivered as a series or individually, depending on carer needs.

[Access the modules here](#)

SUMMARY



- first for Australia
- rigorous and robust standardisation
- guiding workplace change
- carer friendly workplace practices are an area of priority
- genuine engagement from employers



Elena Katrakis | CEO, Carers NSW

www.carersandemployers.org.au | www.carersnsw.org.au | P: (02) 9280 4744 | E: info@carersnsw.org.au

This is a project of Carers NSW proudly funded by the NSW Government



IACO Work and Care session: Carer-Friendly Workplaces: Standards and Certification

The UK **Carer Confident** benchmarking scheme

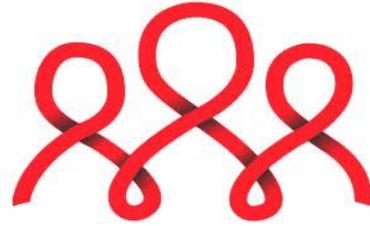
26 April 2022

Katherine Wilson
Head of Employers for Carers
Carers UK

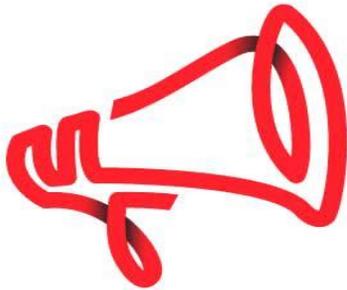
Carers UK is here to make life better for carers



We give expert advice,
information and support



We connect carers so
no-one has to care alone



We campaign together
for lasting change



We innovate to find new
ways to reach and
support carers

Employers for Carers: Carers UK's business forum

Informed by Business

Supported by the
specialist knowledge of
Carers UK

240+ members
representing 3.8 m
employees

- **Supports** employers to develop **carer friendly workplaces**
- **Promotes** the **business benefits** of supporting carers
- **Influences** employment **policy and practice**

What is Carer Confident?

Launched in 2019, Carer Confident is a scheme that:

- **Supports employers** to build a **supportive and inclusive workplace** for all staff who are, or will become, carers and to make the most of the talents that carers can bring to the workplace.
- **Recognises employers** who achieve this, and inspires others to follow suit.



What are the benefits?



- **Robustly benchmark your organisation** to develop and sustain support for carers (and reap the business benefits)
- **Understand performance gaps** to identify and address areas for improvement
- **Capture, measure and monitor interventions** and **impact** in a structured way (that can also aid other benchmark submissions)
- **Heighten your profile and reputation** as an **‘employer of choice’** for the growing numbers of people looking to work more flexibly (including carers, former carers, older workers, returners etc)

Carer Confident levels



Level 1: Active in addressing carer support



Level 2: Accomplished in providing carer support



Level 3: Ambassador for carer support
(both internally and externally)

Each of the three levels are measured across the following five key criteria

- **Preparation:** How are you enabling carers to identify and recognise themselves?
- **Policy and guidance:** How are you making your support for carers transparent?
- **Practical support:** What practical provisions and arrangements are available for carers?
- **Peer support:** How are you connecting and engaging carers?
- **Promoting support:** How are you communicating carer support?



I'm very proud that Nottinghamshire Healthcare has achieved Level 1 Carer Confident accreditation, it's a brilliant first step and incredibly positive to be recognised for the excellent support we offer to our carers.

We very much value our staff who are carers and the contribution they make and want to make sure that the right package of support is available to them. We are also committed to raising awareness of our carers benefits and improving the support we offer.



Claire Teeny
Executive Director of People and Culture
Nottinghamshire NHS Foundation Trust



The Carer Confident benchmarking scheme gave us a practical framework to assess the measures that we already had in place and also to identify additional support measures – which we have now implemented.

We believe that our Carer Confident benchmark and carer friendly working practices help us recruit and retain the high calibre employees we need.



Claire Belton
HR Manager
Action for Carers Surrey



We would highly recommend the benefits of applying to be a Carer Confident organisation to other businesses.

The support from the Employers for Carers team has been fantastic as we look to grow our carers network further this year and work with our colleagues to redefine the role of our working carers in a post pandemic world.



Joanna Hall
Co-Chair of the Working Carers Network
Nationwide Building Society

Since 2019, we have accredited **50 employers** across a range of sectors, including corporate organisations, government departments and agencies and not for profit organisations.

For more information:

carerconfident.org

katherine.wilson@carersuk.org

Be Part of our Global Movement for Carers

- Join us as we advocate for programs, policies and legislation that support carers.
- Be part of our:
 - Global Discussions
 - Knowledge Translation
 - Number of Carer Worldwide
 - Impact of Caring on Patients and Carers
 - Global Lessons learned for COVID
- Include your Voice in a Global Action Plan for Carers

Carer Principles

Principle 1: Recognition

Principle 2: Equal opportunities

Principle 3: Information and knowledge

Principle 4: Health and Well-being

Principle 5: Employment

Principle 6: Financial security

<https://internationalcarers.org/>





International Alliance
of Carer Organizations

Building a global understanding and respect for the vital role of carers