

# Evaluating the uptake of the CSA B701:17 (R2021) Carer-inclusive and Accommodating Organizations Standard

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## Overview

The CSA B701:17 Carer-inclusive and Accommodating Organizations Standard and accompanying Implementation Guide B701HB-18 Helping Worker-carers in your Organization (Figure 1) was published in both English and French in 2017 via a partnership between McMaster University and the Canadian Standards Association (CSA) (Williams et al., 2018). The creation of the Standard and Guide was informed by research and funding via a SSHRC/CIHR-funded Partnership Development Grant (PDG) and Partnership Grant (PG), led by Dr. Allison Williams in the School of Earth, Environment and Society at McMaster University.

In Canada, 67% of unpaid carers are simultaneously employed (Figure 2); this equals over 5.2 million carer-employees (Magnaye et al., 2023). While the creation and implementation of carer-friendly workplaces has increased globally (Ireson et al., 2018; Lorenz et al., 2021), Canada falls behind with regards to acknowledging and accommodating carer-employees, evident in a comparative study of G7 countries during COVID-19 where Canadian employers showed poorest support. This resulted in over 70% of carer-employees reporting an increase in deteriorating emotional/ mental health (Wu et al., 2023).

Although previous intervention research with Canadian workplaces has highlighted the significant health and economic benefits of carer-friendly workplaces (Ding et al., 2020; Ding et al., 2021; Ding et al., 2022), limited uptake of the CSA B701-17 Standard and Guide has occurred.

According to the most recent downloads data provided by PG partner CSA (Figure 3), the English Guide has a greater number of downloads than the English Standard itself. This suggests that the English Guide is a more user-friendly document for workplaces.

## Objective

The present study aims to determine the uptake of the CSA B701:17 Carer-Inclusive and Accommodating Organizations Standard and Guide across workplaces in Canada. In evaluating the uptake of the Standard and Guide, the objective of the present study is to assess the extent of implementation within participating workplaces.



Figure 1: CSA B701-17 Carer-inclusive and Accommodating Organizations Standard and B701HB-18 Helping Worker-Carers in your Organization Implementation Guide

## CAREGIVER POPULATION DISTRIBUTION IN CANADA

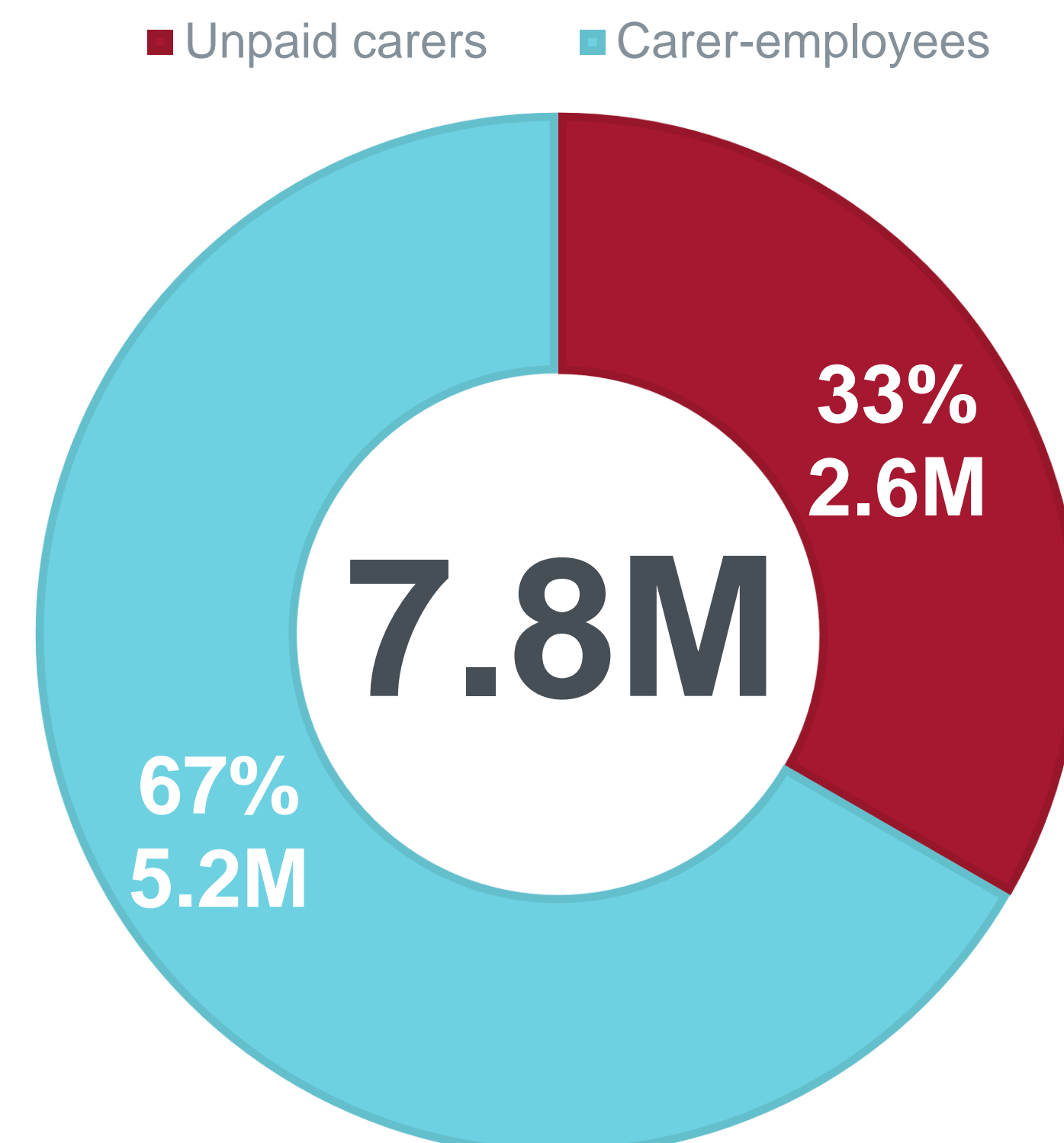


Figure 2: Caregiver population distribution in Canada according to data published by Statistics Canada

## PDF Downloads- CSA online Platform

		Total PDF Downloads
Language	Item	
EN	<a href="#">CSA B701 Package</a>	5
FR	<a href="#">CSA Collection B701</a>	1
		<b>CSA Standard</b>
EN	<a href="#">B701-17 Carer-inclusive and accommodating organizations</a>	359
FR	<a href="#">B701-F17 Organisations favorisant et appuyant les aidants naturels</a>	41
		<b>CSA Handbook</b>
EN	<a href="#">B701HB-18 Helping worker-carers in your organization</a>	539
FR	<a href="#">B701HB-18 -Soutien aux travailleurs-aidants au sein des organisations</a>	35
<b>Overall Total</b>		<b>1028</b>

Figure 3: CSA B701-17 Carer-inclusive and accommodating organizations standard and B701HB-18 Helping worker-carers in your organization downloads data provided by CSA

## Methods

The present study uses a mixed-methods approach, beginning with a quantitative survey (using LimeSurvey®) distributed to all workplaces who have either downloaded the Standard or Guide. A follow-up will be conducted to ensure our response rate is above 50%. This will be followed by a sub-sample (n=30) of qualitative interviews to be conducted virtually. Each interview is anticipated to be approximately 30-45 minutes. Interview data will be transcribed verbatim and analyzed using thematic analysis. Survey and interview data will then be triangulated.

## Outcomes

Results will provide insight into the degree to which participating workplaces have implemented the Standard or Guide, as well as the extent to which the workplace continues to offer carer-friendly programs. Outcomes will also include the identification of barriers to uptake of the Standard or Guide. This will inform next steps specific to the continued knowledge mobilization (Kmb) of the Standard and Guide.

## Implications

Strategies for continued Kmb of the Standard and Guide will be informed by the outcomes. For example, we may learn that many workplaces have only contemplated rather than implemented carer-friendly workplaces. Consequently, further Kmb focused on implementation will be realized.

## References

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