



Thank you for facilitating the session Managers Supporting Caregivers in the Workplace. Your assistance in facilitating this session will help managers support those employees in the workplace who may be caring for others. This session will allow us to introduce the concept of caregiving, discuss the challenges working caregivers face and how managers can balance the needs of those who care for others while still meeting the operational needs of our agencies.

As a facilitator of this session, it is important that you can connect with the topic. Think about your experiences in life. Are you currently a working caregiver? Have you been a caregiver? Do you have any friends or colleagues who are in this situation? Think about examples you would be willing to share during the facilitation of this session. By connecting and sharing with others, we deepen the understanding of the importance of this topic with our audience.

If you have any questions about caregiving, please contact your agency Human Resources area, OEAP or visit the DAS website at das.ohio.gov/caregiver. I recommend reviewing the caregiver website for additional grounding in this subject before facilitating this session.

For questions about the facilitation of this session, please contact:

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Julia.White@das.ohio.gov

Items needed to facilitate this session:

- Digital copy of PowerPoint
- Facilitator's guide (this is intended to be used as a reference point, please feel free to use your own words)
- Learner's Guide (one per attendee)
- Optional flipchart paper and markers
- Sign-in sheet
- Please take attendance as specified by agency guidelines



Facilitator Notes, Learner Guide = none

DO:

Welcome and Introductions

SAY:

Welcome to Managers Supporting Caregivers in the Workplace. My name is (insert name) with the (insert agency, department). Thank you for coming today.

ASK:

By a show of hands, who ...

- Is fortunate enough to have both parents still living? A grandparent still living?
- Has children under the age of 16?
- Has a friend or family member who needs special assistance? With driving? With shopping?

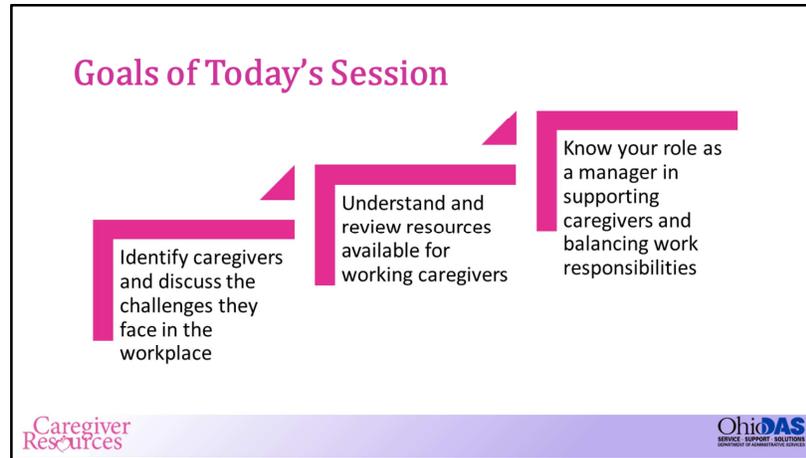
SAY:

What if those people suddenly found themselves in need of care on a daily basis? How many of you would be involved in providing that care? How would that impact your regular day to day activities and responsibilities? How would that impact your responsibilities at work?

SAY:

We are here today to talk about caregivers in the workplace, the challenges they face and how you as managers can balance supporting their needs while ensuring the work of your agencies still gets done in a timely manner.

Next Slide = Goals for Today's Session



Facilitator Notes, Learner Guide = none

DO:

Review the goals of today's session

SAY:

The goals for today's session are:

- To identify caregivers and discuss the challenges they face in the workplace
- To understand and review resources available for working caregivers and
- To know your role as a manager in supporting caregivers and balancing work responsibilities

ASK:

What questions do you have on anything we are going to talk about today?

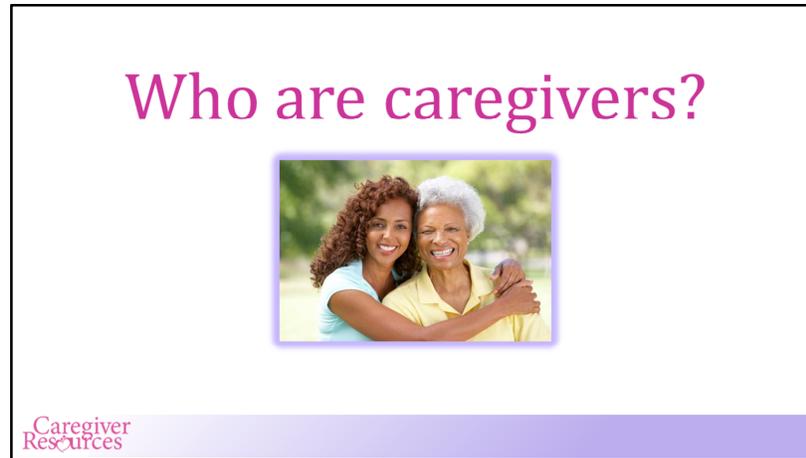
SAY:

The point of today's session is to raise awareness of the issue that many of us face and will face sometime in the future.....caregiving for loved ones. We are all busy people. That includes working fulltime, balancing the responsibilities of life and caring for a loved one when they may need us.

SAY:

Let's take a look next at who caregivers are and what challenges they can face.

Next Slide = Who are Caregivers?



Facilitator Notes, Learner Guide = none

DO:

Introduce Broad Definition of Caregivers

ASK:

So who comes to mind when you hear the term caregiver? Do you consider yourself to be a caregiver?

SAY:

In it's most basic of terms, a caregiver is anyone who provides supportive care or assistance for someone else. For our purposes today, we will define a caregiver as any relative, partner, friend or neighbor who has a significant personal relationship with, and provides a broad range of unpaid assistance for, an older person or an adult with a chronic or disabling condition that affects them physically, psychologically or developmentally.

SAY:

Let's take a closer look at the definition of caregivers and who they really are.

Next Slide = Caregivers are ...

Caregivers are...



**Primary and
Secondary**



**Local and Long
Distance**



**“Sandwich
generation”**



**60% are
working**

**Caregiver
Resources**
OhioOAS
SERVICES SUPPORT SOLUTIONS
DIVISION OF SENIORS & DISABLED SERVICES

Facilitator Notes, Learner Guide = Page 1

DO:

Refine our Definition of Caregivers

SAY:

Each caregiving situation is based on the specific needs of the individual involved. As a caregiver, you may be the primary source of care for a loved one. If you are the only family member who lives in the same state as an aging parent, the primary responsibility for their care resides with you. In some cases, you may be part of a team responsible for care or the secondary line of support for a loved one.

SAY:

Often, we assume that family members live in close proximity to each other. Sometimes we live in the same neighborhood as family, sometimes we live in a different state or even country. Caregiving may bring additional challenges to an already busy schedule. If we have loved ones who also live far away needing our assistance, we have one additional issue to deal with.

ASK:

By a show of hands, how many of you have children? How many of you have weekly activities that involve sports, clubs, after school activities that your children participate in?

ASK:

By show of hands, how many of you have one or both parents living? Does anyone assist a parent or older friend or neighbor with shopping, transportation or yard work? What about shoveling snow during the winter?

SAY:

You my friends are the “sandwich generation.” Sandwiched between the responsibilities of raising children and supporting aging parents or loved ones. More and more caregivers in the workplace fall into this category.

SAY:

Recent statistics also indicate that 60% of caregivers are employed, most working full time.

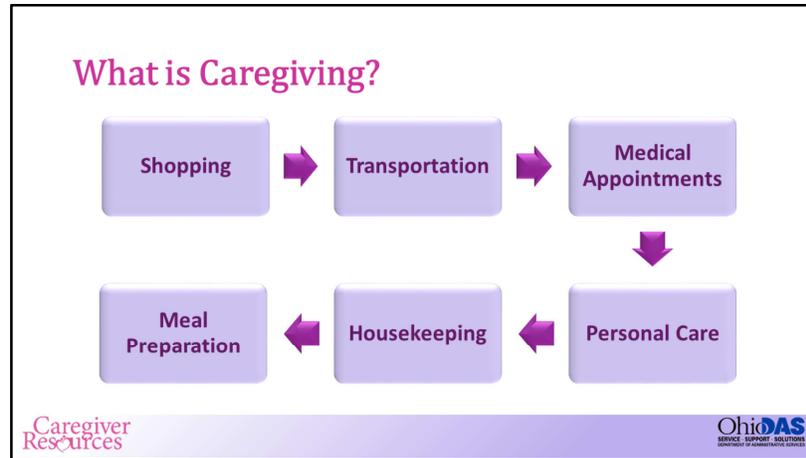
SAY:

With only so many hours in the day, you can imagine the time and energy it would take to juggle the needs of everyone that looks to you for support. Let’s take a look at what we mean when we say caregiving.

NOTE:

Statistic - 60% of caregivers were employed in 2014 while also providing care for a loved one. Comes from 2015 AARP Report Caregiving in the U.S. (Article Discussing Caregiving with Your Boss at AgingCare.com)

Next Slide = What is Caregiving?



Facilitator Notes, Learner Guide = Page 1

DO:

Define Caregiving

SAY:

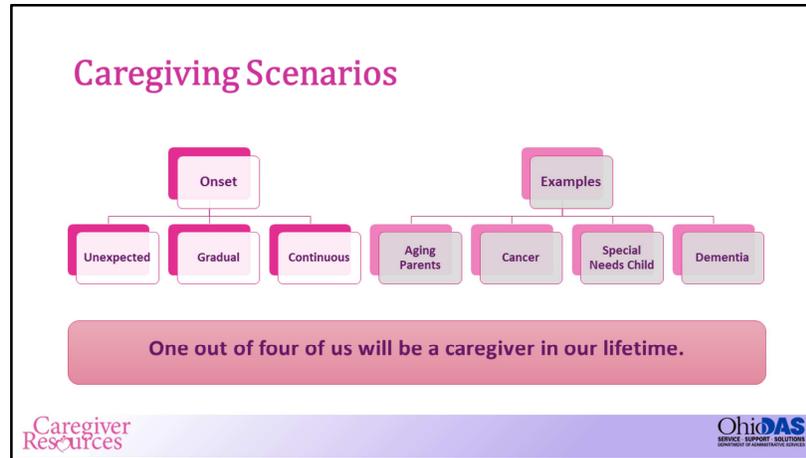
Caregiving may include assisting someone with any aspect of everyday life. The list is infinite when it comes to caregiving. It could include such things as shopping, transportation, taking your loved one to doctor's appointments or to get lab work done. It could include daily or weekly meal planning or preparation, housekeeping or even personal care and hygiene.

SAY:

Because every situation is unique, each situation will be tailored to meet the needs of your loved ones. Situations will vary and can change over time. Let's look next at some specific caregiving scenarios.

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Next Slide = Caregiving Scenarios



Facilitator Notes, Learner Guide = none

DO:

Review Caregiving Scenarios

SAY:

The caregiving we provide for a loved one is often determined by the onset and duration of an event. For example, some events are unexpected like the diagnosis of cancer. The support and assistance your loved one needs now is not what was needed two weeks ago.

Some caregiving needs are gradual and change over time as in the example of a parent that may have dementia. Maybe their needs for assistance are minimal at first but as the disease progresses more assistance is required.

Some caregiving may be continual. For example, if you have a child born with special needs those needs will continue over a lifetime.

Please remember, every caregiving scenario is unique. Every caregiver's situation is unique. In preparation for this training, DAS, in conjunction with the Department of Aging conducted employee focus groups. The three issues people faced in the workplace that caused them to be caregivers were cancer, dementia and children with special needs. These are the issues we are facing in the workplace.

SAY:

Statistics indicate one in four of us expect to be a caregiver in our lifetime. That means, if we are not caregivers already a number of us in this room will be at one point in our life time. Not only will we need to address this issue as employees, at sometime in your career you will need to deal with this as managers.

SAY:

Let's look at some of the challenges working caregivers face.

NOTE:

From the focus group held with DAS and AGE, the top three issues people face for which they are caregivers are:

- Cancer
- Special needs children
- Dementia

NOTE:

Statistic – One out of four of us will be a caregiver in our lifetime comes from the das website.

das.ohio.gov/caregiver

Next Slide = Understanding Caregiver Challenges



Facilitator Notes, Learner Guide = Page 1

DO:

Understand the Challenges Caregivers Face

SAY:

So let's review. Most of our employees who are caregivers are juggling the responsibilities of a full time job, family, caring for loved ones and doing all of this possibly day in, day out, week in, week out.

SAY:

This may mean providing caregiving in the morning, working a full day, then providing caregiving in the evening. If a loved one needs care, the need for care is constant.

ASK:

Do you think they may face some challenges?

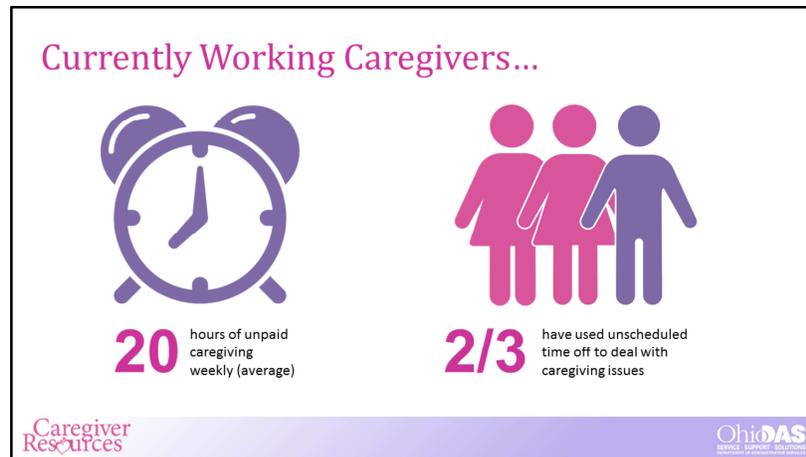
SAY:

Research indicates working caregivers are not only faced with additional responsibilities, they face additional stress, financial burden and may have little or no time left at the end of the day to take care of themselves.

SAY:

Caregiving can be a rewarding experience. Most caregivers would not choose to do things differently. But as managers, we need to make sure we are aware of the challenges they face and the impact those challenges can bring to the workplace.

Next Slide = Currently Working Caregivers



Facilitator Notes, Learner Guide = none

DO:

Examples of Impact on Caregivers in the Workplace

SAY:

Let's look at some of the ways employees are impacted in the workplace when they are caregivers.

SAY:

On average, caregivers donate 20 hours of unpaid caregiving weekly. So, let's do the math. If you work 40 hours a week, care for a family member an additional 20 hours a week, are a member of the sandwich generation who has 2 kids in sports 4 nights a week after work how much free time does that leave you?

ANSWER:

Not very much if any. Which is exactly why caregivers have higher levels of stress and don't take proper care of themselves.

SAY:

Two-thirds of caregivers have used unscheduled time off to deal with caregiving issues. Emergencies happen to all of us. That's just part of life. But if you are the primary or secondary caregiver for a loved one, if they fall, if there is an emergency, you may have no choice but to call in and take leave, come in to work late or leave work early. You have little or no choice in the situation.

SAY:

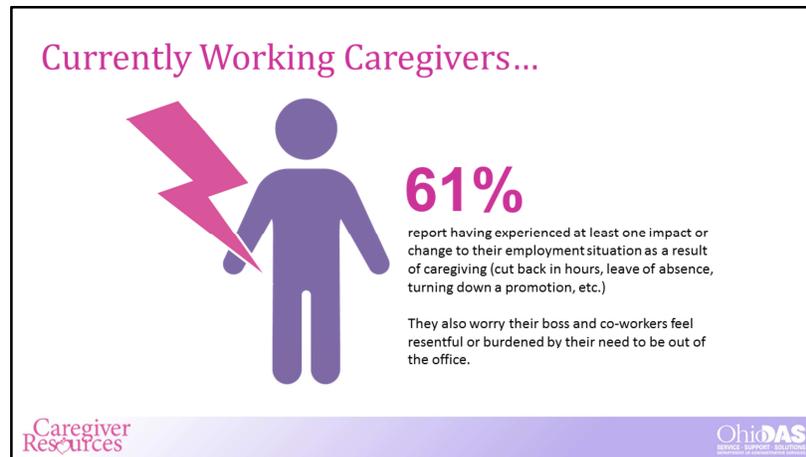
Because of their increased need for unscheduled time off, caregivers often worry their time out of the office is a burden to their boss and co-workers. They worry this leaves their boss and coworker feeling resentful or burdened by their situation. As a manager, this is an opportunity for you to talk to your employees, connect them to the resources they need and assure them the work will be handled in their absence. After all, we all have to share the load. We all may have the need to be out of the office caring for a loved one at some point during our career.

NOTE:

Sited - 20 hours statistic comes from American Psychological Association article Who Are Family Caregivers?

Sited - 2/3 have taken time off comes from article Balancing Work and Caregiving provided by Optum

Next Slide = Current Working Caregivers



Facilitator Notes, Learner Guide = none

DO:

Examples of Impact on Caregivers in the Workplace

SAY:

A 2015 AARP report on Caregiving in the U.S. indicated that 61% of working caregivers experienced at least one change in their employment status because of their role as a caregiver. Those changes included a cutback in hours, taking a leave of absence or turning down a promotion.

ASK:

In the light of these statistics do you think it may be hard for some of your employees to talk to you about their situation? Is there a stigma in your office or agency around caregiving, taking FMLA or being out of the office?

SAY:

Let's look at the options available for employees dealing with a caregiving situation.

NOTE:

Sited – 61% state from 2015 AARP Report Caregiving in the U.S. (Article Discussing Caregiving with Your Boss at AgingCare.com) also listed retiring early, losing benefits or receiving a warning about performance or attendance

Next Slide = Understanding Options for the Working Caregiver

Understanding Options for the Working Caregiver

Paid Leave Options	Unpaid Leave Options	Other Options
<input type="checkbox"/> Sick Leave	<input type="checkbox"/> FMLA	<input type="checkbox"/> Pre-tax dependent daycare spending accounts
<input type="checkbox"/> Vacation Leave	<input type="checkbox"/> Leaves of Absence	<input type="checkbox"/> EAP
<input type="checkbox"/> Personal Leave	<input type="checkbox"/> Voluntary Cost Savings Program	<input type="checkbox"/> OPTUM
<input type="checkbox"/> Compensatory time off		
<input type="checkbox"/> Donated Leave		




Caregiver Resources Contact your agency HR representative for additional assistance. 

Facilitator Notes, Learner Guide = Page 1

DO:

Review Options available to all State Employees

SAY:

As an employer, the State of Ohio is committed to providing the support our working caregivers need to balance their role as a caregiver with their responsibilities in the workplace. The State of Ohio provides resources and benefits, including leave, both paid and unpaid, pre-tax dependent daycare spending accounts and the Employee Assistance Program. Please keep in mind that eligibility for leave benefits will depend on a number of factors including the nature of the caregiving situation and the employee's leave balances.

SAY:

Most of us are familiar with the more basic leave types available such as sick, vacation or personal. Please note that eligibility for all leaves, both paid and unpaid, are subject to provisions of any applicable collective bargaining agreement and/or agency policy. For more information about if you or your employees qualify for FMLA, a leave of absence, a voluntary cost saving program or pre-tax dependent daycare spending accounts please contact your agency HR representative.

SAY:

These benefits have always been available to us as employees. As our society ages, the focus on how we need to use our benefits has changed.

NOTE:

Since each caregiving situation is unique, please make sure to inform managers to refer employees to their agency Human Resources area. For example, an employee may provide care for a close family friend but may not be eligible for certain leave types that are tied to the definition of immediate family. This session offers a general overview of the benefits available and we want to ensure each individual gets the information and resources specific to meet their needs.

NOTE:

You may want to include a Human Resources professional as a subject matter expert in your session to answer any specific questions that may arise.

NOTE:

Additional information for grounding on this subject:

- Unpaid leaves of absence are discretionary based on agency policy
- Time off of work under the Family Medical Leave Act (FMLA) is job-protected leave that allows you to be away from work to care for an immediate family member with a serious health condition. Employees caring for a spouse or parent with a serious health condition are generally eligible for FMLA.
- You may be eligible to request an unpaid leave of absence from your agency in order to care for your immediate family member.
- Your agency also may have the option to participate in a voluntary cost savings program that allows you to be off work by reducing your schedule and being off work in a "no pay" status.

Next Slide = Group Activity: Today's Caregiving

Group Activity: Today's Caregiving

Scenario:

Pat's aging father has recently been diagnosed with stage 4 cancer, which was unexpected. Pat is the only family member that lives in the state and will be the primary source of care and support. Pat works full-time as an inspector with the Ohio Department of Agriculture, is recently widowed and a parent to two children ages 8 and 14.

Discussion:

What issues will Pat deal with from a professional, personal, emotional and financial perspective in order to provide care? Please discuss in your group.

Caregiver
Resources

OhioAS
OHIO AGRICULTURE SERVICE

Facilitator Notes, Learner Guide = Page 2

DO:

Group Activity – Today's Caregiving

SAY:

Not only are we managers, but we are employees too. We may currently be caregivers or be faced with the need to be caregivers sometime in the future.

ASK:

If faced with that situation what would we do? How would we juggle all of our responsibilities and demands on our time? How would our employees?

SAY:

In this next activity, I am going to break you into 4 groups – professional, personal, emotional, financial. I want you to read through the scenario and discuss what issues Pat has to face as a working caregiver from a professional, personal, emotional and financial perspective in order to now provide care.

DO:

Divide the group evenly into 4 groups -- professional, personal, emotional and financial

SAY:

You have 7 minutes to discuss and answer the question based on your group's individual category. What questions do you have on this activity?

DO:

De-brief activity. Ask each group to share their answers.

SAY/ASK:

Let's take a look at your answers. Please use the space provided on your learner's guide to capture the responses from each of the groups. Who would like to go first? Possible responses include but are not limited to:

Professional	Personal	Emotional	Financial
<ul style="list-style-type: none"> - Do I have enough leave available? - What happens if I run out of leave? - How will this affect my job? - Will this be held against me? - Is it safe to talk to my boss? - Are there resources available? 	<ul style="list-style-type: none"> - How do I coordinate everyone's schedules? - Who can help me with the kids if I'm caring for Dad? - Is there anyone who can help me with Dad? Friends? Neighbors? From Church? Support groups? - Are there resources available? 	<ul style="list-style-type: none"> - I'm worried about his health and don't want to lose him. - We as a family need to discuss this. - Where can I go for help? - I don't know if I'm strong enough to do this. - Are there resources available? 	<ul style="list-style-type: none"> - Will my father need additional financial support? - Is my father too proud to tell me he needs help? - Do I have any room in my budget? - Can anyone else help? - Are there resources available?

SAY:

As you can see there are a lot of items to consider when you are thrust into the role of a caregiver. Let's look at the resources available to State employees.

NOTE:

With this session scheduled for 1 hour, there is not enough time to have each group discuss all four of the topic areas. Divide into four groups for better class management.

NOTE:

The gender of Pat has purposefully been left ambiguous for this activity. Research shows that both men and women can be caregivers. The American Psychological Association article "Who Are Family Caregivers?" indicated that on average women provide 21.9 hours of care per week with men averaging 17.4. Women are also more likely to provide more difficult tasks like bathing and toileting while men are more likely to assist with financing or making arrangements.

Next Slide =Your Role as a Manager



Facilitator Notes, Learner Guide = Page 2

DO:

Review your Role as a Manager

ASK:

So what can you as a manager do to make sure you meet the needs of your working caregiver with interventions that are job appropriate and abide by the policies, procedures and collective bargaining agreements of our agencies?

SAY:

Let's examine a few:

- Acknowledge the caregiver's issues
 - Recognize the issue at hand, empathize and let your employee know you are willing to work with them to help them manage this situation throughout the duration and that you understand their needs may change as the needs of their loved ones may change over time
- Understand caregiver duties may impact work hours
 - Be realistic about the duties that may challenge the employee's regularly scheduled hours. Is flexing an option? For example, they may have caregiving responsibilities before and after work or regularly scheduled medical appointment's during the week
- Maintain regular communication with your employees
 - Maintain open channels of communication and touch base to see how your employee is doing
- Exploring options and tools
 - Think outside the box. Are their additional options or resources that could improve the situation such as job sharing?
- Documenting and defining job duties
 - Are processes documented so that others can complete them?
- Provide cross-training
 - Cross-training opportunities allow the work processes to flow regardless of who is in or out of the office

SAY:

As always, agencies have the ability to customize options based on unique operational needs. As a best practice, please talk to your Human Resources area prior to discussing leave options and flexible scheduling options with your employees.

ASK:

Can you think of any other interventions that would be relevant or help to ensure the work processes are completed?

Next Slide = Implementing Caregiving into your Management Style

Implementing caregiving into your management style

Common ways to assist the working caregiver:

- Consider flexible scheduling options
- Explore alternative work locations
- Discuss applicable leave options
- Use of breaks or lunch at work to make phone calls related to caregiving (e.g., doctor's appointments, etc.)

Acknowledge the needs of your working caregiver by:

- Recognizing the risk of burnout
- Respecting sensitive details shared by the employee
- Having difficult conversations
- Helping to map out their day
- Providing resources to the caregiver (e.g., educational events, EAP, Optum, Dependent Daycare Spending Account)

Caregiver Resources | Contact your agency HR representative for additional assistance. | Ohio DAS

Facilitator Notes, Learner Guide = none

DO:

Discuss Implementing Caregiving into your Management Style

ASK:

So what can we do as managers to assist our employees who may be currently juggling the responsibilities of caregiving?

SAY:

Let's take a look at some common ways we can assist the working caregiver:

- Consider flexible scheduling options
 - Flexible scheduling options could include alternative work schedules such as four ten hour days as opposed to the regular five eight hour days. You could also consider allowing an employee to flex their time within the forty or eighty hour pay period depending on their overtime eligibility. This would include allowing an employee to leave early one day (for a doctor's appointment as an example) and working late on another day. Flexibility in scheduling will be based on the caregiving situation and the operational needs of your agency, as well as your agency policy.
- Explore alternative work locations
 - If your agency has a teleworking policy and/or alternative work locations for your employees, you may be able to consider if a caregiver would be eligible to work from a remote location while balancing caregiving needs. Teleworking is never a substitute for dependent care, but this option may allow an employee to still get work done on a day that they have caregiving responsibilities. For example, an employee needs to take their mom to the doctor out of town for a morning appointment but would still be able to work remotely from an alternative location when the appointment is over. Working remotely would need to be in accordance with agency policy and should require prior approval. This will require approval on a case by case basis. Please contact your Human Resources area for additional information.
- Discuss applicable leave options
 - Make sure employees are aware of their leave options both paid and unpaid and all available resources.
 - Please refer them to the DAS Caregiver website and the OEAP website.
- Use of breaks or lunch at work to make phone calls related to caregiving (e.g., doctor's appointments, etc.)

SAY:

Realize caregiving may impact your employees in the workplace. When any of us have more on our plate, we often struggle to get everything accomplished and to do it well.

SAY:

There are things we can do as managers to support our working caregivers. Let's review a few of them.

- Recognize the risk of burnout
 - Caregivers may be under additional physical, emotional, psychological or financial stress. Watch for signs that they may be at the end of their rope and be prepared to have a conversation to discuss it.
- Respect sensitive details shared by the employee
 - Some employees may talk freely with you, others may not. Each relationship between an employee and manager is different. Respect your employee's right to share only those details needed to assist them in getting the appropriate help and resources.
- Have difficult conversations
 - If you see the need to have a conversation, have it. Often times the conversations that are the most difficult to have are the ones that are most meaningful. If you see your employee is approaching burnout, have a conversation about the resources available through OEAP.
- Help to map out their day
 - If an employee needs to arrive late or leave early to take care of a loved one, have a quick meeting with them to review their work, their top priorities, their time sensitive projects and make sure they are focused on the highest priority work during the time that they are in the office.
- Provide resources to the caregiver (e.g., educational events, EAP, Optum, Dependent Daycare Spending Account)
 - Make sure your employees are aware of all the benefits and resources available to them through the State of Ohio

NOTE:

Additional information for grounding on this subject:

- In order for employees to work from home, agencies must have a telework policy already in place. Work from home is approved on a case by case basis and would need prior approval.
- Employees enrolled in a Dependent Daycare Spending Account may use funds set aside for certain expenses associated with dependent daycare. You can set aside earnings, pre-tax, in order to pay for anticipated dependent daycare expenses while you are at work, including elder daycare expenses. There are some parameters including dependent eligibility, as well as contribution requirements of a minimum of \$240 or a maximum of \$5,000, depending on tax filing status. Eligibility requirements are based on eligibility with the IRS. Do they live with you? Can you claim them on your taxes? For more information about Dependent Daycare Spending Accounts, visit the [Flexible Spending Accounts](https://www.wageworks.com/employees/dependent-care-fsa/dependent-care-flexible-spending-account/eligible-dependents) website or WageWorks at <https://www.wageworks.com/employees/dependent-care-fsa/dependent-care-flexible-spending-account/eligible-dependents>
- The Ohio Employee Assistance Program (OEAP) is an intake, information, counseling and support service for state employees and their family members. OEAP is designed to help employees, managers and agencies meet the many life challenges while remaining healthy, engaged and productive. OEAP is available to assist you with the many aspects of coping with being a caregiver.

Next Slide = But I Still have an Agency to Run

... But I still have an agency to run.



What are your concerns?


 Contact your agency HR representative for additional assistance.
 

Facilitator Notes, Learner Guide = none

DO:

Discuss Managers Concerns

SAY:

As managers, you wear many hats on a daily basis. You still have an agency to run, work to complete, customers to serve.

ASK:

Is anyone currently faced with balancing the needs of a working caregiver? If so, how did you handle the situation?

ASK:

What concerns do you have about balancing support for your working caregivers while ensuring the work processes continue to flow smoothly?

SAY:

Remember, your Human Resources area is there as a resource for you when needed. They are the experts. It is always better to pick up the phone and say... "I have this situation....can I run it by you" then to try to handle things on your own. It's best to partner with them from the beginning of an employee issue or concern. When we talk to Human Resources first, we ensure our employees have the most up to date information on leave eligibility and options to deal with any caregiving situation.

ASK:

What do you think the benefit would be to you as a manager in supporting your employees who are struggling with the challenges of being a working caregiver?

POSSIBLE RESPONSES INCLUDE:

- Engagement
- Loyalty
- Productivity

SAY:

A recent paper by the Families and Work Institute and SHRM in 2011 examined commonly held beliefs about flexibility in the workplace. What they found was a link between retention and morale. Flexibility was a key motivator in both. This would be a benefit for all of our employees but especially those juggling the added responsibilities of caregiving.

ASK:

Do you think there would be consequences to you as a manager if you choose not to support your working caregivers or do so begrudgingly? What could those be?

POSSIBLE RESPONSES INCLUDE:

- Disengagement
- Turnover
- Quit and stay, also known as presentee-ism (physically at work but mentally somewhere else)

SAY:

It is in our own best interest to support our caregivers in the workplace.

NOTE:

An optional activity would be to capture their concerns on a flipchart or whiteboard.

SITED:

Article was found in ReAct Employee Resource Guide, www.aarp.org. Written by Families and Work Institute and SHRM (2011)

Next Slide = Group Activity: Balancing Work Responsibilities and Caregiving

Group Activity: Balancing Work Responsibilities and Caregiving

Discussion:

Remember your employee Pat? As managers, how can you balance the needs of your agency while supporting the needs of Pat or other working caregivers?

Caregiver
Resources

OhioDAS
SERVICE SUPPORT SOLUTIONS
PROVIDING CAREGIVER SERVICES

Facilitator Notes, Learner Guide = Page 2

DO:

Group Activity – Balancing Work Responsibilities and Caregiving

SAY:

So far we have discussed the issues working caregivers face, your role as a manager in identifying appropriate job interventions and any concerns you may have in marrying the responsibilities for your working caregivers with meeting the needs of your agency. Let's put that information to the test.

ASK:

Do you remember your employee Pat? Let's take this scenario a step further. As a manager, how would you balance Pat's needs while still getting the work done in your area? Let's break into groups of 5-6 people.

SAY/ASK:

Please note, I am giving you artistic liberty. We do not have all of the details of Pat's specific job. In general, please think about what you would need to do as a manager if one of your employees was out of the office for an extended period or was out of the office consistently once or twice a week. You have seven minutes to discuss. What questions do you have on this activity?

DO:

De-brief activity. Ask each group to share their answers.

SAY/ASK:

Let's take a look at your answers. Please use the space provided on your learner's guide to capture any responses that may not have come up in your group's discussion. Who would like to go first? Possible responses include but are not limited to:

- Make sure all processes in my area are documented BEFORE anyone goes out
- Cross training employees on all applicable job processes BEFORE the need arises
- Create matrix of time sensitive processes and back-ups for Pat
- List of employees in other departments that can assist with Pat's job
- Flex schedule for the week or pay period (depending on status of exempt or bargaining unit)
- Work from alternative location or home (if work from home, agency has to have telework policy already in place and would need to be approved. See your agency Human Resources area)

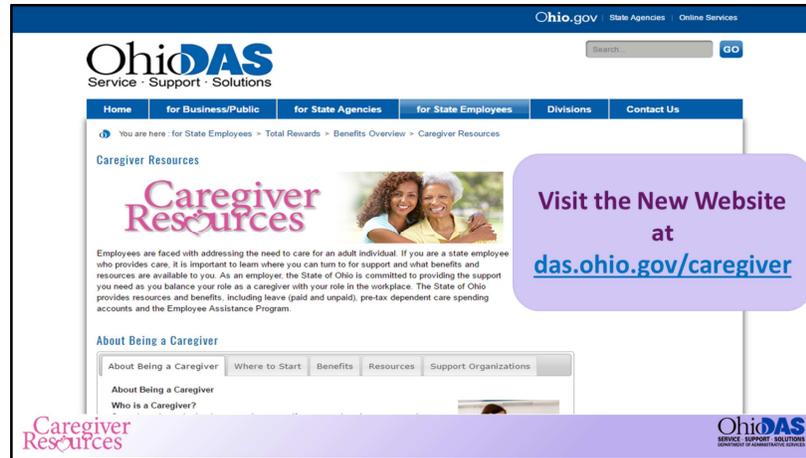
SAY:

Reviewing our answers, it looks like we could place them into two categories: proactive and reactive. As managers, we will always have emergencies that occur in the workplace. Anytime we can be proactive, we will help to ensure we have policies and procedures in place to minimize the chaos of emergencies when they do occur.

NOTE:

Some learners will get caught up in the fact that they don't have all of the details of Pat's specific job so how can they know how they would deal with Pat being out of the office. Push them to use their artistic liberty. The point of this activity is to get managers thinking about how they would juggle the needs of their employee while maintaining current scheduling and work loads. It's not so much about Pat as it is about what they would do in the situation.

Next Slide = DAS Caregiver Website



Facilitator Notes, Learner Guide = none

DO:

Introduce DAS Caregiver Website

SAY:

For more information, please visit our DAS caregiver resources website.

SAY:

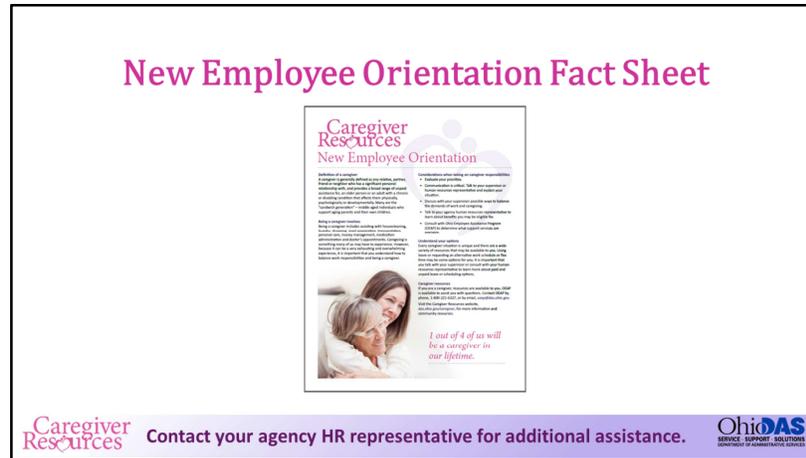
The website includes information on:

- being a caregiver
- where to get started
- what benefits are available to you
- FAQs
- a list of resources for the most common caregiver needs such as how to assist an older adult who needs more care than a caregiver can provide for them in their home
- And a list of support organizations that include federal, state and non-profit organizations.

SAY:

This is a great reference for both you and your employees.

Next Slide = New Employee Orientation Fact Sheet



Facilitator Notes, Learner Guide = none

DO:

Introduce New Employee Orientation Fact Sheet

SAY:

We have created a fact sheet for agencies to include in their new employee orientation packets. This additional resource was developed to introduce new employees to the definition of a caregiver and what resources are available through the State of Ohio.

SAY:

As managers, this is a great time to remind employees that we can't predict the future, when we may need to use leave and it never hurts to save some for a rainy day.

Next Slide = Employee Assistance Program Website



Facilitator Notes, Learner Guide = none

DO:

Remind Audience of OEAP Website

SAY:

Speaking of great references, the Ohio Employee Assistance Program is also available for both you and your employees.

SAY:

Caregiving can be a rewarding experience. It can also be very challenging. The Ohio Employee Assistance Program is a support service for state employees and their family members who may need someone to talk to or somewhere to turn for information or referrals. Don't hesitate to offer this as a resource to your employees who may be dealing with the challenges of caregiving we discussed earlier today. It's always better to know a resource is available and not need it than to be overwhelmed and not be sure where to turn for help.

Next Slide = Upcoming Educational Events

Upcoming Educational Events

- Basic Caregiver Benefits
- Knowing When to Ask for Help
- My Aging Parents: What Do I Need to Help Them Plan?
- Dementia 101
- Powerful Coping Tactics for The Caregiver
- My Aging Parents: Maintaining Their Independence

Welcome to Today's Event

Caregiver Resources

Ohio **OAS**
SERVICE SUPPORT SOLUTIONS
DEPARTMENT OF ADMINISTRATIVE SERVICES

Facilitator Notes, Learner Guide = none

DO:

Announce Upcoming Educational Events

SAY:

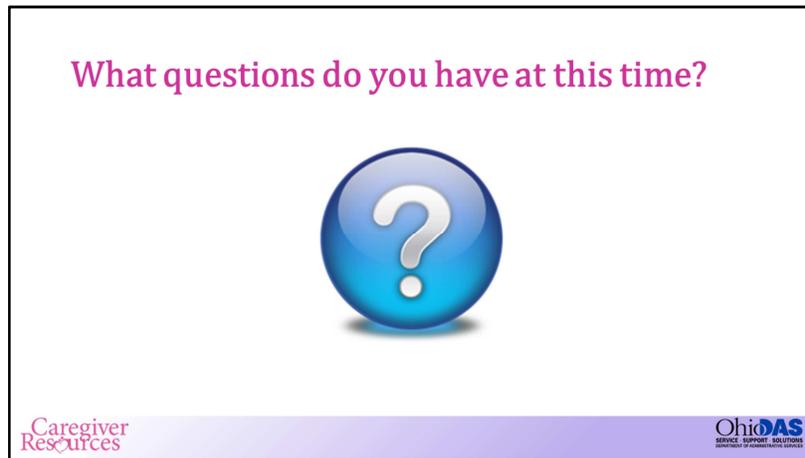
During the upcoming months, we will offer educational events open to all employees on a variety of topics. Currently sessions are scheduled at the Rhodes Tower, the General Services Division and the Department of Aging.

SAY:

Topics currently scheduled include:

- Basic Caregiver Benefits
- Knowing When to Ask for Help
- My Aging Parents: How Do I Plan?
- Dementia 101
- Powerful Coping Tactics for The Caregiver
- My aging Parents: Maintaining Their Independence

Next Slide = Questions



Facilitator Notes, Learner Guide = none

DO:

Recap and Wrap-up

SAY:

Today we have defined caregiving, discussed who caregivers are and outlined the challenges they face juggling the demands of working and caregiving.

SAY:

Remember, one in four of us expect to be a caregiver in our lifetime. In fact, some of us may be caregivers right now or have employees who are faced with this very situation. We want to make sure our employees know what resources are available to assist them. We also want to make sure managers know how to balance the needs of their employees while still meeting the operational needs of our agencies.

SAY:

In any situation, please make sure you utilize your Human Resources area as a resource. They are there to assist both you and your employees. If you have any questions, please don't hesitate to contact them.

ASK:

What questions do you have on anything we talked about today?

Sources

- das.ohio.gov/caregiver
- American Psychological Association “Who Are Family Caregivers?”
- Optum “Balancing Work and Caregiving”
- 2015 AARP Report “Caregiving in the U.S.”



Caregiver Resources

Ohio **DAS**
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DEPARTMENT OF ADMINISTRATIVE SERVICES

Facilitator Notes, Learner Guide = none

DO:

Review Sources

SAY:

For more information on the statistics shared in today’s session, please view the following articles. Optum can be found on the Ohio Employee Assistance Program website.

SAY:

I would like to thank you for your time and attention. You will receive a survey on this session. We appreciate and welcome your feedback. Have a wonderful day.