

A light blue world map is centered in the background of the slide.

IACO Annual General Meeting

December 3, 2020



International Alliance
of Carer Organizations

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

Agenda

- Member Introductions
- COVID-19 Work and Care Presentations
 - Sari Tervonen & Miika Kataja, Carers Finland
 - Emily Holzhausen & Katherine Wilson, Carers UK
 - Allison Williams, McMaster University, Canada
 - Laurie Hilsen, Carers New Zealand
- Wrap-up

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**.





WORK AND CARE: FINLAND



Initiatives of Carers Finland for Employment and Caring:

**”Rahkeet riittämään” -project in Support of
Working Age Carers 2020-2022**

IACO Members Meeting
3.12.2020



Focus of the project: three key issues in employment and caring, and support for working age carers

1. Shortage of up-to-date information and straightforward instructions how to combine work and caring; legislation and working practices are overly complicated for many
2. Currently often inadequate focused support for working age carers in local carer organisations
3. Call for more open discussion about combining work and caring and need for changes in key legislation that affect combining employment and care



Issue 1: Information and instructions

Building an accessible “knowledge bank”

- Up-to-date information on Finnish legislation and current practices in bite size, user friendly pieces
- Collected tacit knowledge and gathering voice of the carers (i.e. podcast, videos etc.) about issues concerning working age carers
- Comparison of informal care regimes and support in different countries and descriptions of best practices
- For 1) carers in need of support and 2) professionals working with working age carers, especially government’s or municipalities’ officials



Issue 2: Support for working age carers

Developing new models of third sector support for working age carers

- Key focus is in group support: implementing and further developing best practices, with new content and improved means to reach target audience
- Also group and personal support that is taken straight into the workplace (using the “knowledge bank”)



Issue 3: Need for discussion and change

Combining work and care is not something that is traditionally talked about in Finnish workplace or labour policy making:

- National campaign that tries to incite discussion about employment and care, and the caregivers right to work
- Building more caregiver friendly work life through workshops with major national trade unions and employer organizations
- Influencing ongoing reform processes (social care and welfare reform; social security reform) and legislation changes (i.e. implementation of work-life balance directive)



Thanks!

Contact:

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Project manager, “Rahkeet riittämään” -Project in Support of Working Age Carers

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WORK AND CARE: UNITED KINGDOM



Carers, employment and the pandemic

3 December 2020

Emily Holzhausen, Director of Policy and Public Affairs
Katherine Wilson, Head of Employers for Carers
Carers UK



Report released 8 June 2020

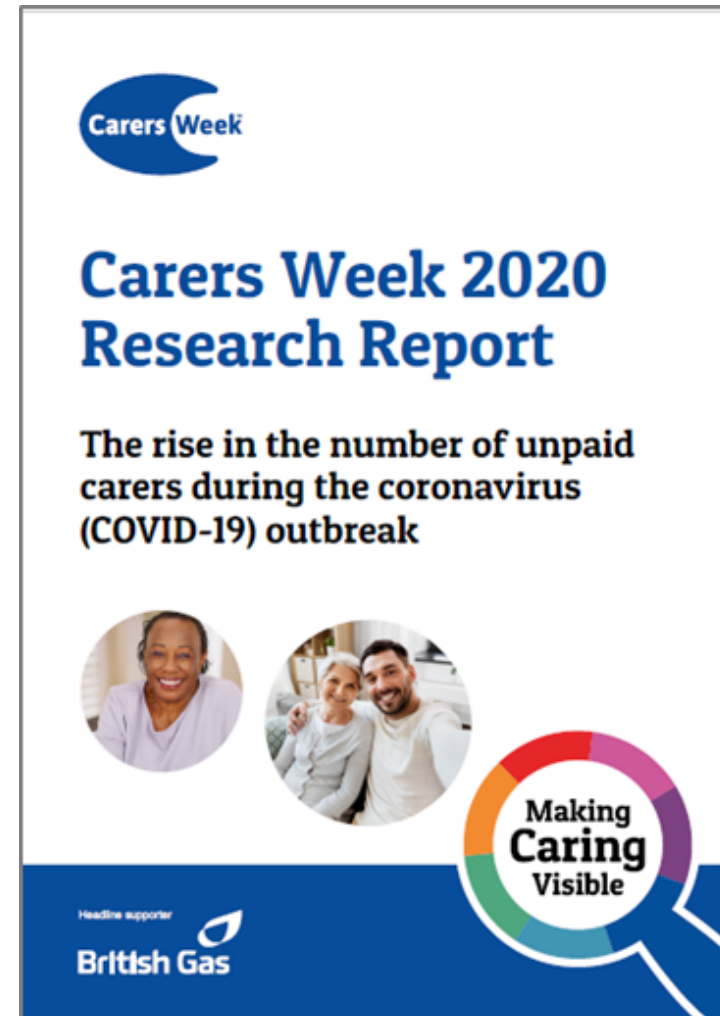
- More people are caring
- The majority are working
- Carers are stressed and exhausted

Up to


13.6 million

people could be providing
unpaid care in the UK today


1 in 4 up from 1 in 6



Impacts of COVID-19, and six months on


81% 
of carers are providing more care
since the COVID-19 pandemic


- Early on, 70% were providing more care, this increased 11% in six months
- 81% of carers are spending **more money**
- 78% are caring for someone **whose support needs have increased**
- 64% have **not had a break**
- 64% have **worse mental health**

 carersuk.org

Caring behind closed doors


Forgotten families in the coronavirus outbreak
April 2020



 carersuk.org

Caring behind closed doors: six months on

The continued impact of the coronavirus (COVID-19) pandemic on unpaid carers
October 2020



Impacts on work

48%  

Almost half of carers said affordable and accessible replacement care or access to quality day and support services would help them to stay in or to return to work

- 11% of carers reported that they had **reduced their hours**
- 9% had **given up work**
- **Services being closed or reduced** was the biggest factor

Caring behind closed doors: six months on

The continued impact of the coronavirus (COVID-19) pandemic on unpaid carers

October 2020



Employer response



- 75% offered **additional flexible working arrangements**
- 42% offered **additional leave arrangements**
- 49% had **developed or will develop new policies or procedures**

Employers for Carers has delivered numerous workshops for members for 1,000s of carers

Supporting working carers in COVID-19: response and reflections

Employer survey report



Good practice points

“ Employees were encouraged to discuss their personal circumstances with their line manager so that as an organisation we were best placed to serve our customers, while reducing the health risks to our most vulnerable employees and their loved ones. ”

Here are some key areas of carer support which EfC member organisations, large and smaller, have been providing during COVID-19:

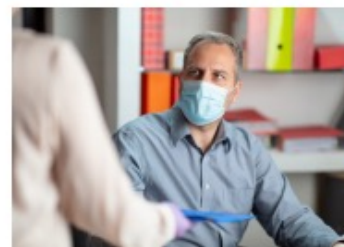
- 1 **Keeping in touch** regularly with employees to see how they are, especially in changing circumstances, eg periods of increased remote working and/or caring.
- 2 **Visible communications and championing** of caring by senior leaders to raise awareness, highlight support offered and encourage employees to self-identify as carers.
- 3 Extending **health and wellbeing** provision for carers, including linking up to specialist sources of support (eg Carers UK) or promoting existing resources more proactively.
- 4 More **flexible working** arrangements for carers including informal adjustments around work times, days, patterns, and location.
- 5 Offering **enhanced leave** arrangements to carers, including new or additional paid carers leave (or paid special/family leave), emergency leave and longer periods of unpaid leave.
- 6 **Giving managers specific guidance** on supporting carers during COVID-19, including initiating a conversation on support needs and implementing workplace support at individual and team level (eg using carers passports, planning for contingencies etc).
- 7 Creating/enhancing **virtual carers networks** to enable employees to connect and engage, eg via social media, virtual drop ins, tea and talk sessions and webinars.
- 8 Supporting employees/carers, including staff networks, to use a **greater range of technologies** to help them communicate with each other and access support.
- 9 Proactive **signposting** of employees/carers to external sources of information and support for caring, including to local care and support services and carers organisations.
- 10 **Regular review and risk assessments** of policies, practices and circumstances affecting carers in the workforce in light of the evolving situation with COVID-19.

Recommendations

Our survey of EfC member organisations shows that there is much that is being done by employers during the pandemic. However, it is vital that lessons are learnt from this, that current enhancements of support become established good practice, and that carers are supported in the workplace more widely. This is particularly important now as employees who are juggling work and care are likely to face continuing challenges during the winter – and this research shows that initiatives adopted earlier in the pandemic are the right measures to support carers.

We have a number of recommendations arising from this survey:

- That employers, if they have not already done so, need to swiftly implement carer-friendly employment practices building on the experience in this report. This could be essential over winter during the pandemic. We would encourage employers to join Employers for Carers.
- Employers should continue to use trusted and valued channels and sources of information and advice to keep carers up to date with changes during the pandemic.
- Government proposals to introduce statutory Carer's Leave are built on solid foundations which this evidence from employers has also demonstrated are necessary, do-able and desirable.
- Government should build the needs of working carers into its care planning for the winter months and through into 2021/22 budgets. This has never been more important; recent Carers UK research⁹ has shown that 81% of carers are providing more care since COVID-19, 38% of whom said this was due to closure or reduction of care services and 40% because the needs of the person they are supporting had increased.
- National and local government should optimise their communications around carers so that they are clear about what caring can continue in different areas during the pandemic. This reduces stress and allows caring arrangements to be put in place.
- Government should consider measures such as continuing furlough for those employees unable to work because of shielding (in Tier 3) or because care services have not returned.



⁹ Carers UK, Caring behind closed doors: six months on (October 2020)

“Let’s talk about flexible working”

How flexible working could help you – and how to start the conversation with your employer



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LifeSkills created with Barclays is an employability programme that aims to help everyone in the UK to gain the skills, knowledge and confidence needed to succeed in work. The programme can support you in making changes to your working life such as career progression, introducing more flexibility and wellbeing or starting a business.

Visit barclayslifeskills.com/changing-worklife



If you are caring for someone, unpaid, and would like further information on flexible working, please contact our helpline:

0808 808 7777 Monday-Friday 9am-6pm (hours may vary)

For details please check carersuk.org/help-and-advice/talk-to-us

Email work@carersuk.org

Visit carersuk.org/flexibleworking

Watch our videos for tips and support at
carersuk.org/flexibleworking

Contact:

www.employersforcarers.org/news

www.carersuk.org



WORK AND CARE: CANADA



ISO Technical Committee on Ageing Societies – TC 314

Project: *Guidelines for Carer Inclusive Organizations*

Working Group 3
Secretariat : Canada
Allison Williams, Convenor
Jeanne Bank, Secretary

Membership of Working Group

30 Committee member experts:

Canada

UK

Norway

US

Ireland

Finland

Australia

China

Sweden

Korea

Singapore

Uganda

2 Liaison Members: European Trade Union Organization (ETUO) &
Euro carers

7 Document monitors

Project Status



- Project initiated in March 2019
- Proposed by Canada – using CSA Standard **B701** as basis for international standard
- Committee draft approved in May 2020
- Draft Standard just released for wide public review

Despite challenges of COVID, project is progressing well with valuable input from members to make it relevant and appropriate for an international audience

Project Timeline

Activities /deliverables	Target
Meeting 1 Meeting # 2 (virtual) Meeting # 3 (in person & virtual - Toronto – CSA offices)	April 2019 Sept. 2019 Nov. 5-6 th 2019
Working Draft Committee Draft ballot issued	Dec. 2019 March 2020
Meeting # 4 (virtual) to review comments on committee draft	July 2020
Draft International Standard ballot issued (public review) Meeting # 5 (virtual to resolve comments from public review)	Nov/ 20– Feb/21 Mar.-Apr. 2021
Final Draft approval vote by Technical Committee (FDIS)	July 2021
Publication	Jan. 2022

Key elements of standard

Building the foundation

- Guiding principles to follow
- Getting top management commitment
- Assessing your workplace situation
- Involving all workers
- Developing policies and program elements



Putting the standard into practice

- Setting goals and targets
- Best practice suggestions
- Building awareness
- Preparing for emergencies
- Tracking actions



Continual improvement

- Review progress and impact
- Work to continually improve program

Tools to help with implementation

- Guiding principles added at beginning of document to help organizations focus actions on key priorities
- Annex A - a sex/gender lens to help organizations understand and address the gendered aspect of caregiving and the impact of factors such as gender & age on working carers
- Annex B - Checklist to help organizations apply the standard
- New guidance on emergency caregiving situations such as pandemics

Next steps

- Member bodies to consult with stakeholders and submit vote & comments by **Feb. 10/21**
- All comments to be reviewed & resolved by WG
- Final draft standard to be prepared for approval by Technical Committee
- Final edits and publication





- Obtain a copy of the draft from your ISO national member body
- Submit comments to your national member body by deadline
- *Note: all comments will be reviewed and resolved by the WG*
- Please share information about the draft standard with your networks using the following link:

<https://committee.iso.org/sites/tc314/home/news.html>

For more information on how to submit comments, please contact:

Committee manager: **nele.zgavc@bsigroup.com**

Working Group secretary: **bank.jeanne@gmail.com**



WORK AND CARE: NEW ZEALAND



The path to CareWise

- ✓ 10 years of thinking and following Carers UK's success with Employers for Carers
- ✓ In NZ 1 in 8 of every workforce is a family, whānau, aiga carer
- ✓ Two thirds are women
- ✓ Almost 90% of NZ's carers are workforce age earning 10% less than peers
- ✓ One of Carers NZ's top strategic goals: help carers keep working and earning
- ✓ CareWise was formally launched in May during NZ's first lockdown



The path was rocky!

- ✓ Developed with Business NZ, trades unions, and employers
- ✓ Feedback: don't do a subscription model or a 'tick' programme
- ✓ How, then, to fund such a programme?
- ✓ The Ministry of Social Development seed funded CareWise to keep it free for employers as an outcome of the Mahi Aroha Carers' Strategy Action Plan
- ✓ More than 50 mostly large enterprises so far signed up or engaged
- ✓ Lesson: each relationship takes more time than expected



Employment landscape

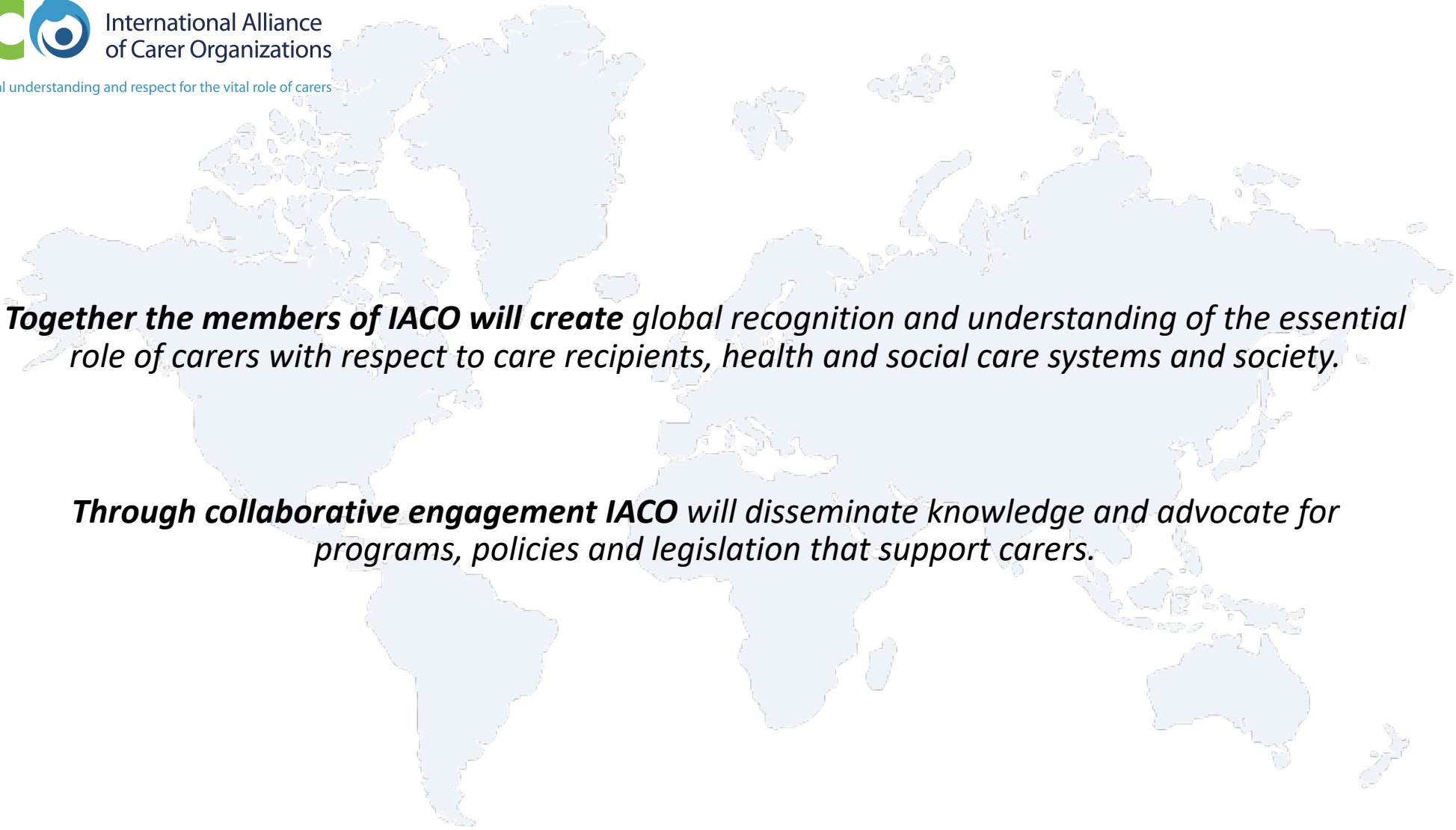
- ✓ More companies moving to four day weeks and flexible work
- ✓ NZ moving to 10 days' sick leave a year (currently 5)
- ✓ Some organisations trialling unlimited sick leave
- ✓ Covid has accelerated remote working and working from home
- ✓ This doesn't work for all carers – a new frontier in the work/care juggle
- ✓ Now targeting SMEs with CareWise: most Kiwi employers are small



Early results

- ✓ Understanding hidden caring workforce eye-opening for employers
- ✓ 'Lunch and learns', focus groups bring issues into the open
- ✓ Prompts HR innovation in areas like leave or emergency leave planning
- ✓ Business association partnerships: need to be deeper, will take time
- ✓ Government commitment and investment: need for partnership
- ✓ Overcoming the HR diversity and inclusion 'box tick'
- ✓ A decade of work ahead!





Together the members of IACO will create global recognition and understanding of the essential role of carers with respect to care recipients, health and social care systems and society.

Through collaborative engagement IACO will disseminate knowledge and advocate for programs, policies and legislation that support carers.