



The Care Gap: Leading Through the Elder-care Crisis

A Checklist of Actionable Ways for Employers to Support Employees Who Are Caregivers & Care Partners

Care Navigation

- Many employer surveys show that offering a care navigation service where senior care experts can help guide employees to available resources and decision-making is the No. 1 request of employees that saves time and provides confidence and peace of mind.
- Offer FMLA navigation support, especially for employees in states with paid leave.
- Ensure your FMLA vendor/third-party administrator proactively shares clear, accessible information.
- Consider a dedicated caregiving resource hub on the employee intranet with links to:
 - Federal, state, and local resources
 - Community-based services
 - Step-by-step guidance and checklists for getting help
 - Caregiver Stress Assessment Checklist (AMA or APA)

Communication, Executive Training, and Culture-Building

Training on caregiving challenges and consistent, annual communication about caregiver information can be improved to create a better caring workplace culture.

- Train managers to proactively support caregiving employees and normalize flexibility during crises.
- Reframe communication and language from current negative words for caregiving to showcase positive and heroic roles caregivers play (part of manager training).
- Many employees don't identify as caregivers, so ensure language about caring for spouse, older parent or grandparent, neurodivergent child is woven into messaging.
- Recognize that caregiving happens at any time, and engaging employees requires a yearly calendar of events, activities, or observances that support their role. For instance:
 - (Nov) National Family Caregivers Month
 - (Feb) National Caregiver Day
 - (May) Older Americans Month & Mental Health Awareness Month
 - (Jun) Employee Wellness Month
 - (Jul) National Sandwich Generation Month.

Use the power of storytelling to help promote openness and support for caregivers.

- Have C-suite and other leaders, as well as employees, share their stories during National Family Caregivers Month (also National Family Storytelling Month)
- Highlight those who have participated in national storytelling activities such as the National Alliance for Caregiving caregiver stories programs, which also help shape policy and national advocacy.



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Employee Education & Programming

- Host regular webinars and workshops led by qualified experts who:
 - Understand caregiver realities
 - Provide practical, actionable guidance
 - Ensure topics address real needs (e.g., dementia care, navigating healthcare systems, burnout, home modifications, costs of care planning).
 - Support EAP programs with caregiver-specific education. Provide resources for additional caregiver training by external organizations.
 - Offer education and resources for financial planning services tailored to caregiving situations and LTC costs.

Workplace Benefits

- Caregivers have disrupted schedules, making flexible work arrangements (flex hours, remote work, reduced schedules) essential to balancing work-life responsibilities.
- Some best practice employers offer back-up care – instant emergency care services at home to watch over a loved one.
- Other employers offer legal support and free document creation (e.g., estate planning, power of attorney, health care directives, living will).
- Include caregiving-related planning tools as part of benefits packages.
- Conduct an annual Care Audit to assess any gaps in caregiver benefits vs. caregiver needs and to evaluate utilization and ongoing recruitment + retention goals.
- Evaluate and possibly subsidize caregiver coordination and self-care apps (scheduling, medication tracking, communication, caregiver stress).

Workplace Community & Peer Support

- Establish employee-led caregiver support groups:
 - Let employees choose topics
 - Ensure groups are inclusive and diverse
- Create a Caregiver Council or Employee Resource Group (ERG) to:
 - Advocate for caregiver needs
 - Guide program development

Caregiver Employee Wellness, Mental Health

- Use a caregiver lens when developing or communicating about corporate wellness programs (limited time availability may make some wellness programs out of reach for busy caregivers – consider how to shape to meet caregiver time needs).
- Ensure communication about caregiver burnout, stress, anxiety and depression are included in messaging about corporate mental health support. Also consider:
 - In-person or teletherapy counseling
 - Digital apps and virtual therapy options
- Provide access to family mediation services to help manage complex caregiving dynamics.



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**Connect with featured speakers,
Sherri Snelling and Melissa Fisher!**

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