

Wellthy Guide to Managing Caregivers

In this guide, you'll learn how to identify when an employee may be struggling to balance caregiving responsibilities with work and personal life, how to refer them to Wellthy's support, and ultimately how to help them avoid burnout.

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Understanding Employee Caregiving Situations and Challenges

Over 53 million adults in the US serve as family caregivers. That's more than one in five adults. Most likely, there are a few caregiving employees on your team. Caregiving individuals don't always self-identify as a caregiver or recognize that they need support – oftentimes, we are simply being a supportive daughter, or caring son-in-law, etc. As a manager, it's critical to build trust and authentic relationships with team members, as well as practice empathy and recognize when someone may be struggling.

Build trust and deepen your relationships with your employees

It's important to model open and honest communication to encourage team members to do the same. Caregiving can be a silent struggle, with employees not feeling comfortable bringing their full selves to work. By discussing any challenges you're facing outside of work you can reduce the feeling of loneliness that surfaces when an employee experiences caregiving stress.

Find a balance in how frequently you're checking in with team members, and schedule regular 1:1's. When you connect, ask how they're really doing and encourage authentic expression of thoughts or feelings. For example, you can start off with a personal check-in before diving into work-related topics. Ask questions like:

- What's something that's going on outside of work that you're excited about that you feel comfortable sharing?
- What has been helping you, or preventing you, from doing your best work?
- What's something I can do to make your life easier?
- How do you feel your work/life balance is right now?

Strengthen your emotional intelligence to recognize employees who need support

When we make an effort to heighten our emotional intelligence, it empowers us to be more empathetic and understanding of those around us. This pays off for managers in

building strong teams. Here are some ways you can practice emotional intelligence and empathy, especially for caregiving team members:

- Be thoughtful about your communications with your team, and check in often.
- Allow for flexibility with work schedules as long as team members stay accountable and get their work done.
- Understand the impact and effects of emotional labor such as caregiving responsibilities.
- Remind team members what benefits are available to them, and encourage them to take time for their caregiving demands by using paid time off, caregiving leave, etc.
- Don't forget about your own well-being! What you add to your organization takes energy and effort. It's easy for managers to focus on serving their teams, only to forget about helping themselves.

Supporting Family Caregivers on Your Team

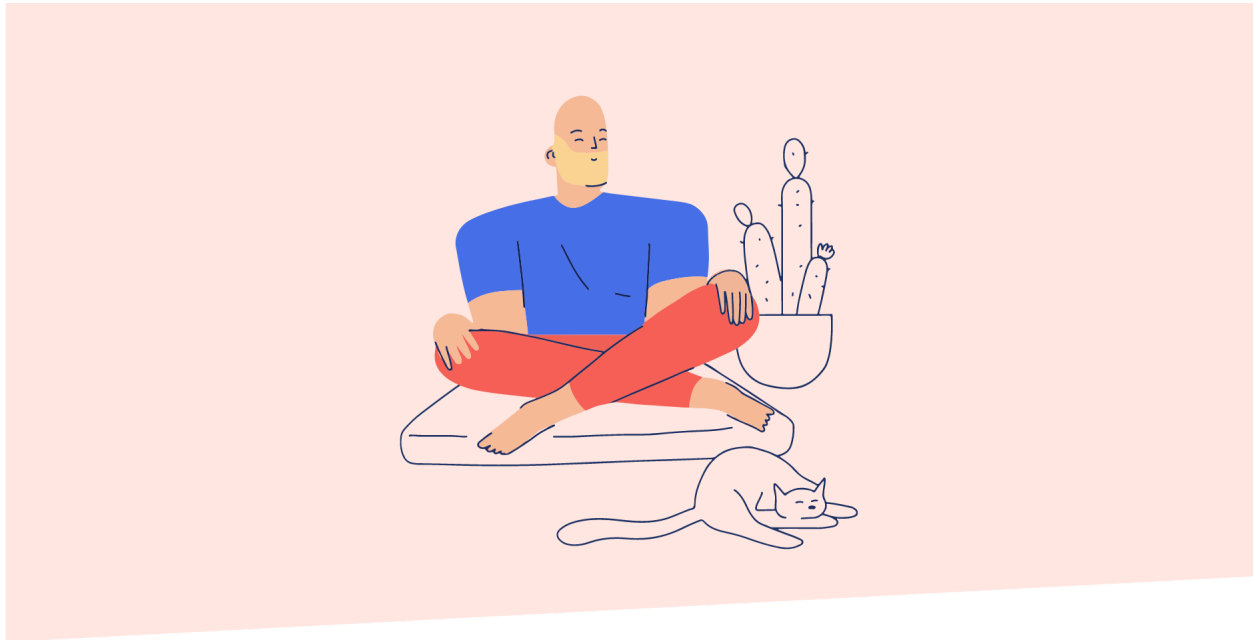
With so many demands, burnout is common among family caregivers who also work outside of the home. Oftentimes conversations focus on how individuals can mitigate their burnout by taking mental health days, meditating, or hiring help. However, those methods put the onus on the individual to cope rather than prevent it from happening in the first place. As a manager, it's important to recognize early signs of burnout to prevent it and help your employees succeed.

Recognize signs of burnout to know how to prevent it from happening

To prevent burnout, managers should think about how their team members can have more agency and control over their work. For instance, help your team prioritize, say no to less pressing items, and give them the flexibility to get work done on their schedule. It's also important to be aware of the common signs of early burnout so you can prevent it from progressing.

Signs of burnout:

- Physical and emotional exhaustion
- Difficulty with concentration
- Irritability and restlessness
- Low self-confidence
- Isolation and detachment
- Lack of energy and enthusiasm



Identify the types of burnout to better understand how you can support

It's important for employers and managers to understand that not all burnout is the same. Below are the different types of burnout, and corresponding solutions or practices that help support them.

Exhaustion: The most common form for caregivers

Promote self-care on the team. Some examples of this include no email days, no meeting days, etc.

Cynicism: Feeling fed up and frustrated

Encourage supporting others. For instance, pair employees with a junior colleague to act as a coach or mentor.

Inefficacy: Feeling like they're failing or not doing anything well

Discuss practicing presence at work through mindfulness or values-based therapies. Both of these concepts are included in Acceptance and Commitment Therapy (ACT) and have proven successful in the treatment of burnout.

Communicate about employer benefits and ERGs or affinity groups

Organizations have programs and peer-to-peer systems in place to support employees, such as ERGs, affinity groups, and benefits like Wellthy. Try to get a clear understanding of what's available so you can refer your team members to these

resources, and if you feel comfortable, make it personal. Sharing how a service or group has supported you is a great way to lead with vulnerability.

Here are some ideas for how you can encourage team members to take advantage of benefits and ERGs:

- Understand what benefits your employer provides covered access to and how to get started.
- Understand what groups are available at your company. Some common ones are for women, caregivers, BIPOC, parents, military/veterans, and LGBTQ+. You may go a step further to connect them with an individual in the ERG for more personal insight.
- Communicate benefits and support groups during 1:1 check-ins, team meetings, regular email updates.

Referring Your Employees to Leverage Wellthy For Support

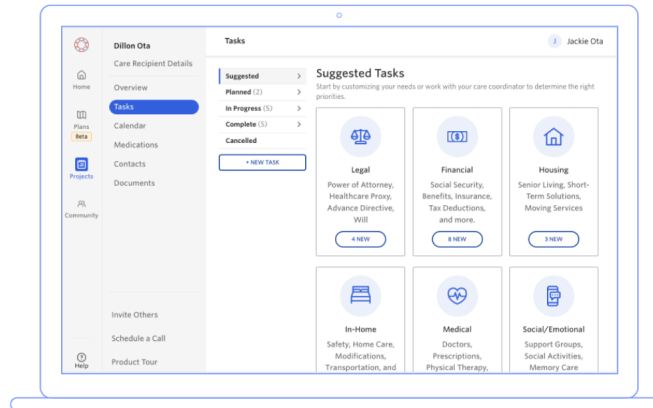
Wellthy is a sponsored benefit that's available to AI Fire employees who need support tackling the administrative and logistical tasks of caregiving. Wellthy Care Coordinators help manage care for a loved one (or yourself) in any capacity, big or small, across all phases of life.

How Wellthy supports family caregivers

Referring employees to connect with a Wellthy Care Coordinator is simple! Follow the steps below to guide them in creating an account on the Wellthy platform. From there they will be matched with a dedicated Care Coordinator who is an expert in the individual's area of need. The Care Coordinator will map out, prioritize, and tackle tasks on their behalf so they can focus on spending quality time with the ones they love.

- Refer employees to AI Fire's dedicated landing page: join.wellthy.com/aifire
- Direct them to click 'Get Started' where they'll create an account and verify their eligibility by using unique code **aifirecares**
- Answer questions about their caregiving situation and what they need help with.
- Get matched with the best-fit Care Coordinator based on their unique needs.
- Schedule an introductory call where their Care Coordinator will gain a deeper understanding of their unique situation.
- The Care Coordinator will identify specific needs, build a care plan, and take on tasks on the member's behalf, all within the online Care Dashboard.

- Moving forward, the Care Coordinator will handle any logistical and administrative aspects of tasks, while ensuring the member is set up for success to tackle anything they need to address personally.
- Beyond the 1:1 support, members will have a suite of digital tools and resources at their fingertips in the Care Dashboard that empower them in their caregiving journey.



How to talk about Wellthy with AI Fire employees

Use the following talking points to explain what Wellthy is, who it supports, and AI Fire employees' sponsored access to the solution.

- If you're caring for yourself or a family member (i.e. an ill spouse, a son or daughter with a health condition, a toddler in need of childcare, an aging parent) Wellthy can provide support by tackling the administrative and logistical tasks related to family caregiving.
- Wellthy's Care Coordinators are skilled and trained to help families navigate and manage all aspects of care. Similar to enlisting a financial planner with your investments or a wedding planner for your special day, Wellthy provides expert assistance to guide families through major care decisions and events.
- Wellthy's services are offered to AI Fire employees and their loved ones at no additional cost. However, sometimes there are additional fees for private services and professionals (i.e. transportation, an in-home aide), not covered by insurance. Wellthy will always provide transparent information and options with out-of-pocket costs.
- You can use Wellthy to help with caring for your parents, in-laws, children, spouses, and siblings. Family members do not need to be listed as a dependent on your insurance to be eligible for Wellthy's support.



A Wellthy case study: Supporting Jennifer and her team members

Jennifer noticed that Kyle, her direct report, has been requesting last-minute time-off for planning his mother’s move into an assisted living facility. At their monthly 1:1, Kyle stated that he was considering taking a leave of absence. At this point, Jennifer realized the toll his caregiving responsibilities were taking.

Jennifer reminded Kyle about their employer-sponsored access to Wellthy, and followed up with a link to their employer’s dedicated landing page. Kyle created a Wellthy account and started a Care Project by sharing some background on his aging mother’s care needs. From there, Kyle was instantly matched with a dedicated Care Coordinator who began alleviating him from his caregiving demands that day.

Here’s how Wellthy helped Kyle:

- ✓ Communicated with his mother’s living facility to ensure all of the safety modifications her doctors recommended were in place
- ✓ Found and secured a Medicare Savings Program that helped pay for his mother’s premiums, deductibles, and more
- ✓ Vetted elder law attorneys and led the process of setting him up as a Power of Attorney

A month later, Jennifer checked in with Kyle during their 1:1, and he expressed he was no longer considering a leave of absence. When Wellthy stepped in to relieve him of the administrative and logistical tasks of caring for his mother, he gained time back in his day, was no longer distracted at work, and felt less stressed overall.