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**B701-17**

# **Carer-inclusive and accommodating organizations**

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# Preface

This is the first edition of CSA B701, *Carer-inclusive and accommodating organizations*.

CSA Group would like to thank The Canadian Institute for Health Research and McMaster University for their financial support in the development of this Standard.

This Standard was prepared by the CSA Technical Committee on Caregiver-Friendly Workplaces, under the jurisdiction of the Strategic Steering Committee on Community safety, and has been formally approved by the Technical Committee.

## Notes:

- 1) *Use of the singular does not exclude the plural (and vice versa) when the sense allows.*
- 2) *Although the intended primary application of this Standard is stated in its Scope, it is important to note that it remains the responsibility of the users of the Standard to judge its suitability for their particular purpose.*
- 3) *This Standard was developed by consensus, which is defined by CSA Policy governing standardization — Code of good practice for standardization as “substantial agreement. Consensus implies much more than a simple majority, but not necessarily unanimity”. It is consistent with this definition that a member may be included in the Technical Committee list and yet not be in full agreement with all clauses of the Standard.*
- 4) *To submit a request for interpretation of this Standard, please send the following information to [inquiries@csagroup.org](mailto:inquiries@csagroup.org) and include “Request for interpretation” in the subject line:*
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  - b) *provide an explanation of circumstances surrounding the actual field condition; and*
  - c) *where possible, phrase the request in such a way that a specific “yes” or “no” answer will address the issue.*

*Committee interpretations are processed in accordance with the CSA Directives and guidelines governing standardization and are available on the Current Standards Activities page at [standardsactivities.csa.ca](http://standardsactivities.csa.ca).*
- 5) *This Standard is subject to review within five years from the date of publication. Suggestions for its improvement will be referred to the appropriate committee. To submit a proposal for change, please send the following information to [inquiries@csagroup.org](mailto:inquiries@csagroup.org) and include “Proposal for change” in the subject line:*
  - a) *Standard designation (number);*
  - b) *relevant clause, table, and/or figure number;*
  - c) *wording of the proposed change, and*
  - d) *rationale for the change.*

# B701-17

## *Carer-inclusive and accommodating organizations*

### **0 Introduction**

Worker-carers are found in all industries and all occupations, regardless of workplace size or sector. In Canada, for example, of the 8.1 million Canadians who provided unpaid caregiving in 2012, approximately 5.6 million were also engaged in paid employment. The majority of these workers work full-time while providing care to their family member or friend. Fifty percent (50%) of worker-carers are between the ages of 45–65, representing the most experienced workers in the paid labour market.

Carer-inclusive and accommodating workplace policies, otherwise known as “family friendly workplace policies” or “work-family initiatives”, are defined as “deliberate organizational changes — in policies, practices, or the target culture — to reduce work-family conflict and/or support workers’ lives outside of work”.

While the implementation of limited government-mandated policies provide security and support for worker-carers, organizations provide another opportunity. Organizations who have recognized the importance of retaining skilled staff, and who are now facing the management of workers who are also responsible for unpaid care responsibilities, are finding creative solutions to keeping their staff employed and healthy. One strategy is through carer-inclusive and accommodating organization policies.

As one example, labour force participation (the percentage of working age people in an economy who are either employed or unemployed but actively looking for work) is significantly affected by the family/informal care needs of the growing ageing population. At the same time, family sizes are decreasing, more women are employed in the labour force, mobility is increasing, and the number of seniors requiring care is projected to continue to grow; in Canada, for example, the number of seniors requiring care is expected to double between 2012 and 2031. These trends are impacting the growing number of worker-carers, defined as family members and other significant people who provide care and assistance to individuals (e.g., parent, spouse or life partner, adult child, sibling, and/or friend) living with ongoing conditions such as physical, mental, and/or cognitive, while also working in paid employment.

### **1 Scope**

#### **1.1**

This Standard specifies requirements for an organizational program for worker-carers providing care to

- adult care recipients (e.g., adults with disabilities, elderly dependents); and
- long-term child care recipients (e.g., due to chronic illness).

**Note:** *the intent of this Standard is to align with government sponsored programs.*

This Standard also addresses gender specificity of the caregiving role for gender-specific accommodations.

This Standard is applicable to any organization, regardless of size and sector.

## 1.2

This Standard is intended for workplaces and is not intended for community-based program providers or public service delivery (e.g., homecare services, government income support measures).

## 1.3

In this Standard, “shall” is used to express a requirement, i.e., a provision that the user is obliged to satisfy in order to comply with the standard; “should” is used to express a recommendation or that which is advised but not required; and “may” is used to express an option or that which is permissible within the limits of the Standard.

Notes accompanying clauses do not include requirements or alternative requirements; the purpose of a note accompanying a clause is to separate from the text explanatory or informative material.

Notes to tables and figures are considered part of the table or figure and may be written as requirements.

Annexes are designated normative (mandatory) or informative (non-mandatory) to define their application.

## 2 Reference publications

This Standard refers to the following publications, and where such reference is made, it shall be to the edition listed below.

### Canadian Human Rights Commission

*A Guide to Balancing Work and Caregiving— Obligations. Collaborative approaches for a supportive and well-performing workplace*, 2014

[http://www.chrc-ccdp.gc.ca/sites/default/files/a\\_guide\\_to\\_balancing\\_work.pdf](http://www.chrc-ccdp.gc.ca/sites/default/files/a_guide_to_balancing_work.pdf)

### Government of Canada

*Canada Labour Code*, R.S.C., 1985, c. L-2

*Employment Insurance Regulations*, SOR/96-332

### ISO (International Organization for Standardization)

*Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1*

### Other publications

Fast J., Lero D., DeMarco R., Ferreira H., and Eales J. (2014) Combining care work and paid work: Is it sustainable? Research on Aging, Policies and Practice (RAPP), Edmonton. Available at: [http://www.rapp.ualberta.ca/en/~media/rapp/Publications/Documents/Combining\\_care\\_work\\_and\\_paid\\_work\\_2014-09-15.pdf](http://www.rapp.ualberta.ca/en/~media/rapp/Publications/Documents/Combining_care_work_and_paid_work_2014-09-15.pdf)

Gordon J.R., Pruchno R.A., Wilson-Genderson M., Murphy W.M., Rose M. Balancing Caregiving and Work: Role Conflict and Role Strain Dynamics. *Journal of Family Issues* 2012, 33(5):662-689

Lilly M.B. (2011) The Hard Work of Balancing Employment and Caregiving: What can Canadian Organizations do to help? *Health Policy* 7(2), 23-31

Organization Panel for Caregivers. (2015) When Work and Caregiving Collide: How Organizations Can Support Their Workers Who are Caregivers. Employment and Social Development Canada, Ottawa. Available at: <http://www.esdc.gc.ca/eng/seniors/reports/cec.shtml>

Pinquart M., Sörensen S. Differences between caregivers and noncaregivers in psychological health and physical health: a meta-analysis. *Psychological Aging*, 2003, 18(2):250-267.

Sinha M. (2013) Portrait of Caregivers 2012. Statistics Canada, Ottawa. Available at: <http://www.statcan.gc.ca/pub/89-652-x/89-652-x2013001-eng.htm>

Vuksan M., Williams A., and Crooks V. (2012) Family friendly policies: accommodating end-of-life caregivers in workplaces. *International Journal of Workplace Health Management*, 5(1), 4-14

Watts J: 'Allowed into a Man's World' Meanings of Work-Life Balance: Perspectives of Women Civil Engineers as 'Minority' Workers in Construction. *Gender, Work & Organization*, 2007, 16(1):37-57

Yeandle S., Bennett C., Bucker L., Shipton L., and Suokas A. (2006) Who Cares Wins: The Social and Business Benefits of Supporting Working Carers. Centre for Social Inclusion, Sheffield Hallam University, London. Available at: <http://circle.leeds.ac.uk/files/2012/09/who-cares-wins-full-report.pdf>

### 3 Definitions and abbreviations

The following definitions shall apply in this Standard:

**Absenteeism** — time taken off work, including periods of paid or unpaid leave, to attend to non-work related responsibilities such as self-care or caregiving-related matters.

**Note:** Any kind or amount of time off work, such as sick or vacation days, leaving work early, or coming into work late are examples of absenteeism.

**Carer (family/informal)** — family members and other significant people who provide unpaid care and assistance to individuals living with debilitating physical, mental, or cognitive conditions.

**Note:** For clarity on the term "family", see the definition below.

**Care recipient** — the person who is receiving care from the worker-carer.

**Document** — information and the medium on which it is contained (e.g., record, specification, procedure document, drawing, report, standard).

**Notes:**

- 1) The medium can be paper, magnetic, electronic or optical computer disc, photograph or master sample, or combination thereof.
- 2) A set of documents, for example specifications and records, is frequently called "documentation".
- 3) Some requirements (e.g., the requirement to be readable) relate to all types of documents. However there can be different requirements for specifications (e.g., the requirement to be revision controlled) and for records (e.g., the requirement to be retrievable).

**Family** — a group of people that consists of

- a) family members who might or might not live in the same household, and relationships from bonds of blood or law, including common-law;
- b) relationships between parents and children (including adoptive and foster children), and with spouses (marital and common law), siblings, in-laws, uncles and aunts, nephews and nieces, cousins, grandparents, and grandchildren; or