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# **AARP Vermont Employers Survey: A Resource for Caregivers**

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November 2003



# **AARP Vermont Employers Survey: A Resource for Caregivers**

**Data Collected by Woelfel Research  
Report Prepared by Katherine Bridges**

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## **Acknowledgements**

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## Highlights

*The AARP Vermont Employer Survey: Resources for Caregivers* provides a comprehensive view of the benefits and services companies in Vermont provide for their employees with caregiving responsibilities, as well as the level of awareness employers have of caregiving as an issue for their employees. The survey was conducted by phone in April and May 2003. The 400 Vermont companies that completed the survey came from a random sample of listed companies in Vermont that had at least two employees.

As suspected, the majority of businesses in Vermont are very small, having fewer than nine employees. In terms of benefits, most companies do offer some benefits to their employees, though the benefits offered specifically for caregiving employees vary significantly, with large companies and government agencies being the most generous in what they offer for their employees. Small businesses, while offering fewer formal benefits to their employees, tend to offer informal benefits, such as flexible work schedules to accommodate individuals who are caring for their parents or older relatives. Companies, who had considered offering caregiving benefits but currently are not most often reference cost as a barrier to offering them.

Nearly all businesses report that their employees would be comfortable asking for time off to care for an older parent or relative. However, only about one-quarter of employers have had employees ask for time off for this purpose. About two in five employers say their employees would have to use paid vacation time or unpaid leave if they took time off for caregiving responsibilities. When asked what type of care or assistance an employee *might* provide as a caregiver, half of the companies interviewed say they do not know.

Awareness of how caregiving responsibilities affect workplace performance also varies across businesses, though it not top-of-mind for most. Unless prompted, a large percentage of businesses say that caregiving does not affect employee performance in their company or business at all. When asked about specific elder care responsibilities, however, most employers admit employee performance is affected in their company at least somewhat.

Most employers in Vermont do not know where they would refer an employee who needed help caring for an older relative; those that do are likely to refer employees to an Area Agency on Aging. The majority of Vermont employers would be interested in having or knowing about low- or no-cost resources for their employees: most think written information and a toll-free information line would be the most useful.

## Background

It has been shown that job performance of employees who are providing assistance and care to older relatives is negatively impacted by these sometimes conflicting roles. Absenteeism, late arrivals to work, early departures from work, excessive personal phone calls during work, and emotional distraction are all factors that contribute to caregiving employees' inability to maintain optimum performance. These costs are significant to employers, both through lost productivity and through employee attrition; overall costs of caregiving to U.S. companies has been estimated at 11.4 billion dollars annually—or \$1,142 per employee per year.<sup>1</sup>

Many companies across the United States now recognize these costs and have implemented policies and benefits specifically designed to support caregiving employees, thus resulting in maximum employee performance and retention among this population. For instance, many companies now offer job flexibility such as compressed workweeks, flexible work schedules, job sharing, and work from home arrangements—all of which help employees concurrently manage their caregiving and work responsibilities more easily. In addition, employers sometimes offer caregiving employees access to individual counseling and information and referral resources, and provide job security for employees who take time off to provide care for an ill parent or relative.

Unfortunately, many of these benefits and policies are only available through larger companies who can afford to offer them, financially and personnel-wise. Given that the vast majority of Vermont businesses are small—75 percent have fewer than 20 employees<sup>2</sup>—it is likely that many companies in the State are not able to provide benefits offered by larger companies to their caregiving employees.

In order to assess what resources are available in Vermont to employees who are caring for an older relative, AARP Vermont commissioned this study of companies in the State who have at least two employees. The goal of this study is to provide information so AARP Vermont can develop a plan for partnering with Vermont businesses to help support employees with caregiving responsibilities.

AARP worked with Woelfel Research, Inc. to conduct surveys with 400 companies in Vermont between April 25 and May 16, 2003. A random sample of listed companies in the state was obtained from Survey Sampling, Inc. and is said to be representative of businesses in Vermont with two or more employees. The survey had a 15 percent response rate and an 84 percent cooperation rate.<sup>3</sup> This survey has a sampling error of plus or minus 4.9%.

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<sup>1</sup> *The Metlife Study of Employer Costs for Working Caregivers*, 1997. Metlife Mature Market Group, Westport, CT.

<sup>2</sup> *Statistics of US Businesses: 2000*. United States Census Bureau. [www.census.gov/epcd/2000/vt/VT--.html](http://www.census.gov/epcd/2000/vt/VT--.html)

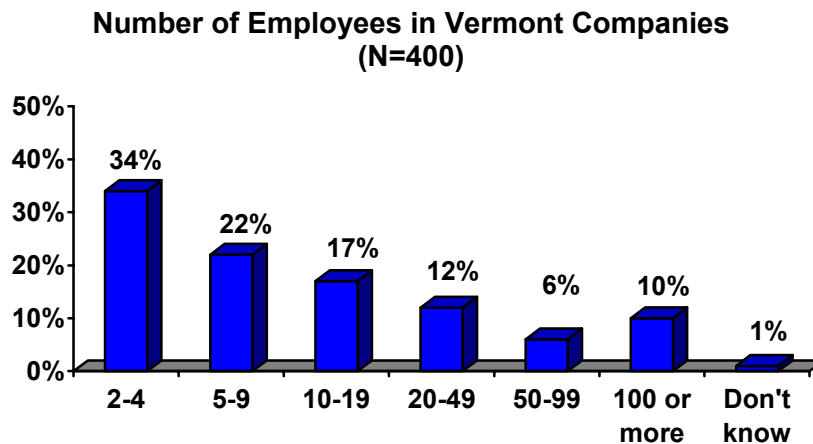
<sup>3</sup> Response rate and cooperation rate were calculated according to American Association of Public Opinion Research standards (RR3 and COOP3).

# Findings

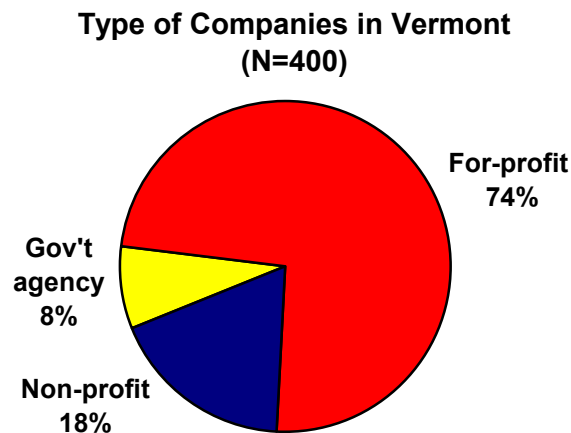
## Company Characteristics

**Most Vermont companies have fewer than 20 employees and are for-profit businesses.**

The majority of companies in Vermont have fewer than nine employees. Excluding self-employed individuals,<sup>4</sup> over one-third of the companies in the state are very small, with only two to four employees. For the purpose of reporting findings from this study, companies are categorized by size with **small companies** having fewer than nine employees (56%), **medium companies** having 10 to 49 employees (28%), and **large companies** having 50 or more employees (15%).



The majority of businesses in Vermont are for-profit and are not part of a larger company (82%). Moreover, nearly all companies in the state (89%) say benefit decisions are made locally and not somewhere else.

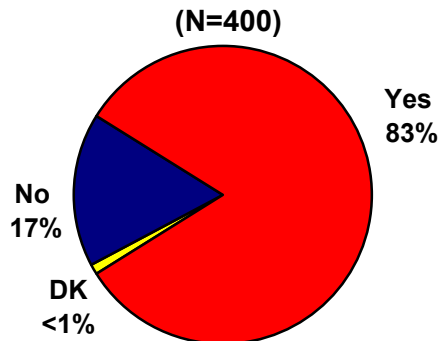


<sup>4</sup> Companies with only one employee were considered self-employed individuals and left out of the survey.

**Most companies offer benefits but the majority do not offer an employee assistance program.**

Over four in five Vermont companies say they offer benefits to their employees, such as health insurance or paid time off. The likelihood of offering benefits increases with size of company, with nearly all large companies offering some benefits to their employees (98% large; 89% medium; 74% small).

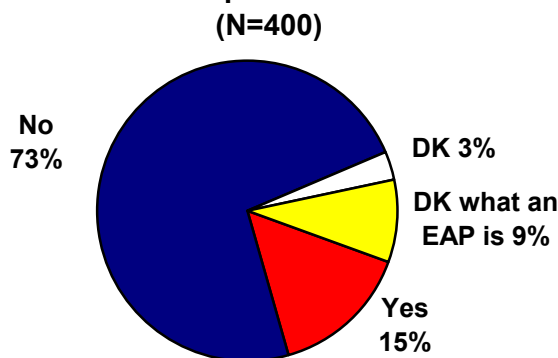
**Whether Employers Offer Employee Benefits**



Recognizing that work performance can be adversely affected when employees are faced with mental or emotional problems, family responsibilities, financial or legal difficulties, or dependent care needs, some employers now offer Employee Assistance Programs (EAP) to their employees. Employee Assistance Programs typically provide confidential short-term counseling to employees who are having difficulty in their personal and/or work life. In addition, these programs can make referrals to services that help employees manage or resolve their sometimes conflicting responsibilities of work, family, and other personal duties, such as caring for an older relative.<sup>5</sup>

Nearly three-quarters of Vermont companies report they do *not* have an Employee Assistance Program—and many more are not sure whether they have a program. Large companies are five times more likely than small or medium companies to have an EAP (48% large vs. 9% medium and 8% small). More than half of government agencies (53%) say they have an EAP compared to about one-quarter of non-profit companies (26%) and only eight percent of for-profit companies.

**Whether Companies Have an EAP**

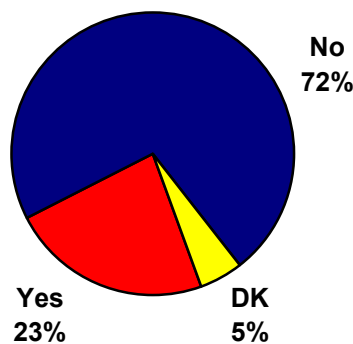


<sup>5</sup> <http://www.opm.gov/ehs/eappage.asp>

**Employers believe their employees would be comfortable asking for time off for caregiving, but only a quarter of employees have done so.**

Ninety-four percent of employers surveyed believe their employees would be comfortable asking for time off to take care of or assist an older parent or relative; yet, only about one-quarter of employers in Vermont say their employees have asked for time off to assist an older parent or relative. Large companies are twice as likely to report having employees who have asked for this time off than small companies (41% vs. 17%).

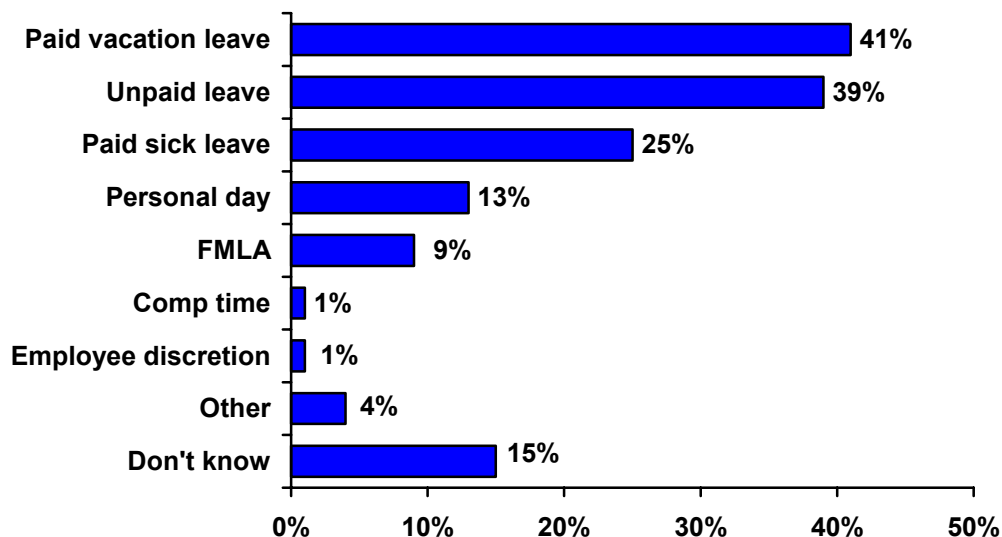
**Whether Employees Have Asked for Time Off for Caregiving**  
(N=400)



**Vermont employees typically would use paid vacation time or unpaid leave if they need time off for elder care.**

About two in five companies report that if an employee took time off to take care of an older parent or relative they would use their paid vacation time to do so, and a similar percentage of companies say an employee would have to take unpaid leave to provide this care. Companies that would require unpaid leave are typically those who do not offer benefits to their employees (57% of companies with no benefits compared to 35% of companies with benefits).

**Type of Leave Employees Would Use if They Took Time Off to Take Care of an Older Relative**  
(N=400)





In many cases, the type of leave employees would use for elder care varies significantly by size of company and type of company.

### Differences in Leave Used by Size and Type of Company

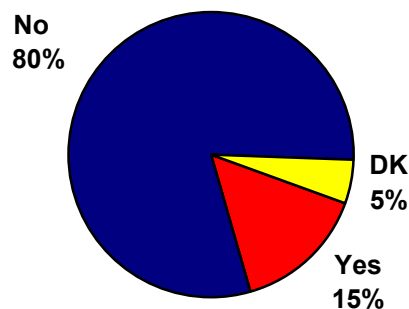
Type of Leave	Size of Company (number of employees)			Type of Company		
	Small (n=222)	Medium (n=113)	Large (n=61)	Gov't (n=30)	Non-profit (n=73)	For-profit (n=295)
<b>Paid vacation</b>	41%	43%	38%	60%	43%	38%
<b>Unpaid leave</b>	41	36	36	37	27	42
<b>Paid sick leave</b>	22	26	30	53	38	18
<b>Personal day</b>	14	17	3	13	22	10
<b>FMLA</b>	.5	11	32	10	16	7

### Few small companies offer benefits to caregivers but those who do have informal arrangements.

During the survey pre-test it became apparent that companies with five or more employees were much more likely than very small companies (2-4 employees) to offer a greater variety of services or benefits to their caregiving employees. For this reason, companies with five or more employees were asked whether they offered specific services and benefits from a list, and very small companies were asked open-ended questions such as what, if any, services they offered their caregiving employees.

When asked whether they offer services, either formally or informally, to support employees who are caring for an older parent or relative, fifteen percent of companies with two to four employees say they do offer some services. It appears that these companies are more likely to offer services informally, tailoring the benefits and services according to the employee's needs. Among the small number of these companies who say they do offer some services (n=20), time-off and flexible hours are most commonly offered, and many say it depends on the situation of the employee.

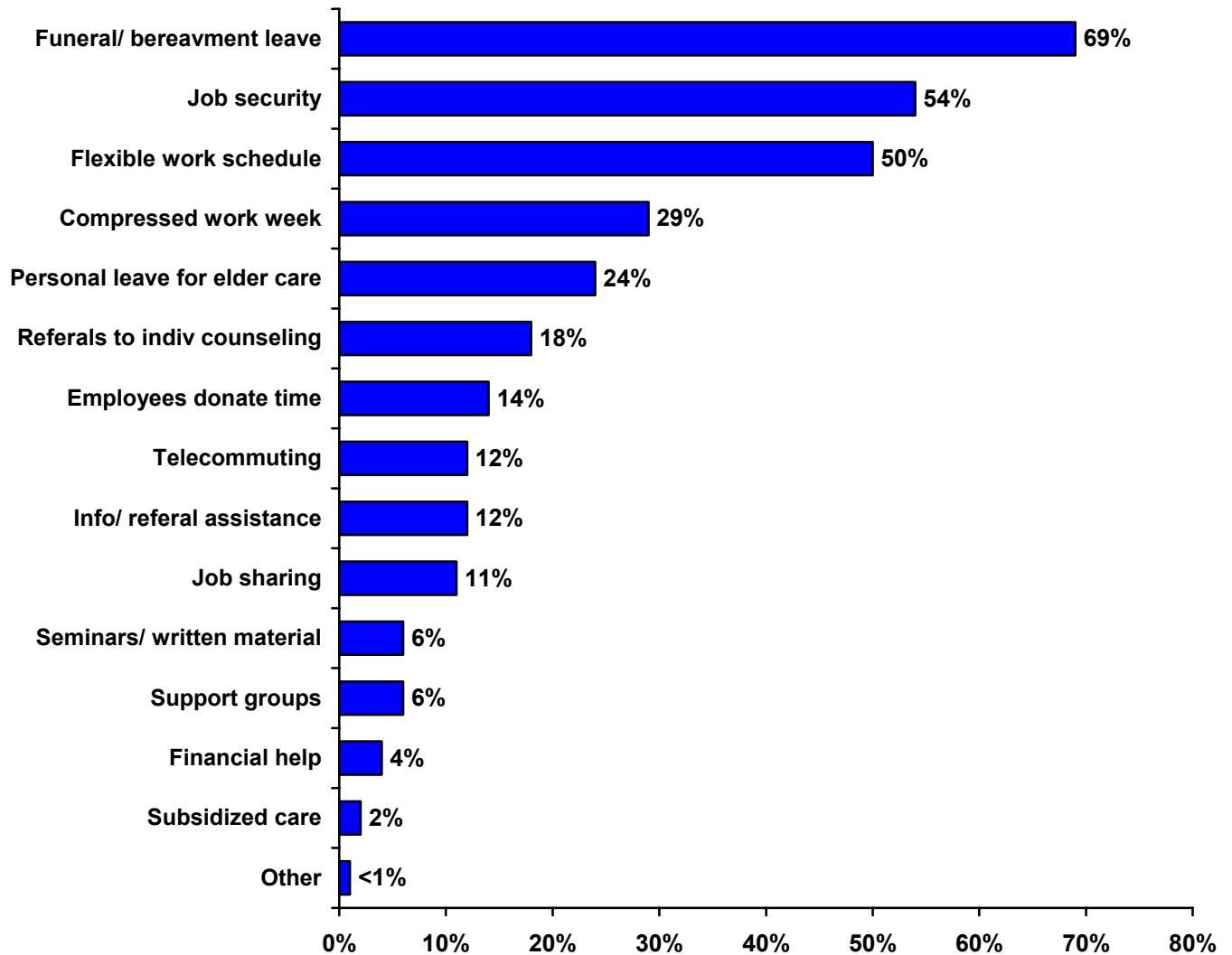
**Whether Companies with 2-4 Employees Offer Benefits for Caregiving Employees (n=135)**



## Half or more companies with 5+ employees offer funeral leave, job security, or flexible work schedules for caregiving employees.

Funeral/bereavement leave, job security, and flexible work schedules are the most commonly offered benefits among companies with five or more employees. About one-quarter of companies offer compressed work weeks and personal leave for elder care.

**Percent of Companies with 5+ Employees Who Offer Specific Benefits to Caregiving Employees (n=265)**



Generally, large companies and government agencies are more likely to offer benefits to caregiving employees.

### Differences in Benefits Offered by Company Size and Type

Benefit Type	Company Size (number of employees)			Company Type			
	Total	Small #2-9 (n=222)	Medium #10-49 (n=113)	Large #50+ (n=61)	Gov't (n=30)	Non-profit (n=73)	For-profit (n=295)
Funeral leave	69%	51%	74%	87%	80%	79%	65%
Job security	54	41	56	69			
Compressed work week	29	30	26	34	48	32	25
Counseling referrals	18	10	15	34	48	28	11
Donate sick time	14	9		23	48	26	6
Info & referral	12	8		21	32	8	17
Job sharing	11	8	11	18	28	9	10
Info seminars/written materials	6	3	6		24	13	2

Companies that offer any of these benefits for their employees who are providing care to an older relative were asked specifically about each of the benefits or services they offered. For each benefit, employers were asked how well it is utilized, how long it has been offered, what the circumstances were that led to it being offered, whether there were any barriers to getting it implemented, and how much it costs annually to offer the benefit

For the most part, benefits offered to employees who are caring for older relatives have been in place for at least five years and are fairly well utilized by employees. Most of the benefits came about because an employee needed it and few mentioned any barriers to getting the benefits implemented. There is wide-variation among companies for the cost of these benefits, largely varying due to size of company. (See appendix B for charted responses).

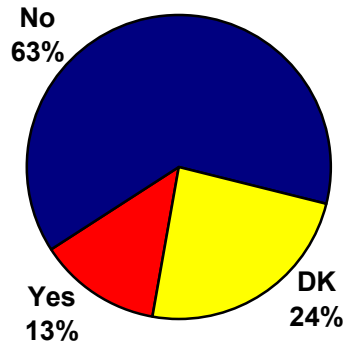
#### Top reason for not offering elder care benefits is cost

Among companies who said they had considered offering some type of assistance but weren't currently offering it (n=113), the top reason for not offering it is cost. Non-profits are more likely to reference cost as a barrier than for-profit companies. The second most common reason assistance is not currently being provided is that it was not considered to be a need among employees. Small companies and for-profit companies most often gave this response.

## Employee Caregiving Awareness

Nearly nine in ten Vermont companies say they **do not know** whether any of their employees are currently providing care or assistance to an older parent or relative. Large companies are more than twice as likely to know that some of their employees are caregivers compared to small companies (23% vs. 9%).

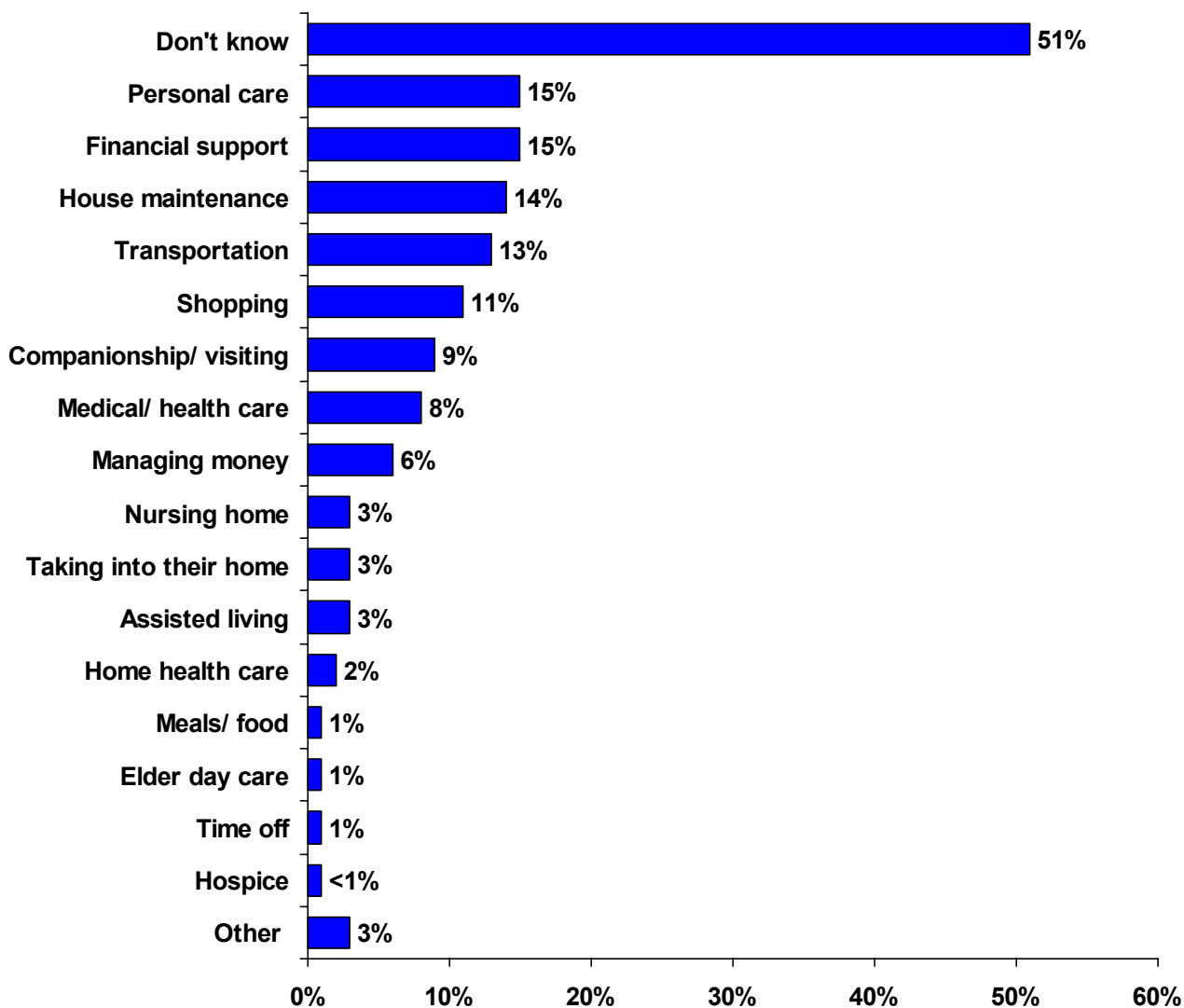
**Company Awareness of Employee Caregivers  
(N=400)**



Employers who are aware of employees caring for a parent or relative (n=50), report an average of 23 percent of their employees are providing such care.

When asked what types of care or assistance an employee *might* provide to an older relative or parent who is having difficulty caring for themselves, about half (51%) of Vermont employers say they do not know. Those who know of at least one type of care or assistance a caregiver might provide most often mention financial support, personal care, and house maintenance.

**Types of Care or Assistance Employers Think Employees  
Might Provide as a Caregiver  
(N=400)**



- Small companies are less likely to mention medical and health care decision-making as a type of care an employee might provide (4% vs. 12% medium and 16% large).
- Government agencies are more likely than private sector companies to mention house maintenance (30% vs. 12%) and shopping (27% vs. 15% non-profit and 9% for-profit).

## **While not top-of-mind, when prompted, Vermont employers acknowledge that elder care responsibilities do affect employee performance.**

Caregiving responsibilities have been shown to negatively impact workplace performance factors such as absenteeism and productivity. The MetLife Caregiver Juggling Act study shows that about seven in ten (69%) caregivers report either arriving late to work or leaving early because of caregiving responsibilities, and more than eight in ten say they make personal calls from work to manage such responsibilities.<sup>6</sup> Moreover, absenteeism or partial absenteeism (being at work but emotional distracted) has been estimated to cost \$2.2 billion a year for American businesses--or 7 percent of the total cost caregiving has on businesses. Interruptions, such as personal phone calls at work, account for 33 percent of the total cost to businesses, or \$9.5 billion a year.<sup>7</sup>

When asked in what ways elder care issues affect employee performance in their company, about three-quarters of Vermont employers either say that elder care issues do not affect employee performance at all in their company (59%) or they do not know how elder care issue affect employee performance (18%). Small and medium companies are more likely than large companies to say elder care issues do not affect employee performance in any way (63% small & 62% medium vs. 39% large).

The one-quarter (24%) of Vermont companies that recognize elder care issues affects employee performance most often say it results in loss of productivity (8%), lack of concentration (6%), stress (5%), and absenteeism (5%).

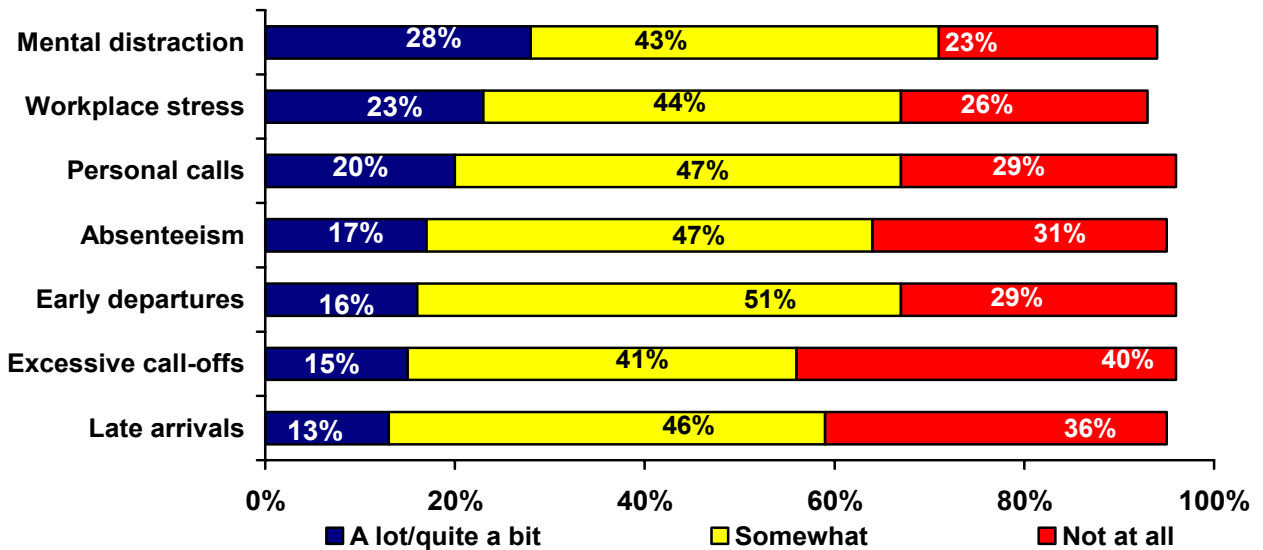
However, when asked to what extent elder care responsibilities influence *specific* employee performance factors, such as workplace stress, absenteeism, and late arrivals to work, most employers admit elder care responsibilities affect employee performance in their company at least somewhat. About one-quarter of employers say caregiving influences mental distraction at work and workplace stress quite a bit or a lot. However, many say elder care responsibilities do not at all influence workplace performance.

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<sup>6</sup> *The MetLife Juggling Act Study*, 1999. MetLife Mature Market Group, Westport, CT.

<sup>7</sup> *The Metlife Study of Employer Costs for Working Caregivers*, 1997. MetLife Mature Market Group, Westport, CT.

**Extent That Employers Think Elder Care Responsibilities Influence  
Workplace Performance Factors  
(N=400)**



Smaller companies and those in the private sector tend to say that elder care responsibilities do not at all influence workplace performance factors like absenteeism and early departures from work.

**Workplace Performance Factors That Respondents Say Elder care Responsibilities Do Not At All Influence by Size and Type of Company**

Workplace Performance Factors	Total (N=400)	Company Size (number of employees)			Company Type		
		Small 2-9 (n=222)	Medium 10-49 (n=113)	Large 50+ (n=61)	Gov't (n=30)	Non-profit (n=73)	For-profit (n=295)
Excessive call-offs/sick days	40%	44%	37%	30%	30%	41%	40%
Late arrivals	36	38	35	28	23	32	38
Personal calls	30	30	26	34	48	32	25
Absenteeism	31	37	28	18	10	22	36
Early departures	29	33	27	16	13	25	31
Workplace stress	26	30	25	12	17	26	27
Mental/ emotional distraction	23	27	22	6	13	18	24

After being asked about the extent to which the list of workplace performance factors are influenced by caregiving responsibilities, employers were then asked on a scale of one to five, how much they think providing care or assistance to an older parent or relative affects employee performance in their company. About seven in ten said they thought caregiving responsibilities have **little or no effect** at all<sup>8</sup> on employee performance in their company.

<sup>8</sup> Respondents answered 1 (47%) or 2 (23%) on scale where 1=no effect and 5=large effect.

Small companies are again significantly more likely than large companies to say caregiving has no effect on employee performance (53% vs. 31%).

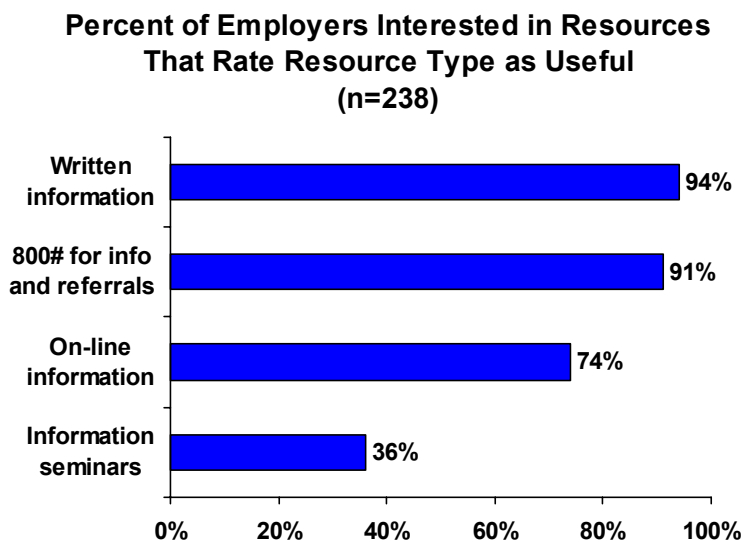
### **Many employers do not know where to refer employees with elder care issues, but are interested in knowing about resources available.**

Nearly two in five (38%) companies surveyed say they do not know where they would refer an employee who came to them for assistance with caring for an older relative. The Area Agency on Aging is by far the most prevalent resource mentioned by the companies who knew where they would refer employees who came to them about elder care issues (28%), followed by the Vermont Department on Aging and Disabilities (8%).

- Medium-sized companies (10-49 employees) are more apt to know about referring employees to an Area Agency on Aging than smaller companies (35% vs. 24%).
- Nearly half (47%) of the government agencies surveyed reference an Area Agency on Aging, compared to about one-quarter of the for-profit (27%) and non-profit companies (23%).
- Small companies especially do not know where they would refer such an employee (45% small companies do not know where to refer employees compared to 32% of medium companies and 23% of large companies).
- For-profit companies are the most likely to say they do not know where they would refer an employee (41%), followed by non-profits (34%) and government agencies (10%).

Three in five (60%) Vermont companies would be interested in having or knowing about low- or no-cost resources available for employees caring for older relatives. There is no difference in level of interest by company size. However, non-profit companies are more likely to be interested in this type of resource for their employees than for-profit companies (71% vs. 56%).

Vermont employers that are interested in elder care resources for their employees think that written information and a toll-free telephone number would be the most useful resource to have or know about. About three-quarters (74%) think on-line information would be useful, and over one-third (36%) think information seminars would be useful. Non-profit companies cite usefulness of information seminars significantly more than for-profit companies do (46% vs. 31%).





**Companies that know some of their employees are caregivers are more aware of caregiving issues and their impact on work, and are more interested in knowing about resources to help.**

About 13 percent of the companies surveyed said they know some of their employees are providing elder care. Of these, the average percentage of employees they report to be caregivers is about 23 percent. While this number is small (n=50), it is interesting that these findings seem consistent with the national average: The Family Caregiver Alliance reports that about 25 percent of employees are caregivers to individuals age 65 and older.<sup>9</sup>

Naturally, companies that know they have caregiving employees more often say they have had employees ask for time off for caregiving (60% vs. 18%). Employees in these companies seem to have the benefit of paid time off for caregiving responsibilities at a higher rate than in companies where there is an unawareness or lack of caregiving employees (paid vacation 54% vs. 37%; paid sick leave 36% vs. 23%).

Companies that report knowing they have caregiving employees seem to show greater awareness of caregiving and how it can impact employee work performance. For instance, more often than unaware companies they suggest that elder care issues affect employee performance in two ways: stress (20% vs. 2%) and workplace distraction (18% vs. 5%). In addition, these companies are more likely to know types of assistance an employee might provide to an older parent or relative. Comparatively, six in ten (61%) companies with no awareness of employee caregivers did not know any type of care one might provide while only eight percent of companies with known caregiving employees did not know.

In terms of resources for their employees, conscious employers are more apt to know where to refer an employee, especially an Area Agency on Aging (48% vs. 26%), and are more likely to be interested in knowing about low- or no-cost resources for their employees who are providing care to older relatives (88% vs. 55%). Conversely, employers that do not know whether they have caregiving employees are much more likely to say they do not know where they would refer an employee who needed assistance with caregiving (43% vs. 16%) and are not as interested in knowing about resources for these employees.

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<sup>9</sup> *Factsheet: Selected Caregiver Statistics*, Family Caregiving Alliance.  
[www.caregiver.org/factsheet/caregiver\\_statsC.html](http://www.caregiver.org/factsheet/caregiver_statsC.html)

## Conclusions

Regardless of the differences seen in this study in terms of awareness, benefits, perceptions, and opinions, there is a need for education among Vermont employers about caregiving and its effects on workplace performance. As has been shown in other national studies, companies that pay attention to and invest in providing assistance to caregiving employees reap financial rewards and productivity by retaining good employees and helping employees maximize their productivity while caregiving. One such study reported investments in assistance provided to caregiving employees has a payback rate of three to thirteen times the cost.<sup>10</sup>

A caregiving education campaign that is designed to shed light on this issue as well as to make employers aware of the issues' potential detriment to business and of the low- or no-cost benefits available to help employees would be beneficial to caregiving employees in the State. Small companies in particular should be the focus of such a campaign. Not only would this affect the greatest number of companies in Vermont, it would also be serving the companies with fewest benefits available for their caregiving employees.

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<sup>10</sup> Alfred P. Sloan Foundation (2001).

## **Appendix A: Company Profile by Size**

## Small Company Profile (2-9 employees)

### Company Characteristics

- Small companies in Vermont are most often for-profit (81%) and are not likely to be part of a larger company or business (87%); employee benefit decisions are mostly made on location (94%).
- Small companies are more likely to be predominantly male than large companies (61% small companies have less than 50% female employees vs. 37% of large companies). However, small companies are also more likely than large companies to have all their employees be single gender (100% male: 12%sm. vs. 3% med. & 2% lg.; 100% female: 14% vs. 4% med. & 0% lg.).
- The average age of employees at small companies is between 35-44.
- Small companies are more likely to have all employees working 20 hours or more per week (62% vs. 45% med. & 26% lg.).

### Human Resources

- Small companies are less likely to offer benefits to their employees compared to larger companies (74% vs. 89% med. & 98% lg.).
- Employees typically use paid vacation time (41%) or unpaid leave (41%) if they need to take time off to take care of or assist an older relative or parent. These employees are also more likely than employees of large companies to have to use personal days for this time off (14% vs. 3%). Very few small companies say employees use FMLA time compared to larger companies (.5% vs. 11% med. & 33% lg.).
- Small businesses are very unlikely to have an Employee Assistance Program, especially in comparison to large companies (8% vs. 48%).
- Nearly all small companies (94%) believe their employees would be comfortable asking for time off to take care of or assist an older parent or relative.
- Compared to larger companies in Vermont, relatively few have had employees ask for time off to assist older parents or relatives (17% vs. 26% med. & 41% lg.).
- Four in five (80%) small companies say they **do not** offer services to support employees who are caregivers to older relatives, either formally or informally.

## Employee Caregiving Awareness

- Compared to large companies, very few small companies know whether any of their employees are currently caregivers to older adults (9% vs. 23% lg).
- The majority small companies (63%) say elder care issues in no way effect employee performance in their business; significantly more small companies than large companies feel this way (63% vs. 39%).
- Small companies are more likely than large companies to say elder care responsibilities **do not at all** influence work performance factors such as excessive sick days/call-offs (44% vs. 30%), absenteeism (37% vs. 18%), early departures from work (33% vs. 16%), workplace stress (29% vs. 12%), or mental/emotional distraction (27% vs. 7%).
- Nearly three-quarters of small companies (72%) say providing care or assistance to an older relative has little or no effect on employee performance in their company or business; small companies are significantly more likely to say it has no effect compared to large companies in Vermont (53% vs. 31%).
- When asked about what types of assistance caregivers might provide for older relatives, nearly three in five small companies say they don't know (58%). Those that do provide an answer most often mention financial support (18%), personal care (14%), house maintenance (11%), and transportation (11%). Small companies are less likely than larger ones to mention making medical or health care decisions and communicating with health care providers as one of these responsibilities (4% vs. 12% med. & 16% lg.).
- Nearly half (46%) of small companies do not know where they would refer an employee who needed assistance in caring for an older parent or relative; small companies are more likely to say they don't know where they would refer such employees than larger companies (46% vs. 32% med. & 23% lg.).
- Most (58%) small companies would be interested in having or knowing about low- or no-cost resources available for employees caring for older parents or relatives.
- Written information (94%) and toll-free information and referral phone line (91%) would be most useful for small companies. Nearly one-third (32%) think information seminars would be useful.

## Medium Company Profile (10-49 employees)

### Company Characteristics

- Medium companies in Vermont are most often for-profit (72%) and are not likely to be part of a larger company or business (83%); employee benefit decisions are mostly made on location (89%).
- Medium companies in Vermont are more likely to be predominantly male than large companies: 59% of medium companies have less than half of their employees being female compared to 37% of large companies.
- The average age of employees at medium companies is between 35-44.
- On average, 18 percent of employees in medium companies work less than 20 hours a week. Nearly half (45%) of medium companies report **all** of their employees work at least 20 hours a week.

### Human Resources

- About nine in ten (89%) medium companies offer benefits to their employees—significantly more than small companies but similar to large companies (74% vs. 89% med & 98% lg).
- Employees typically use paid vacation time (43%) or unpaid leave (36%) if they need to take time off to take care of or assist an older relative or parent. These employees are also more likely than employees of large companies to have to use personal days for this time off (17% vs. 3%). Only about one in ten medium companies say employees use FMLA time—considerably fewer than large companies (11% vs. 33%).
- Medium businesses are very unlikely to have an Employee Assistance Program, especially in comparison to large companies (9% vs. 48%).
- Nearly all medium companies (93%) believe their employees would be comfortable asking for time off to take care of or assist and older parent or relative.
- About one-quarter of medium companies have had employees ask for time off to assist older parents or relatives –slightly more than small companies but significantly fewer than large companies in Vermont (17% sm.; 26% med.; 41% lg.).
- A significant proportion of medium companies offer benefits specifically for their caregiving employees, such as job security for employees who take time off for caregiving (56%), flexible work schedules to accommodate time off for caregiving (50%), and additional personal leave to be used for elder care (29%). However, in some instances medium companies are more like small companies in that they do not offer certain caregiver benefits (See table page 8.)

## Employee Caregiving Awareness

- Nearly nine in ten (86%) medium companies say they do not know whether any of their employees are currently caregivers to older adults.
- The majority medium companies (62%) say elder care issues in **no way effect** employee performance in their business; significantly more medium companies than large companies feel this way (62% vs. 39%). Another one in five medium companies (18%) say they don't know ways in which elder care issues affect employee performance.
- About one-quarter or more medium companies do not think that elder care responsibilities influence work performance factors, such as excessive sick days/call offs (37%), late arrivals (35%), absenteeism (28%), early departures (27%), workplace stress (25%), personal calls made from work (23%), and mental/emotional distraction (22%).
- About seven in ten medium companies (69%) say providing care or assistance to an older relative has little or no effect on employee performance in their company or business.
- When asked about what types of assistance caregivers might provide for older relatives, about two in five medium companies say they don't know (41%). Those that do provide an answer most often mention house maintenance (15%) and transportation (14%), followed by personal care (12%), financial support (12%), and managing health care needs (12%).
- Nearly one-third (32%) of medium companies do not know where they would refer an employee who needed assistance in caring for an older parent or relative. Of those who do know where they would refer such an employee, most say they would refer them to an Area Agency on Aging (35%) or the Vermont Department on Aging and Disabilities (12%).
- Most medium companies (60%) would be interested in having or knowing about low- or no-cost resources available for employees caring for older parents or relatives.
- Written information and toll-free information and referral phone line would be most useful for nearly all (94%) medium companies; about two in five (38%) think information seminars would be useful.

## Large Company Profile (50+ employees)

### Company Characteristics

- Large companies in Vermont are most often for-profit (53%) and are not likely to be part of a larger company or business (83%). Employee benefit decisions are mostly made on location (75%), although large companies are more likely than smaller companies to be part of a larger company (34% vs. 12% med. & 11% sm.) and have their benefit decisions made elsewhere (25% vs. 12% med. & 5% sm.).
- Non-profit companies and government agencies are more likely to be large companies, having more than 50 employees.
- Large companies in Vermont are typically more gender-diverse than small and medium companies: 37 percent of large companies have less than half of their employees being female compared to 59 percent of medium companies and 61 percent of small companies.
- The average age of employees' at large companies is between 35-44.
- On average, one-fifth of employees in large companies work less than 20 hours a week. About one-quarter (26%) of large companies report **all** of their employees work at least 20 hours a week.

### Human Resources

- Nearly all (98%) large companies in Vermont offer benefits to their employees—significantly more than smaller companies (98 % vs. 89% med. & 74% sm.).
- Employees typically use paid vacation time (38%) or unpaid leave (36%) if they need to take time off to take care of or assist an older relative or parent. Employees of large companies are much more likely to use FMLA for this time off than smaller companies (33% vs. 11% med. & 5% sm.).
- Nearly half (48%) of large companies have an Employee Assistance Program—a rate much higher than smaller companies (8%).
- Nearly all large companies (97%) believe their employees would be comfortable asking for time off to take care of or assist an older parent or relative.
- About two in five large companies have had employees ask for time off to assist older parents or relatives –significantly more than smaller companies in Vermont (41% vs. 26% med. & 17% sm.)
- Large companies are more likely to offer benefits specifically to help caregiving employees compared to smaller companies. (See table on page 8.)



## Employee Caregiving Awareness

- Nearly four in five (77%) large companies say they **do not know** whether any of their employees are currently caregivers to older adults. Large companies, however, are more likely than small companies to know that some of their employees are caregivers (23% vs. 9%).
- About two in five large companies (39%) say elder care issues in **no way affects** employee performance in their business; another one-quarter (25%) say they don't know in what ways elder care issues affect employee performance. The few large companies that mentioned ways work performance factors that are affected by elder care issues most often mention loss of productivity (15%) and absenteeism (13%).
- Many large companies do not think that elder care responsibilities influence work performance factors, such as excessive sick days/call offs (30%), late arrivals (28%), personal calls made from work (21%), absenteeism (18%), early departures (16%), workplace stress (12%), and mental/emotional distraction (7%).
- Two-thirds of large companies (66%) say providing care or assistance to an older relative has little or no effect on employee performance in their company or business.
- When asked about what types of assistance caregivers might provide for older relatives, about two in five large companies say they don't know (41%). Those that do provide an answer most often mention transportation (21%), house maintenance (20%) personal care (20%), and shopping (18%).
- Nearly one-quarter of large companies (23%) do not know where they would refer an employee who needed assistance in caring for an older parent or relative. Of those who do know where they would refer such an employee, most say they would refer them to the employee assistance program at their company (28%) or an Area Agency on Aging (26%).
- Most large companies (64%) would be interested in having or knowing about low- or no-cost resources available for employees caring for older parents or relatives.
- Written information (95%) would be most useful for nearly all large companies, followed by a toll-free information and referral phone line and on-line information (82%); nearly half (46%) think information seminars would be useful.

## **Appendix B: Eldercare Benefits Among Companies with 5+ Employees**

**Elder care Benefits among Companies with 5+ Employees  
(n=265)**

Benefit Offered						Benefit <i>Not Offered</i>
Benefit Type	Utilization	Length Offered	Initiation Factors	Barriers to Initiation	Est. Cost per Year	Considered?
Employee contribution fund Yes=10; No=252	Utilized	5+ yrs	<i>Somebody needed it</i>	None	Don't know	6% Yes 90% No 4% DK
Additional personal leave Yes=63; No=189	Utilized	5+ yrs	<i>Somebody needed it</i>	None	Don't know	10% Yes 87% No 3% DK
Donation of sick time Yes=37; No=213	Utilized	5+ yrs	<i>Somebody needed it</i>	None	Don't know	9% Yes 85% No 6% DK
Flexible work schedule Yes=132; No=128	Well Utilized	5+ yrs	<i>Somebody needed it</i>	None	Don't know	19% Yes 79% No 2% DK
Support groups Yes=16; No=240	Not utilized	5+ yrs	<i>Law/FMLA/Policy</i>	None	Don't know	7% Yes 90% No 4% DK
I&R for Elder care Resources Yes=32; No=224	Utilized	5+ yrs	<i>Somebody needed it</i>	None	Don't know	9% Yes 88% No 4% DK
Job Security Yes=142; No=97	Utilized	5+ yrs	<i>Law/FMLA</i>	None	Don't know	17% Yes 83% No 1% DK
Work from home Yes=32; No=225	Well-utilized	5+ yrs	<i>Somebody needed it</i>	None	Don't know	8% Yes 89% No 2% DK
Job sharing Yes=30; No=224	Utilized	5+ yrs	<i>Somebody needed it</i>	None	Don't know	10% Yes 85% No 5% DK
Seminars & written material Yes=17; No=241	Utilized	5+ yrs	<i>Don't know</i>	None	Don't know	8% Yes 87% No 5% DK
Counseling referrals Yes=47; No=210	Well-utilized	5+ yrs	<i>Somebody needed it</i>	None	Don't know	7% Yes 90% No 4% DK
Compressed workweek Yes=76; No=182	Well-utilized	5+ yrs	<i>Employee request/somebody needed it</i>	None	\$0	15% Yes 84% No 1% DK
Funeral/bereavement leave Yes=184; No=70	Well-utilized	5+ yrs	<i>Policy death/someone died</i>	None	Don't know	16% Yes 83% No 1% DK
Care vouchers Yes=4; No=250	Not utilized	5+ yrs	<i>Don't know</i>	None/don't know	Don't know	1% Yes 94% No 4% DK

## **Appendix C: Annotated Questionnaire**

# VERMONT EMPLOYERS AND ELDER CARE SURVEY

[ASK TO SPEAK TO OFFICE MANAGER OR PERSON IN CHARGE OF EMPLOYEE BENEFITS AT THIS LOCATION. IF NO SUCH PERSON AT THIS LOCATION BUT REFERRED TO ANOTHER LOCATION (EVEN IF OUT OF STATE) CALL THAT LOCATION].

Hi, I'm calling from Woelfel Research, a national research firm. We are gathering information from employers in Vermont to identify the types of benefits that are available to employees when they need to assist or care for an older parent or relative. This information is being collected so that additional resources can be developed for employers who would like to provide elder care resources for their employees.

Let me assure you, this is not a sales call and you will not be asked to buy anything either now or later. All of your responses are kept entirely confidential. The survey should take only about 8 minutes of your time.

## Screenener

- 1. How many people work either full or part time in your company in the state of Vermont?** [READ LIST]

	Only one (self-employed) [THANK AND TERMINATE]
<u>%</u>	
34	2-4
22	5-9
17	10-19
12	20-49
6	50-99
10	100 or more
1	Don't know [DO NOT READ]

## MAIN QUESTIONNAIRE

(N= 400 Vermont Employers)

The remainder of our questions refer to all the employees you have in your company in the state of Vermont.

- 2. Are any of your employees offered any benefits, such as health insurance or paid time off?**

<u>%</u>	
83	Yes
17	No
<1	Don't know (DO NOT READ)

**3. Do you know whether any of your employees are currently providing care or assistance to an older parent or relative?**

<u>%</u>	
13	Yes
63	No (SKIP TO Q4)
24	Don't know (DO NOT READ)

**3a. (IF YES TO Q3): Approximately what percentage of your employees do you think are providing care or assistance to an aging parent or relative? (Base = 50\*)**

<u>N</u>	
14	01%-10%
19	11%-20%
5	21%-30%
1	31%-40%
5	41%-50%
2	51%-60%
1	100%
3	Refused

**4. What are some types of care or assistance an employee might provide to an older parent or relative who is having difficulty caring for themselves?**

[DO NOT READ LIST-RECORD ALL ANSWERS]

<u>%</u>	
15	Personal care (bathing, dressing, etc,)
6	Managing money/Budgeting/taking care of finances
11	Shopping (grocery, clothing, pharmacy, other personal shopping)
13	Transportation (medical appointments)
14	House maintenance (cleaning, lawn care, house maintenance)
9	Companionship/visiting
15	Financial support/pay for bills, services, or other living expenses for relative
8	Medical/health care decisions/communicating with health care providers
3	Nursing home
3	Taking them into their home
3	Assisted living
2	Home health care
1	Meals/food
1	Elder day care
1	Time off
<1	Hospice
3	Other: _____
51	Don't know (DO NOT READ)

**5. Have any of your employees asked for time off to assist older parents or relatives?**

<u>%</u>	
23	Yes
72	No
5	Don't know (DO NOT READ)

**6. Do you believe your employees would be comfortable asking for time off to take care of or assist an older parent or relative?**

<u>%</u>	
94	Yes
4	No
3	Don't know (DO NOT READ)

**7. If an employee took time off to take care of or assist an older relative or parent, what kind of leave would they use? Would they use...**

[READ LIST. RECORD MULTIPLE RESPONSES]

<u>%</u>	
41	Paid vacation leave
25	Paid sick leave
39	Unpaid leave

*Or some other type?* (RECORD) \_\_\_\_\_

<u>%</u>	
13	Personal day
9	FMLA (Family Medical Leave Act)
1	Comp time
1	Employee discretion/ varies case by case
4	Other
15	Don't know (DO NOT READ)

**8. Does your company have an Employee Assistance Program?**

<u>%</u>	
15	Yes
73	No
3	Don't know (DO NOT READ)
9	Don't know what an Employee Assistance Program is [DO NOT READ]

[ASK Q9 ONLY IF '2-4' EMPLOYEES IN Q1. OTHERWISE SKIP TO Q10]

**9. Does your company offer services to support employees, either formally or informally, who are caring for an older parent or relative? (BASE = 135)**

<u>%</u>	
15	Yes [ASK Q9B THEN SKIP TO Q12]
80	No [SKIP TO Q12]
5	(DO NOT READ) Don't know [SKIP TO Q12]

**9B. What services do you provide? (BASE=20\*)**

- N**  
 4 Depends on situation/tailored to the individual  
 7 Time off  
 3 Flexible hours  
 3 Other  
 5 Don't know

[ASK Q10 ONLY IF 5 OR MORE EMPLOYEES (OR "DK") IN Q1. OTHERWISE SKIP TO Q12]

**10. Next, I'm going to ask you about a number of services and programs that employers may offer to their employees who are caring for an older relative. Do you offer \_\_\_\_\_(INSERT FROM LIST AND ADD AS NEEDED: for your employees who are caring for an older relative?)**

(ROTATE A-O. ASK FOLLOW UP QUESTIONS 10a or 10b AFTER EACH BEFORE MOVING TO NEXT ITEM ON LIST)

(BASE=265 'Have 5 or more employees')

<b>%</b>		
4	<b>A.</b>	Financial help through a special fund that employees contribute to voluntarily
24	<b>B.</b>	Additional personal leave to be used for elder care
14	<b>C.</b>	Employees the opportunity to donate their sick time to another employee who is caring for an older relative
50	<b>D.</b>	Flexible work schedule to accommodate time needed to provide elder care
6	<b>E.</b>	Support groups
12	<b>F.</b>	Information and referral assistance to help find elder care providers and resources
54	<b>G.</b>	Job security for employees who need to take time off to provide elder care
12	<b>H.</b>	Telecommuting or allowing employees to work from home
11	<b>I.</b>	Job sharing
6	<b>J.</b>	Information about elder care through seminars or written materials
18	<b>K.</b>	Referrals to individual counseling
29	<b>L.</b>	Compressed workweek that allows employees to work longer but fewer days
69	<b>M.</b>	Funeral/bereavement leave
2	<b>N.</b>	Subsidized care or care vouchers
<1	<b>O.</b>	Others

**IF YES (GO TO 10a)**

**IF NO (GO TO 10b)**

**DON'T KNOW**



**A. Financial help through a special fund that employees contribute to voluntarily?**

**10a. IF YES: (BASE=10\*)**

1. How well would you say it is utilized? Would you say it is...  
[READ LIST]

N

3 Very well utilized

4 Somewhat utilized

1 Not well utilized

2 Not at all utilized

-- Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

N

-- Less than 6 months

-- Between 6-12 months

-- Between 1-2 years

4 Between 2-5 years

6 Or, 5 years or more

-- Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?

*Somebody needed it (3); Policy (1); Benefit for employee (1);*

*Other (2); None (1); Don't know (2)*

4. Were there any barriers to getting it implemented that you could tell me about? *They have to have worked for the company for a length of time (1); None (9)*

5. How much do you think it costs a year to provide this for your employees?

*\$0 (1); \$500 (1); \$25,000 (1); Don't know (7)*

**10b. IF NO: (Base=252 Does not offer benefit for employees)**

Have you considered offering this?

%

6 Yes

90 No

4 Don't know

\* Small number of respondents answering question reduces generalizability.

## B. Additional personal leave to be used for elder care?

### 10a. IF YES: (BASE=63\*)

1. How well would you say it is utilized? Would you say it is...  
[READ LIST]

n

- 15 Very well utilized  
16 Somewhat utilized  
6 Not well utilized  
23 Not at all utilized  
3 Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

n

- Less than 6 months  
-- Between 6-12 months  
3 Between 1-2 years  
9 Between 2-5 years  
45 Or, 5 years or more  
6 Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?  
*Somebody needed it (10); Law/FMLA (5); Policy (14); Employee request (3); Benefit for employee (4); Flexible company (1); Nature of our business (2); Make sense/common courtesy (2); Union/labor negotiations (1); Other (2); None (7); Don't know (13)*

4. Were there any barriers to getting it implemented that you could tell me about?  
*Affordability (1); Other (1); None (55); Don't know (6)*

5. How much do you think it costs a year to provide this for your employees?  
*\$0 (13); \$100 (2); \$1,000 (1); \$2,000 (2); \$50,000 (1); \$60,000 (1); Don't know (43)*

### 10b. IF NO: Have you considered offering this?

(Base=189 Does not offer the benefit for employees)

%

- 10 Yes  
87 No  
3 Don't know

\* Small number of respondents answering question reduces generalizability.

### C. Opportunity to donate sick time to another employee who is caring for an older adult?

#### 10a. IF YES: (BASE=37\*)

1. How well would you say it is utilized? Would you say it is..[READ LIST]

n

14 Very well utilized

9 Somewhat utilized

2 Not well utilized

12 Not at all utilized

-- Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

n

-- Less than 6 months

2 Between 6-12 months

-- Between 1-2 years

7 Between 2-5 years

26 Or, 5 years or more

2 Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?

*Somebody needed it (8); Law/FMLA (1); Policy (6); Make sense/common courtesy (1); Union/labor negotiations (3); Other (1); None (3); Don't know (14)*

4. Were there any barriers to getting it implemented that you could tell me about?

*Union negotiations (1); None (33); Don't know (3)*

5. How much do you think it costs a year to provide this for your employees?

*\$0 (11); \$200 (1); \$500 (1); \$1,000 (1); \$12,000 (1); Don't know (22)*

#### 10b. IF NO: Have you considered offering this?

(Base=213 Does not offer benefit for employees)

%

9 Yes

85 No

6 Don't know

\* Small number of respondents answering question reduces generalizability.

## D. Flexible work schedule to accommodate time needed to provide elder care

### 10a. IF YES: (BASE=132)

1. How well would you say it is utilized? Would you say it is..  
[READ LIST]

%

- 37 Very well utilized  
27 Somewhat utilized  
3 Not well utilized  
25 Not at all utilized  
8 Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

%

- 4 Less than 6 months  
3 Between 6-12 months  
5 Between 1-2 years  
9 Between 2-5 years  
71 Or, 5 years or more  
8 Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?  
*Somebody needed it (21); Law/FMLA (2); Policy (17); Employee request (6); Benefit for employee (3); Flexible company (10); Nature of our business (5); Death/someone died (1); Make sense/common courtesy (5); Other (3); None (14); Don't know (45)*

4. Were there any barriers to getting it implemented that you could tell me about? *Covering persons time (3); Affordability (1); None (112); Don't know (15)*

5. How much do you think it costs a year to provide this for your employees?  
*\$0 (42); \$200 (1); \$500 (1); \$1,000 (1); \$5,000 (1); \$40,000 (1)  
Don't know (84)*

### 10b. IF NO: Have you considered offering this? (Base=128 Does not offer benefit for employees)

%

- 19 Yes  
79 No  
2 Don't know

## E. Support groups

### 10a. IF YES: (BASE=16\*)

1. How well would you say it is utilized? Would you say it is...  
[READ LIST]

n

- 3 Very well utilized  
4 Somewhat utilized  
2 Not well utilized  
4 Not at all utilized  
3 Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

n

- Less than 6 months  
1 Between 6-12 months  
2 Between 1-2 years  
2 Between 2-5 years  
10 Or, 5 years or more  
1 Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?  
*Somebody needed it (1); Law/FMLA (3); Policy (3); Employee request (2); Other (1); None (1); Don't know (6)*

4. Were there any barriers to getting it implemented that you could tell me about?  
*None (13); Don't know (3)*

5. How much do you think it costs a year to provide this for your employees?  
*\$0 (3); \$250 (1); \$150,000 (1); Don't know (11)*

### 10b. IF NO: Have you considered offering this? (Base=240 Does not offer benefit for employees)

%

- 7 Yes  
90 No  
4 Don't know

\* Small number of respondents answering question reduces generalizability.

## F. Information and referral assistance to help find elder care providers and resources

### 10a. IF YES: (BASE=32\*)

1. How well would you say it is utilized? Would you say it is...  
[READ LIST]

n

- 11 Very well utilized  
7 Somewhat utilized  
3 Not well utilized  
6 Not at all utilized  
5 Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

n

- 1 Less than 6 months  
-- Between 6-12 months  
1 Between 1-2 years  
6 Between 2-5 years  
24 Or, 5 years or more  
-- Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?

*Somebody needed it (6); Policy (5); Insurance offering(2);  
Death/someone died (1); Other (4); None (3); Don't know (11)*

4. Were there any barriers to getting it implemented that you could tell me about?

*None (27); Don't know (5)*

5. How much do you think it costs a year to provide this for your employees?

*\$0 (9); \$150 (1); \$6,000 (1); Don't know (21)*

### 10b. IF NO: Have you considered offering this?

(Base=224 Does not offer benefit for employees)

%

- 9 Yes  
88 No  
4 Don't know

\* Small number of respondents answering question reduces generalizability.

## G. Job security for employees who need to take time off to provide elder care?

### 10a. IF YES: (BASE=142)

1. How well would you say it is utilized? Would you say it is...  
[READ LIST]

%

- 22 Very well utilized  
28 Somewhat utilized  
4 Not well utilized  
37 Not at all utilized  
9 Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

%

- 4 Less than 6 months  
4 Between 6-12 months  
4 Between 1-2 years  
11 Between 2-5 years  
65 Or, 5 years or more  
13 Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?

*Somebody needed it (18); Law/FMLA (29); Policy (19); Employee request (9); Benefit for employee (2); Flexible company (1); Nature of business (1); Growth of company (1); Make sense/common courtesy (4); Union/labor negotiations (1); None (18); Don't know (39)*

4. Were there any barriers to getting it implemented that you could tell me about?

*Covering that person's time (1); Other (1); None (124); Don't know (16)*

5. How much do you think it costs a year to provide this for your employees?

*\$0 (36); \$200 (1); \$450 (1); \$500 (1); \$600 (1); \$1,000 (2); \$4,000 (1); \$5,000 (1); \$20,000 (1); \$100,000 (1); Don't know (96)*

### 10b. IF NO: Have you considered offering this?

(Base=97 Does not offer benefit for employees)

n

- 16 Yes  
80 No  
1 Don't know

## H. Telecommuting or allowing employees to work from home

### 10a. IF YES: (BASE=32\*)

1. How well would you say it is utilized? Would you say it is...  
[READ LIST]

n

- 6 Very well utilized
- 18 Somewhat utilized
- 5 Not well utilized
- 1 Not at all utilized
- 2 Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

n

- Less than 6 months
- Between 6-12 months
- 1 Between 1-2 years
- 11 Between 2-5 years
- 19 Or, 5 years or more
- 1 Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?

*Somebody needed it (9); Policy (3); Employee request (5); Benefit for employee (3); Flexible company (2); Nature of our business (1); Other (1); None (3); Don't know (5)*

4. Were there any barriers to getting it implemented that you could tell me about?

*Technological (2); None (26); Don't know (4)*

5. How much do you think it costs a year to provide this for your employees?

*\$0 (13); \$1,000 (1); \$3,000 (1); \$5,000 (1); Don't know (16)*

### 10b. IF NO: Have you considered offering this?

(Base=225 Does not offer benefit for employees)

%

- 8 Yes
- 89 No
- 2 Don't know

\* Small number of respondents answering question reduces generalizability.



## I. Job sharing

### 10a. IF YES: (BASE=30\*)

1. How well would you say it is utilized? Would you say it is...  
[READ LIST]

n

- 10 Very well utilized  
11 Somewhat utilized  
2 Not well utilized  
6 Not at all utilized  
1 Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

n

- 1 Less than 6 months  
2 Between 6-12 months  
-- Between 1-2 years  
1 Between 2-5 years  
25 Or, 5 years or more  
1 Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?

*Somebody needed it (8); Policy (6); Employee request (7); Benefit for employee (3); Nature of our business (1); Other (1); None (3); Don't know (9)*

4. Were there any barriers to getting it implemented that you could tell me about?

*Union negotiations (1); None (23); Don't know (6)*

5. How much do you think it costs a year to provide this for your employees?

*\$0 (9); \$1,000 (2); Don't know (19)*

### 10b. IF NO: Have you considered offering this?

(Base=224 Does not offer benefit for employees)

%

- 10 Yes  
85 No  
5 Don't know

\* Small number of respondents answering question reduces generalizability.

## J. Information about elder care through seminars or written information

### 10a. IF YES: (BASE=17\*)

1. How well would you say it is utilized? Would you say it is...  
[READ LIST]

n

- 6 Very well utilized
- 4 Somewhat utilized
- 2 Not well utilized
- 4 Not at all utilized
- 1 Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

n

- 1 Less than 6 months
- Between 6-12 months
- 1 Between 1-2 years
- 3 Between 2-5 years
- 10 Or, 5 years or more
- 2 Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?  
*Somebody needed it (3); Policy (2); Common courtesy (1);  
Other (2); None (1); Don't know (8)*

4. Were there any barriers to getting it implemented that you  
could tell me about?  
*None (16); Don't know (1)*

5. How much do you think it costs a year to provide this for your  
employees?  
*\$0 (6); Don't know (11)*

### 10b. IF NO: Have you considered offering this? (Base=241 Does not offer benefit for employees)

%

- 8 Yes
- 87 No
- 5 Don't know

\* Small number of respondents answering question reduces generalizability.

## K. Referrals to individual counseling

### 10a. IF YES: (BASE=47\*)

1. How well would you say it is utilized? Would you say it is...  
[READ LIST]

n

- 15 Very well utilized  
16 Somewhat utilized  
3 Not well utilized  
7 Not at all utilized  
6 Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

n

- 1 Less than 6 months  
1 Between 6-12 months  
5 Between 1-2 years  
7 Between 2-5 years  
31 Or, 5 years or more  
2 Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?  
*Somebody needed it (10); FMLA (1); Policy (5); Employee request (2); Benefit for employee (2); Nature of our business (1); Insurance offering (4); Part of the EAP (5); Other (1); None (2); Don't know (13)*

4. Were there any barriers to getting it implemented that you could tell me about?  
*Union negotiations (1); Part of health insurance (2); None (38); Don't know (6)*

5. How much do you think it costs a year to provide this for your employees?  
*\$0 (10); \$300 (1); \$500 (2); \$2,000 (1); \$3,000 (1); \$100,000 (1); Don't know (31)*

### 10b. IF NO: Have you considered offering this? (Base=210 Does not offer benefit for employees)

%

- 7 Yes  
90 No  
4 Don't know

\* Small number of respondents answering question reduces generalizability.

**L. Compressed workweek that allows employees to work longer but fewer days.**

**10a. IF YES: (BASE=76\*)**

1. How well would you say it is utilized? Would you say it is...  
[READ LIST]

%

- 41 Very well utilized
- 37 Somewhat utilized
- 5 Not well utilized
- 15 Not at all utilized
- 3 Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

%

- 1 Less than 6 months
- 1 Between 6-12 months
- 5 Between 1-2 years
- 20 Between 2-5 years
- 66 Or, 5 years or more
- 7 Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?

*Somebody needed it (9); FMLA (1); Policy (7); Employee request (9); Benefit for employee (8); Flexible company (3); Nature of our business (6); Growth of our company (1); Other (3); None (4); Don't know (25)*

4. Were there any barriers to getting it implemented that you could tell me about?

*Union negotiations (1); None (56); Don't know (15)*

5. How much do you think it costs a year to provide this for your employees?

*\$0 (35); \$500 (1); \$1,000 (1); Don't know (11)*

**10b. IF NO: Have you considered offering this?**

(Base=182 Does not offer benefit for employees)

%

- 15 Yes
- 84 No
- 1 Don't know

\* Small number of respondents answering question reduces generalizability.

## M. Funeral/bereavement leave

### 10a. IF YES: (BASE=184)

1. How well would you say it is utilized? Would you say it is...  
[READ LIST]

%

- 56 Very well utilized  
25 Somewhat utilized  
4 Not well utilized  
11 Not at all utilized  
5 Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

%

- <1 Less than 6 months  
-- Between 6-12 months  
3 Between 1-2 years  
13 Between 2-5 years  
78 Or, 5 years or more  
8 Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?

*Somebody needed it (3); FMLA (3); Policy (39); Employee request (4); Benefit for employee (13); Growth of company (1); Death/Someone died (33); Common courtesy (14); Union negotiations (8); None (8); Don't know (56)*

4. Were there any barriers to getting it implemented that you could tell me about?

*Covering the person's time (1); Employees have to have worked for the company for a length of time (1); None (162); Don't know (20)*

5. How much do you think it costs a year to provide this for your employees?

*\$0 (32); <\$500 (9); \$500-\$700 (9) \$1,000-\$3000 (17); \$5,000-\$20,000 (5); \$40,000-\$50,000 (2); Don't know (110)*

### 10b. IF NO: Have you considered offering this?

(Base=70\* Does not offer benefit for employees)

n

- 11 Yes  
58 No  
1 Don't know

\* Small number of respondents answering question reduces generalizability.

## N. Subsidized care or care vouchers

### 10a. IF YES: (BASE=4\*)

1. How well would you say it is utilized? Would you say it is...  
[READ LIST]

n

- Very well utilized
- 1 Somewhat utilized
- 1 Not well utilized
- 2 Not at all utilized
- Don't know (DO NOT READ)

2. How long has it been in place? [READ LIST]

n

- Less than 6 months
- Between 6-12 months
- Between 1-2 years
- 1 Between 2-5 years
- 3 Or, 5 years or more
- Don't know (DO NOT READ)

3. What were the circumstances that led to it being offered?

*Other (1); None (1); Don't know (2)*

4. Were there any barriers to getting it implemented that you could tell me about?

*None (2); Don't know (2)*

5. How much do you think it costs a year to provide this for your employees?

*\$4,000 (1); Don't know (4)*

### 10b. IF NO: Have you considered offering this?

(Base=250 Does not offer benefit for employees)

%

- 1 Yes
- 94 No
- 4 Don't know

\* Small number of respondents answering question reduces generalizability.

11. IF YES TO ANY 10b: **You mentioned you had considered offering some types of assistance to your employees that you currently were not offering. What are some of the things that prevent you from offering this assistance? (DO NOT READ LIST. RECORD ALL ANSWERS) (Base = 113)**

<u>%</u>	
38	Financial/Costs too much/Can't afford to
11	Type of work/company
11	Size of company/number of employees
27	Not needed/ not utilized
8	Other
22	Don't know

[ASK ALL]

12. **In what ways do you think elder care issues effect employee performance in your company or business?** \_\_\_\_\_

<u>%</u>	
8	Loss of productivity
5	Absenteeism/time away from work
5	Stress
6	Lack of concentration/distracted
2	Other
59	None
18	Don't know

13. **Now, I'm going to read to you some employee performance factors. For each one, I'd like you to tell me to what extent you think elder care responsibilities influence these performance factors in your company. "Would you say elder care responsibilities effect (READ EACH PERFORMANCE FACTOR. ROTATE A-G) not at all, somewhat, quite a bit, or a lot?**

**a. Workplace stress**

<u>%</u>	
26	Not at all
44	Somewhat
13	Quite a bit
10	A lot
7	Don't know

**b. Absenteeism**

<u>%</u>	
31	Not at all
47	Somewhat
11	Quite a bit
6	A lot
6	Don't know

**c. Late arrivals to work**

<u>%</u>	
36	Not at all
46	Somewhat
8	Quite a bit
5	A lot
6	Don't know

**d. Early departures from work**

<u>%</u>	
29	Not at all
51	Somewhat
11	Quite a bit
5	A lot
5	Don't know

**e. Mental/emotional distraction**

<u>%</u>	
23	Not at all
43	Somewhat
17	Quite a bit
11	A lot
6	Don't know

**f. The amount of personal calls made at work**

<u>%</u>	
29	Not at all
47	Somewhat
11	Quite a bit
9	A lot
6	Don't know

**g. Excessive sick days/call-offs**

<u>%</u>	
40	Not at all
41	Somewhat
10	Quite a bit
6	A lot
4	Don't know

[NOTE: read “would influence” and “would effect” if “NO” or “DK” to Q3.]



14. On a scale of 1 to 5, with 1 being 'no effect' and 5 being 'large effect,' how much do you think providing care or assistance to an older parent or relative affects employee performance in your company or business?

<u>%</u>	
47	1 'no effect'
23	2
16	3
6	4
6	5 'large effect'
3	Don't know (DO NOT READ)

15. If an employee was having difficulty caring for an older relative and came to you for assistance, where would you refer the employee for help? (DO NOT READ LIST. RECORD ALL THAT APPLY)

<u>%</u>	
28	Area Agency on Aging/Council on Aging
8	Vermont Department on Aging and Disabilities
1	COVE
1	Family/friends
2	Local clergy
6	Physician
4	Senior center
7	Employee assistance program
1	AARP
1	Internet
36	Other _____
38	Don't know (DO NOT READ)

16. If there were low- or no-cost resources available for employees caring for older parents or relatives, would you be interested in having or knowing about these resources?

<u>%</u>	
60	Yes
36	No (SKIP TO Q18)
4	Don't know (DO NOT READ)

17. What kind of resources do you think would be useful? Do you think (READ EACH) would be useful or not? [READ IF NECESSARY: I'm referring to low or no-cost resources available for employees caring for an older parent or relative.] (Base =238)

<u>%</u>	
94	Written information
74	On-line information
36	Information seminars
91	An 800 number for information and referrals
--	Any other kind of help? IF YES, what? _____

*Now I have some questions that are for classification purposes only.*

**18. What best describes your company? Are you...[READ LIST]**

<u>%</u>	
18	non-profit
74	for-profit, or
8	government agency
1	Refused

**18a. Are you part of a larger company or organization?**

<u>%</u>	
15	Yes
82	No
3	Don't know

[ASK Q18B IF "YES" TO Q18A. OTHERWISE SKIP TO Q19]

**18b. Approximately how many employees does your company or organization have nationwide? (Base = 61)**

<u>%</u>		<u>%</u>	
7	01-10	3	750-999
2	31-40	8	1,000-2,499
2	41-50	3	2,500-4,999
2	51-60	3	5,000-7,499
7	100-249	2	7,500-9,999
8	250-499	20	10,000 or more
5	500-749	30	Don't know

**19. Are employee benefit decisions made locally, at your location, or are they made somewhere else, such as the company headquarters?**

<u>%</u>	
89	On-location
10	Somewhere else
1	Don't know

**20. Approximately what percentage of your employees in Vermont are female?**

<u>%</u>		<u>%</u>	
8	0%	5	61%-70%
10	01%-10%	8	71%-80%
7	11%-20%	6	81%-90%
6	21%-30%	4	91%-99%
10	31%-40%	9	100%
15	41%-50%	4	Refused
7	51%-60%		

**21. What would you say the average age for employees is at your company?**

<u>%</u>	
5	18-24
23	25-34
43	35-44
23	45-54
3	55+
3	Don't know

**22. Approximately what percentage of your employees in Vermont work less than 20 hours a week for your company?**

<u>%</u>		<u>%</u>	
52	0%	1	61%-70%
12	01%-10%	3	71%-80%
8	11%-20%	1	81%-90%
7	21%-30%	<1	91%-99%
5	31%-40%	1	100%
6	41%-50%	4	Refused
2	51%-60%		

**AARP**

Knowledge Management

For more information contact Katherine Bridges (202) 434-6329.