

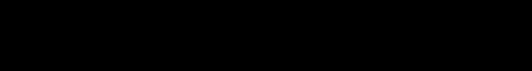
Perceptions of Workplace Support
by
Employed Caregivers of the Elderly

by Sharla Rickles, R.N., B.S.N

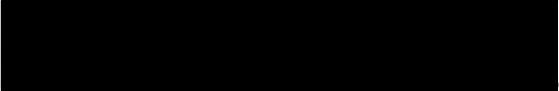
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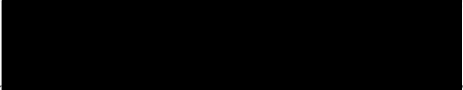
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To my family, friends, and especially my husband, my thanks to you all for your love and your faith in my ability to succeed.

ABSTRACT

TITLE: Perceptions of Workplace Support by Employed
Caregivers of the Elderly

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The purpose of this descriptive study was to assess the workplace supportive needs and the perceptions of workplace support of employed caregivers of elderly family members, and to determine the interventions employees' believed would be most helpful to them in managing their work and caregiving roles. Data were collected from two previously completed studies: (1) Work and Elder Care: Supporting Family Caregivers in the Workplace (Neal, 1987; Neal, Chapman, & Ingersoll-Dayton, 1988) (Study 1), and (2) Family Caregivers in the Helping Professions: A Survey of Employees of a Major Urban Health Care System (Neal, 1990) (Study 2). The sample (N=310) consisted of employees from 33 businesses and organizations and a major urban health care system. Content analysis focused on the comments of caregivers of persons 60 years of age or older. Study findings indicated caregivers needed information, resources for services, help with elder health insurance, time off, flexible work schedules, and support and understanding from supervisors and coworkers. Factors identified as individual work and caregiving circumstances influenced caregivers'

determination of need, support, and helpful interventions. The inability to verify study findings with the respondents, the narrow range of occupations, the difficulty combining studies, and the placement of the open ended questions in Study 2 limited the study. However, validation of the findings with the work and family literature supports the credibility of the caregiving issues raised by the sample. Employers, occupational health nurses, and employee assistance managers may wish to address these issues with employees to determine mutually beneficial work and family supportive programs. More research is needed on the effectiveness of specific work and family supportive programs and the role of corporate caregiving attitudes in determining employees' perceptions of support.

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PERCEPTIONS OF WORKPLACE SUPPORT

BY

EMPLOYED CAREGIVERS OF THE ELDERLY

Introduction

The population of persons over 65 is growing rapidly; it is projected that this age group will represent 13% of the population by the year 2000 (Aging Alone, Profiles & Projections, 1988, cited in Wagner, Creedon, Sasala, & Neal, 1989). Nearly one-quarter (22.9%) of all persons 65 and older in the United States are functionally disabled, requiring assistance with personal care, mobility, or with instrumental activities of daily living (Doty, 1986).

More adult children are providing increasingly difficult care to their parents over longer periods of time than in the past (Brody, 1985). Studies show that adult children, particularly daughters, are the primary care providers for elderly parents (Brody, 1985; Feldman, 1987; Horowitz, 1985; Stone, R., Cafferata, G. L., & Sangl, J. 1987). Family caregiving demands are, in part, a consequence of an increase in life expectancy (Doty, 1986; Wisensale & Allison, 1988). Increasing longevity, the demographic trends toward smaller families, and the rising number of women in the workforce predict a future caregiver shortage (Doty, 1986; Horowitz, 1985; Orodener, 1990; Wisensale, et al., 1988), i.e., there will be fewer eldercare providers for a larger elderly population.

Eldercare tasks and responsibilities vary in type and intensity and cross all occupational strata. Employees struggling to meet simultaneous family and work commitments frequently find concerns from one domain "spilling over" into another arena (Raabe & Gessner, 1988) and morale and job performance may suffer (McNeely & Fogarty, 1988).

Balancing work and caregiving demands has been shown to adversely affect health, family relationships, and negatively impact work performance and productivity (Brody, 1985; Doty, 1986; Hooyman, 1990; McNeely & Fogarty, 1988; Neal, Chapman, Ingersoll-Dayton, Emlen & Boise, 1990). Employers may see a decrease in productivity, an increase in turnover rates, absenteeism, and mental and physical exhaustion among caregiving employees (McNeely & Fogarty, 1988; Neal, et al., 1990; Raabe & Gessner, 1988).

Only recently have researchers begun exploring the relationship between work and caregiving roles and the function of the workplace in mediating the conflicts between the two. Industry and the health professions are also investigating the consequences of dual roles on employees and the workplace and are exploring supportive options to assist caregivers in managing both roles.

Flexible benefit programs are important for recruiting and retaining productive employees, and in maintaining organizational effectiveness (Bowen, 1988; House, 1981; Neal, et al., 1990; Scharlach & Boyd, 1989). Health

professionals, aware of the stress and conflicts associated with the work and caregiving roles, can better promote appropriate interventions for caregiving families and employees. Research on mutually beneficial work and family supportive programs will assist in the promotion of appropriate work and family interventions which contribute to the overall health and wellbeing of the organization.

This study examines the need for workplace support, perceptions of workplace support, and interventions employed caregivers of elderly family members would find helpful in managing work and family responsibilities. Data from two previously completed studies were used to examine these issues.

Review of the Literature

The literature review relates to: (1) informal caregiving; (2) the effect of informal caregiving on the work setting; (3) the workplace as a source of support; (4) the workplace-supportive needs of employed caregivers; and (5) successful workplace interventions.

Caregiving

For the purpose of this study, the term "informal caregiving" is synonymous with the term "eldercare." These terms represent a broad spectrum of activities and responsibilities assumed by family members and/or friends that range from tasks as simple as providing occasional emotional support and reassurance by telephone to the

complex activities of providing daily assistance with personal care and/or nursing care of an elderly family member. Assistance with activities of daily living, (e.g., bathing, eating, dressing, preparing meals), and instrumental care (e.g., house work, transportation, paying bills) to an elderly family member are often principle components of the caregiver role (Cantor, 1983; Horowitz, 1985). Traditionally, primary eldercare obligations have been assumed by women who, in addition to this role, retain household management and child rearing roles (Brody, Kleban, Johnsen, Hoffman & Schoonover, 1987; Doty, 1986; Horowitz, 1985; Stone, Cafferata & Sangl, 1987).

The occupational and educational status of the caregiver impact the level of support received by the caregiver. The caregiver's socioeconomic status, determined by education, occupation, and income, influences the caregiver's ability to purchase relief services (Archbold, 1983). More highly educated caregivers and/or those caregivers with higher incomes have been found to experience fewer work interruptions and less work/family conflict in positions with a high degree of autonomy and perceived control (Archbold, 1982; Voydanoff, 1988). They also have access to a broader range of social support than care providers employed in nonprofessional, bureaucratic positions (Archbold, 1982).

Caregiver age impacts the level of support needed. As life expectancy increases, the age at which the elderly are likely to become dependent on adult children increases. It is likely that these children are themselves: 1) past retirement age (Doty, 1986), 2) at an age when health declines, and 3) requiring some assistance.

The spouse of a caregiver may or may not be a source of support. Competition between the parent and spouse for the caregiver's time can stress the marital relationship (Brody, 1985). However, the marital relationship can also provide emotional and instrumental support (Voydanoff, 1988).

Dual caregiving roles (i.e., care of children as well as care of a parent), caregiving intensity (i.e., hours per day/week, types of tasks involved in caregiving), and other family obligations, greatly increase the degree of caregiving support required to manage the caring role (Brody, 1985; Orodaneker, 1990; Soldo & Myllyluoma, 1983). The perceived burden of caring and the perceptions of support also influence the caregiver's ability to cope (Bowen, 1988; House, 1981; Orodaneker, 1990).

The Effect of Informal Caregiving on Caregivers' Paid Employment

Employee surveys show that a notable number of employees provide eldercare. An employee survey of 33 companies in the Portland, Oregon metropolitan area revealed that 23% of the 9,573 respondents had eldercare

responsibilities (Neal et al., 1990). Another survey of 7,000 federal workers found that nearly one-half of the workers reported caring for dependent adults (Beck et al., 1990). Comparative data from six studies of employees conducted in 61 companies throughout the U.S. between the years of 1985-89 show that 25% of the survey respondents were actively giving eldercare for an average of six hours per week (Wagner, 1989).

The consequences of caregiving have profound effects on career decisions and personal lives of caregivers (Wagner et al., 1989). The conflict between the dual roles presents obstacles to fulfilling responsibilities in either system (Bowen, 1988). Conflicting responsibilities can cause role overload resulting in frequent work absences, interruptions, tardiness, a reduction in the number of hours worked, or quitting work altogether (Brody, 1985; McNeely & Fogarty, 1988; Stone, et al., 1987; Stueve & O'Donnell, 1984).

Sources of work and caregiving conflict have been identified as: (1) difficulty coordinating work/home schedules due to inflexible work policies; (2) insufficient time to meet work/home obligations; (3) difficulty in finding/affording other caregiving options (i.e., day care, in-home care provider); and (4) the need for information and referral services (Brody, 1985; Cantor, 1983; Creedon, 1987; McNeely & Fogarty, 1988; Soldo & Myllyluoma, 1983).

Employed caregivers may experience feelings of frustration,

helplessness, hopelessness, alienation, and conflict with coworkers and family members (Bowen, 1988; McNeely & Fogarty, 1988; Orodener, 1990; Raabe & Gessner, 1988).

The Workplace as a Source of Support

The work environment provides several sources of social support (Brody, 1987; House, 1981; Sorensen & Verbrugge, 1987). Supportive coworkers and supervisors may reduce role conflict and ambiguity, and enhance self-esteem (House, 1978, cited in Sorensen & Verbrugge, 1987). Additionally, research shows that family supportive programs and policies provided by the workplace mutually benefit employees and employers (Raabe & Gessner, 1988).

Combining work and family roles can extend individuals' arenas of support, resources, and satisfaction (Sorensen & Verbrugge, 1987). Multiple roles exert a beneficial effect through the enhancement of self esteem, identity, material and social resources, and may also link caregivers to other social networks (Stoller & Pugliesi, 1989). Autonomy in the conduct of work and work schedule control moderates the relationship between work role characteristics and work/family conflict (Voydanoff, 1988).

Social support at work contributes to worker morale, job satisfaction, and organizational productivity (House, 1981). Because of the interrelationship between work and family lives, House (1981) believes that the workplace can be an important source of support for employees and their

families. Convincing employees of the importance and availability of supportive programs can easily be accomplished through existing organizational communication channels (House, 1981). Corporate self interest and reexamination of assumptions about work and family links can motivate companies to incorporate a broader system of support in the workplace (Bowen, 1988). Supportive programs allow employees to remain economically self-sufficient and better able to integrate work/family demands by facilitating the work/family roles (Bowen, 1988; McNeely & Fogarty, 1988; Raabe & Gessner, 1988). Workplace support also can promote worker productivity, recruitment, and retention, and is believed to be cost effective (Bowen, 1988, Raabe & Gessner, 1988).

Needs of Employed Caregivers

The caregiving-related needs of employees vary and are difficult to predict. The types of needs expressed by employees as a result of their caregiving experiences include time off from work, having understanding supervisors, and need for flexible work schedules. Organizations successfully reducing the repercussions of eldercare on work performance recognize that caregiving demands are unique to each employee; no one program can meet the diverse and complex emotional and physical requirements of all individuals who are caregivers (Wagner et al., 1989).

Sharlach and Boyd (1989) found flexible work and family illness hours to be considered most helpful and, among proposed employee programs and benefits, senior services information was identified as being potentially helpful. Proposed counseling programs, lunchtime seminars/speakers, support groups, and community day care centers for the elderly were considered less helpful. Dependent care reimbursement and employee assistance programs were considered not helpful.

Ingersoll-Dayton et al., (1990) found that seminar topics on emotional problems, legal and financial issues, communication, and caregiver wellness were rated as more helpful than the best-attended seminar topics on physical changes, Medicare, Medicaid, and long-term care insurance. A decrease in negative affect among caregivers was noted among employees who utilized care planning and support group service options (Ingersoll-Dayton et al., 1990).

Supportive Workplace Interventions

For the purpose of this study, supportive workplace interventions are those specific policies, programs and other supportive activities employees believe would benefit them in successfully managing their work and family caregiving roles. Some employers are exploring various supportive program options to address the needs of employees who are caregivers.

The workplace is becoming aware of the inextricable relationship between work and family life (Bowen, 1988) particularly with the influx of women into the workforce. Providing information may be one of the easiest company responses (Friedman, 1986, cited in Warshaw, Barr, & Schachter, 1987). IBM, Pitney Bowes and Remington Products ("Sharing the Caring," 1990), and General Electric Aerospace Unit (Deutsch, 1990) have instituted eldercare resources, referral services, and worksite education on caregiving issues. Other supportive programs include flexible alternatives in work scheduling, paid personal days for caregiving tasks (Boise, 1989; Bowen, 1988; McNeely & Fogarty, 1988; Raabe & Gessner, 1988; Teltsch, 1990), flexible benefit programs ("Sharing the Caring," 1990), and Stride Rite's on-site intergenerational day care center, a day care for employees' preschool children and relatives aged 60 and over (Beck et al., 1990).

Summary. The need for individuals to provide informal caregiving assistance to the elderly will grow as the number of persons 65 and over continues to rise. The changing family structure and the changing roles of women may contribute to a future shortage of caregivers. Many employed caregivers find that managing work and caring roles is difficult. A realization of the consequences of these conflicting roles on employees and the workplace has motivated some employers to assess the relevance of their

workplace supportive programs in facilitating the dual roles.

Conceptual Framework

The number of employees with family caregiving obligations to elders is growing (Scharlach, 1987; Soldo, & Myllyluoma, 1983). As described in the literature review, family caregiving responsibilities often "spill over" into the workplace, affecting worker productivity. Increased absenteeism and tardiness, frequent work interruptions, and inattentiveness related to preoccupation with family caregiving concerns adversely affect the workplace. Workplace supportive programs are important in maintaining worker morale, satisfaction, and productivity. As employers realize the significance of work/family conflict on corporate outcomes, it seems likely that more family supportive programs will be implemented.

The theoretical framework used for this study was Bowen's (1988) conceptual model of the relationship between corporate support mechanisms and the work and family lives of employees. The flow of the model, depicted in Figure 1 (Appendix A), assumes that the work and family systems are linked; that stress or conflict in either system presents an obstacle to fulfilling responsibilities in either system. Corporate culture and philosophy shape the structural and dynamic components of the work environment. In turn, the work environment influences reciprocal outcomes at work

Insert Figure 1 About Here

and at home. Bowen (1988) hypothesized that the nature and extent of the link between work and the work/home outcomes are mediated by employee perceptions and circumstances. The emerging work and/or home outcomes serve as feedback to alter corporate culture and philosophy.

The purpose of this study was: (1) to assess the need for workplace support and the perceptions of workplace support of employees caring for elderly family members, and (2) to determine the interventions employees believed would be most helpful to them in managing their work and caregiving roles. Qualitative data from two previously completed studies were used to answer the following research questions:

- (1) What are the needs for workplace support of employed caregivers of elderly family members?
- (2) What are employees' perceptions of support provided by the workplace? and
- (3) What are the interventions that employed caregivers would find most helpful?

Methods

In this section, research design, sample, setting, and data collection methods are discussed. Data analysis methodology concludes the discussion.

Design

Data were collected from two previously completed studies: (1) Work and Elder Care: Supporting Family Caregivers in the Workplace (Neal, Chapman, & Ingersoll-Dayton, 1988), hereafter called Study 1, and (2) Family Caregivers in the Helping Professions: A Survey of Employees of a Major Urban Health Care System (Neal, 1990), hereafter called Study 2. These studies looked at the prevalence of family caregiving responsibilities among employees in differing work settings. Although both studies contained qualitative and quantitative components, only the quantitative data were previously analyzed.

Content analysis of both studies focused on the comments of caregivers of persons 60 years of age or older. Variables included workplace supportive needs, perceptions of workplace support, and perceived helpfulness of interventions.

Sample and Setting

Study 1 examined the problems of balancing work and family dependent care responsibilities (elder, adult, child and/or no dependent care). The portion of the study relating to eldercare focused, in part, on the impact of elder care on employees and the workplace, the impact of the workplace on caregiving, and the service preferences of employed caregivers. Surveys for Study 1 (Appendix B) were distributed through companies' interoffice mail to 27,832

employees of 33 businesses and organizations. The survey had a response rate of 34% (N=9,573).

Study 2 examined the incidence of informal caregiving among employees by health care occupation. The study explored the relationship between elder care obligations, caregiving outcomes, and occupation to assist in the development of interventions for caregivers in the helping professions. The survey (Appendix C) focused on (1) work constraints faced by employees balancing paid employment and informal caregiving roles; and (2) programs, policies, and services implemented or proposed to assist employees in managing their dependent care responsibilities. Surveys were mailed to the homes of a stratified random sample of employees (N=1200). The response rate was 35.75% (N=419). Previous analyses of the data collected in Studies 1 and 2 consisted of descriptive statistics, cross-tabulations, multiple linear regression, and one-way analyses of variance.

While the design and content of the survey instruments for Studies 1 and 2 were similar, they differed in purpose and method of obtaining qualitative data. Study 2 included (1) additional occupation-related questions and (2) a larger selection of employer-based dependent care policy and program service options. A question on educational status was not included in Study 1.

Data Collection and Analysis

Data collection. Data for this study were obtained from (1) the comment section at the conclusion of the survey for Study 1 and (2) the responses to requests for comments at the conclusion of the survey as well as responses to two open-ended questions from Study 2. The questions were: "Why do you provide the care that you do?" (Question # 65, Appendix C) and "What other kinds of help would be helpful for employees who are parents or who are caring for disabled adult or elderly relatives?" (Question # 67, Appendix C)

The study sample (N=310, 3.1%) was selected from the 1649 (16.5%) respondents who wrote comments. The sample met two criteria: (1) the content of the comments related to caregiving and (2) there was evidence that the care receiver was 60 years of age or older.

All comments were reviewed for content related to providing care to an elderly person. Distinguishing eldercare comments (1) identified the care receiver as an older person, i.e., parent, step-parent, spouse's parent, other elderly relative or friend; (2) discussed activities of caregiving; and/or (3) described the effects of caregiving on the caregiver's personal health, personal life, and/or job.

Respondents classifying themselves as caregivers of persons 60 years of age and older were identified through the quantitative data i.e., responses to the questions "For

the one or two persons you are helping the most, please indicate their ages, sex, relationship to you and how long you've been giving them extra help" (Question # 25, Appendix B), and "What is his or her age" (Question # 40, Appendix C). Using the quantitative and the qualitative data, a list was made of the identification numbers of respondents who met the study criteria. The study sample then was obtained by matching identification numbers from both groups. Unmatched identification numbers were discarded.

Data analysis. Qualitative analysis was the best analytical option for using the inductive process to study the content of written comments. Code words were deductively and inductively generated (Catanzaro, 1988). Deductively generated codes were derived from the literature and words used on the survey forms. Inductively generated codes originated from the data.

In the initial review, comments of employees caring for persons 60 years of age and over were coded "eldercare." Three additional categories, workplace supportive needs, employee perception of workplace support, and helpful interventions, were derived from the conceptual framework and research questions. Using the category definitions as a guide (Table 1, Appendix D), comments were further coded

Insert Table 1 About Here

categorically. For example, the comment "My (workplace) has been very good about supporting my need to miss considerable time for my father's bout with cancer" reflects an employee's perception of support from the workplace and was coded "workplace support."

Notes were taken during the comment review process to retrieve further pertinent material that could be used to derive additional information about the variables. Deductive and inductive analyses were used to code comments within the categories. A better understanding of the composition of each category was gained by coding comments within categories. For example, inductive code generation distinguished the types of interventions employees wanted, e.g., the subcategory "counseling" was determined from comments such as "counseling regarding benefits.." and "experts to help us understand.."

Coding continued until sample selection was complete. Peer review confirmed the face validity of the coding scheme. The comments were then related to the research questions. Comparisons were made between the study findings, literature review, and the conceptual framework.

Summary. Content analysis of data gathered in two previous studies examined the problems of caregivers employed in different occupations and work settings. Deductive and inductive code generation categorized employee comments. The findings were compared with those of previous

studies and those expected, as detailed in the conceptual framework.

Findings and Discussion

A description of the sample precedes the study findings as they relate to the research questions. Interpretation and practice implications of the findings are discussed in relation to the literature review.

Description of Sample

Combining Studies 1 (N=9573) and 2 (N=419) resulted in a total sample of 9992 employees. Of that number, 310 (3.1%) respondents wrote comments relating to the care of persons over 60 years of age.

Table 2 (Appendix D) summarizes the characteristics of the employee sample for Studies 1, 2, and the combined sample. The combined sample of caregivers for the study was composed primarily of white females who worked in professional, managerial, or technical positions a mean of

Insert Table 2 About Here

38.5 hours per week. Caregivers had an average age of 43.1 years, typically had employed partners, and had a mean annual household income of \$45,000. Forty-five percent were the only or main caregiver, and an additional 20% shared caregiving responsibilities equally with another person. The average number of hours per week that elder care was

provided was eight. The prevalence of caregivers in professional, technical, and managerial positions suggested that some education beyond high school had been obtained.

Table 3 (Appendix D) shows the characteristics of the care receiver. Care receivers were predominately female parents or step parents with a mean age of 78.0 years.

Insert Table 3 About Here

Workplace Supportive Needs

In relation to the first research question, comments indicated that employees experienced similar sources of work/caregiving conflict as has been described in the literature (Brody, 1985; Cantor, 1983; Creedon, 1987; Doty, 1986; Hooyman, 1990; McNeely & Fogarty, 1988; Soldo & Myllyluoma, 1983). Employees' narrative on the need for workplace support were related to the structural, dynamic, and personal circumstances of the conceptual model.

Employees expressed a need for time off or flexibility in their work schedules to seek advice, information, and counseling. The number of hours worked limited the time available to search for information and other helpful resources. Finding affordable, reliable medical, social, and health resources and services in the community took "a lot of energy to access" and these services were often "woefully inadequate" and "tremendously fragmented."

Employees found matching agency help with caregiving needs difficult. Agency staff were often "inexperienced and helpless themselves.." and "very expensive". Balancing work and caregiving demands negatively affected caregiver health, job performance, and family relationships. Caregivers needed support and understanding from coworkers and supervisors and some desired counseling to help them through their difficulties. The financial burden of providing eldercare was a source of stress and worry for many. The lack of health care insurance coverage for the elderly or health insurance limitations created a financial strain for caregivers assuming the cost of the care receiver's health care. Employees' voiced concerns about the availability and quality of affordable care and the impact that providing financial assistance had or would have on their own standard of living and aging care needs.

Perceptions of Workplace Support

With respect to research question #2, perception of workplace support primarily depended on the type and availability of formal workplace supportive programs and the caregiving attitudes of coworkers and supervisors. As with the first research question, employee perceptions of workplace support were also related to the structural, dynamic, and personal circumstances of the conceptual model.

Work schedule flexibility was found to positively influence satisfaction with work and caregiving roles, a

finding also cited in Sorenson & Verbrugge (1987), Voydanoff (1988), and House (1981). For some caregivers, work schedule flexibility provided a sense of personal control and relieved the pressure of conflicting roles. Some employees changed jobs in order to obtain the flex-time benefit.

Perceptions of workplace support and/or flexibility in personal work schedules eased the strain associated with dual roles. Being busy at work gave some relief from caregiving, "no time to dwell on troubles I can't reach". Working also provided the opportunity to network with peers and professionals in solving caregiving problems. As House (1978, cited in Sorenson & Verbrugge, 1987) suggested, the ameliorating effects of informal support helped reduce stress related to the dual roles. It also contributed to work and caregiving satisfaction. The benefits of multiple roles were similar to those discussed by Stoller & Pugliesi (1989).

Workplace formal and informal support assisted many employees but hindered others in managing their dual roles. Company policies considered supportive by some employees were not considered as supportive by others. For example, employee perceptions of the need for, and the benefits of, flex time were diminished by those personnel attitudes and workplace practices perceived by employees as nonsupportive and stressful. One employee feared that taking time off to

provide elder care would go against her personal work record. Still another employee was able to "scoot out for my mother's needs sometimes. However, you don't win great ratings with your supervisor if she or he is on to your 'family problems'".

Within the sample, the workplace supportive needs and perceptions of support varied; a need or perception of support of one employee was not necessarily a need or perception of support of another. Using the deductive and inductive process, the comments expressing variations in needs or perceptions of support were analyzed further to ascertain: (1) how employee beliefs and perceptions were formulated; (2) why needs for support and perceptions of support received varied; and (3) how 1 and 2 influenced decisions regarding helpful interventions.

Comments expressing satisfaction, little satisfaction, or no satisfaction with the work and caregiving situation revealed the role of a set of factors that respondents had reported (Table 4, Appendix D). These factors consisted of the individual caregiving circumstances and the consequences of caring which were, in part, related to "employees' perceptions and circumstances" described in the conceptual framework.

Insert Table 4 About Here

The consequences of caring were a result of employee perceptions that caring interfered with work, personal, and social lives. Subcategories of consequences of care included the effect of caregiving on family member relationships; the level of financial, emotional, and physical stress on the employee; the degree of satisfaction experienced in relation to the caregiving situation; and employee concerns regarding their own aging and the future care needs of the care receiver as well as themselves.

These factors appeared to influence employee perceptions of need and support and, ultimately, the kind of interventions believed to be helpful. As illustrated in Figure 2 (Appendix A), "influential factors" appeared to be the core variable or central process (Stern, 1985) explaining the relationship between the variables and diversity found within the variables. This finding suggests support for Bowen's (1988) conceptual model relating to the work and family link influencing work and home outcomes.

Insert Figure 2 About Here

Helpful Interventions

Helpful interventions correlated with the work and home outcomes in Bowen's (1988) model. The relationship between work and family roles, partially influenced by individual caregiving need and/or support or perceived support from the

workplace, seemed to determine the types of interventions caregivers would find helpful.

Table 5 (Appendix D) summarizes the answers to the third research question "What are the interventions that employed caregivers would find most helpful?". The interventions employees' described as helpful reflected their needs for workplace support. Employees wanted local and regional resources for services (4.1%) and information (2.5%), professional counseling (2.5%), and comprehensive health and health care insurance coverage (1.9%) for the elderly. Employees also wanted time off (3.8%) and/or a flexible work schedule (6.4%) to provide eldercare or look for services, and understanding coworkers and supervisors (3.5%). Helpful interventions for Study 1, Study 2, and the combined studies are described in Table 6 (Appendix D).

Insert Table 5 and 6 About Here

With insurance coverage being the exception, the interventions caregivers believed would be most helpful, i.e., resources for services and information, were among those described in the literature (Sharlach & Boyd, 1989; "Sharing the Caring," 1990; Deutsch, 1990). The type of professional counseling needs found in the study were similar to the kind of seminar topics described by Ingersol

-Dayton et al., (1990) as being more helpful than other seminar topics. Seminars addressing counseling needs may be an appropriate and affordable corporate supportive option, as they can potentially reach a larger audience than one-on-one counseling.

Work schedule flexibility was considered helpful to those employees whose workplace provided this benefit. Employees with less flexible work schedules considered work schedule flexibility a desirable option in assisting them to manage work and caring roles. Sharlach and Boyd (1989) also found that flexible work hours were considered helpful to employed caregivers.

Company policies providing the opportunity for employees to take time off was considered supportive and a helpful intervention. But the ease with which some employees were able to take time off appeared to be related to the nature of the job. For instance, school teacher comments concerning their ability to take time off to provide eldercare were more positive than clerical or health care worker comments. This finding may suggest that the school system is more readily able to find replacement staff than other occupations/organizations.

Comments suggested supportive supervisors and coworkers were a "benefit" of working similar to those described by Sorensen & Verbrugge (1987), House, (1978, 1981), and Brody (1987). "Sharing problems" with coworkers was "very

valuable." Comments conveying gratitude toward supportive supervisors also revealed positive attitudes toward the workplace and a willingness to "make up the time" when given extra time off.

Caregivers' narrative indicated that one or more of the components of the variable "influencing factors" played a role in decisions about helpful interventions. In a typical example, a caregiver described her experience caring for her grandmother's "home, hospital, nursing home, financial and legal concerns, including interfamily..conflicts."

..it was very stressful and interfered..with work and spouse relationships. Legalities involving older people's rights (was) an area I could have used more specific information (on), (and) assistance with.

This example also illustrates some of the diverse and complex issues caregiving interventions must address.

Caregivers' descriptions of their work and caregiving roles implied that there may be a relationship between the occupational and educational status of caregivers and the nature and degree of work/family conflict they experienced. While the literature suggests that this is the case (Archbold, 1982; Neal, et al., 1990; Voydanoff, 1988), it was felt that the implications derived from the qualitative analysis were not adequate to confirm the finding in this sample.

The findings of this study are consistent with the review of pertinent literature and contribute to further knowledge of the caregiving role. The study identified the kinds of issues employed caregivers believe to be important in managing work and caregiving roles. Employers may wish to address caregiving issues with employees to determine what interventions may be most salient to them.

Summary. The studys' findings were consistent with the research literature. The study also intimated confirmation of Bowen's (1988) theory pertaining to the relationship between work and family roles and the ensuing work/family outcomes.

Summary and Implications

The components of this study, i.e., study problem, literature review, conceptual framework, design, methods, and findings will be discussed. Future research and practice suggestions, research implications, and study limitations conclude this section.

Research has shown that balancing work and caregiving demands can adversely affect work/home outcomes. A future shortage of elder caregivers is predicted for the future. The shortage has been related to the growing number of elderly 65 years of age and over, smaller families, and an increase in the number of women in the workforce. Employers are recognizing the consequences of the work/family conflict and are seeking strategies to accommodate caregivers'

work/family needs and maintain organizational effectiveness. Successful family supportive programs have contributed to positive outcomes for caregivers and the workplace.

This descriptive study explored the workplace supportive needs, perceptions of workplace support, and helpful interventions of employed caregivers (N=310) of the elderly. Using content analysis, data from two previously completed studies were analyzed to ascertain the workplace supportive needs, perceptions of support, and helpful interventions of employed caregivers of elderly family members.

The study found that combining work and eldercare was difficult; conflicting work and caregiving demands hindered work and family functioning. Employees' believed that time off to care and flexible work schedules helped relieve the work/caregiving burden. Caregiving information, help with health insurance for the elderly, and counseling were also mentioned as helpful interventions.

The type and availability of workplace supportive programs and the attitudes of supervisors and coworkers toward caregivers using flex time influenced employee perception of need and support. The needs and perceptions of support by some employees were not considered needs or supports by others. To better understand the variability among the study concepts, further analysis revealed factors consisting of individual work and caregiving circumstances

which influenced the determination of need, support, and ultimately, helpful interventions.

The inability to verify study findings with the respondents, the over representation of professionals in the sample, and the difficulty combining two studies limits the study. Additionally, employee responses concerning helpful interventions may have been influenced by the placement of the open ended questions in Study 2. Study 1 did not have questions on specific interventions. The active involvement of the principal investigator of studies 1 and 2 in the conceptualization and design of this study helped to minimize the problems associated with the use of existing data. The validation of the study findings by the work and family literature lends credence to the caregiving issues raised by the sample. Employers may wish to address these issues with employees to determine meaningful, mutually beneficial work and family supportive programs.

Occupational health nurses and employee assistance managers can be instrumental in promoting eldercare education, providing resource and referral services, and contributing to work and family research. More research on the effectiveness of specific work and family supportive programs and the role corporate caregiving attitudes play in determining employees' perceptions of support would benefit organizations seeking to initiate or reform family-supportive programs.

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Appendix A
Figures

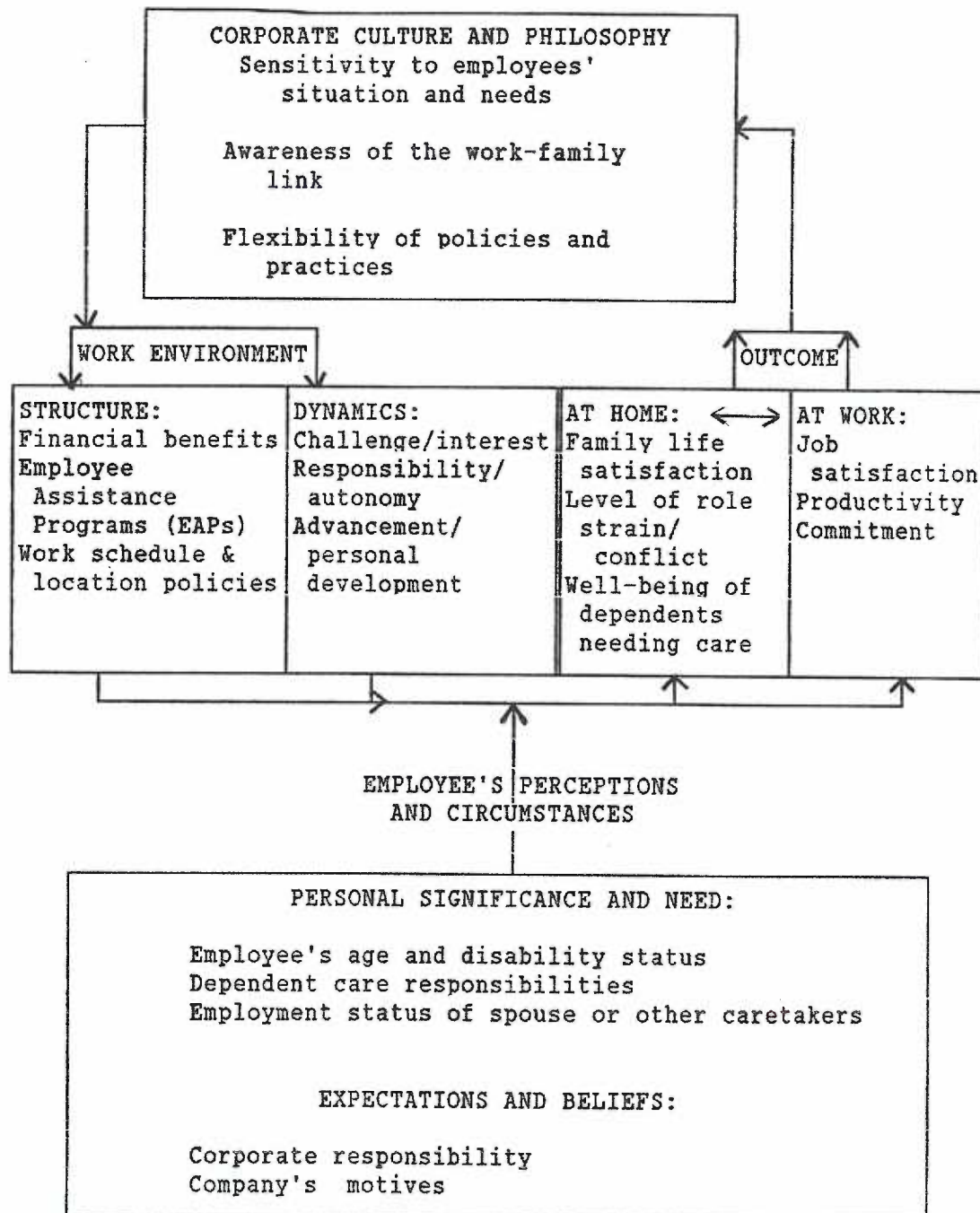


Figure 1. Bowen's conceptual model of the relationship between corporate support mechanisms and the work and family lives of employees. G.L. Bowen (1988), p. 185.

FACTORS INFLUENCING EMPLOYEE PERCEPTIONS
OF
WORKPLACE SUPPORTIVE NEEDS, SUPPORT, AND INTERVENTIONS

Degree of difficulty in managing work/caregiving roles
Characteristics of work/caregiving roles
 Personal/family member health status
 Educational, socioeconomic status
 Availability of formal/informal support
 Caregiver/care receiver living arrangements
 Distance from care receiver
 Consequences of caring
 Personal need

|
WORKPLACE SUPPORT

Formal and informal
personnel programs/policies conveying
family caregiving support.

|
NEED FOR WORKPLACE SUPPORT

The types of needs employees expressed as
a result of their caregiving experiences.

|
HELPFUL INTERVENTIONS

Formal, informal workplace policies and programs
which ease the work/caregiving role conflict.

Figure 2. The relationship between factors influencing employee perceptions of workplace supportive needs, workplace support, and helpful interventions.

Appendix B
Employee Survey, Study 1

Portland State University

EMPLOYEE SURVEY

INSTRUCTIONS: Thank you for participating in our survey. Please enter the number of your answer to the right of each question in the box provided. All responses are anonymous and will not be seen by your employer. We appreciate your frank answers.

1. Your sex? 7
 1. Male
 2. Female

2. Your ethnic background? 8
 1. White
 2. Black
 3. Hispanic
 4. Asian or Pacific Islander
 5. American Indian or Alaskan Native
 6. Other: _____

3. Your occupation? 9 10
 1. Professional or technical
 2. Managerial or administrative
 3. Sales
 4. Clerical
 5. Crafts
 6. Service (food, health, personal, cleaning)
 7. Machine operator
 8. Transport operator
 9. Non-farm labor
 10. Other: _____

4. Your job status? 11
 1. Full-time
 2. Part-time
 3. On call

5. Your job shift? 12
 1. Days 4. Rotating
 2. Nights 5. Other
 3. Swing

6. The number of hours per week you usually work? 13 14
hours

7. The number of days per week you usually work? 15
days

8. The amount of time it usually takes you to travel one way from home to work? 16 17
minutes

9. The zip code of your home address? 18 22

10. What are the ages of the people, including yourself, who live in your household? Put your age first. For infants or children under 1, put "IN."
 23 years 34 years
 35 years 46 years

11. If any of the above people are disabled, please circle their age above. By "disabled" we mean physically handicapped, frail, chronically ill, developmentally handicapped, or seriously emotionally handicapped. [47-70]

12. How many of the adults in your household, including yourself, work outside the home? 71
number

13. Is one of the other adults in your household your spouse or partner? 72
 1. Yes
 2. No
 3. Not applicable

14. Does he or she work outside the home? 73
 1. Yes
 2. No
 3. Not applicable

15. What is the approximate annual gross income of your household? 74 75
 1. Under \$10,000 7. \$40,000-49,999
 2. \$10,000-14,999 8. \$50,000-59,999
 3. \$15,000-19,999 9. \$60,000-69,999
 4. \$20,000-24,999 10. \$70,000 or more
 5. \$25,000-29,999
 6. \$30,000-39,999

16. What is your own personal annual gross income? 76 77
 1. Under \$10,000 7. \$40,000-49,999
 2. \$10,000-14,999 8. \$50,000-59,999
 3. \$15,000-19,999 9. \$60,000-69,999
 4. \$20,000-24,999 10. \$70,000 or more
 5. \$25,000-29,999
 6. \$30,000-39,999

17. Are you eligible to claim any of the following other than yourself or your spouse as a dependent or exemption on your federal or state income tax return? 78 79 80
 1. Yes
 2. No
 3. Don't know
 Child(ren)
 Person(s) 65 or older
 Disabled adult(s)

18. In the past four weeks: 7 8 9 10 11 12 13 14
 How many days have you missed work? number
 How many times have you been late to work? number
 How many times have you left work early or left during the day? times
 While at work, how many times have you been interrupted (including telephone calls) to deal with family-related matters? times

19. How much flexibility do you have in your work schedule to handle family responsibilities? 15
 1. A lot of flexibility
 2. Some flexibility
 3. Hardly any flexibility
 4. No flexibility at all

20. How long have you worked for this employer? 16 17 18 19
years months

21. Circumstances differ and some people find it easier than others to combine working with family responsibilities. In general, how easy or difficult is it for you? 20
 1. Very easy 4. Somewhat difficult
 2. Easy 5. Difficult
 3. Somewhat easy 6. Very difficult

22. We would like to know which areas of life are creating difficulty, worry, and stress for people. In the past 4 weeks, to what extent have any of the following areas of life been a source of stress to you?

Your health: 21
 1. No stress at all
 2. Hardly any stress
 3. Some stress
 4. A lot of stress

Health of other family members: 22
 1. No stress at all
 2. Hardly any stress
 3. Some stress
 4. A lot of stress

Child care: 23
 0. Not applicable
 1. No stress at all
 2. Hardly any stress
 3. Some stress
 4. A lot of stress

Care for elderly or disabled adult family members: 24
 0. Not applicable
 1. No stress at all
 2. Hardly any stress
 3. Some stress
 4. A lot of stress

Personal or family finances: 25
 1. No stress at all
 2. Hardly any stress
 3. Some stress
 4. A lot of stress

Your job: 26
 1. No stress at all
 2. Hardly any stress
 3. Some stress
 4. A lot of stress

Family relationships, including extended family: 27
 1. No stress at all
 2. Hardly any stress
 3. Some stress
 4. A lot of stress

Code Number 1-6
 Card **2** 6

23. Do you have responsibilities for helping out adult relatives or friends who are ELDERLY or DISABLED? This includes persons who live with you OR who live somewhere else. By "helping out" we mean help with shopping, home maintenance or transportation, checking on them by phone, making arrangements for care, etc.

1. Yes (PLEASE CONTINUE)
2. No (PLEASE SKIP TO PAGE 4)

24. How many elderly or disabled persons are you currently helping?

number

The following questions concern the ONE OR TWO PERSONS YOU ARE HELPING OUT THE MOST. The boxes under "PERSON A" are for the one person you are helping or the person you are helping the most. The boxes under "Person B" are for the second person you are helping, if applicable.

25. For the one or two persons you are helping the most, please indicate their ages, sex, relationship to you and how long you've been giving them extra help. Use the numbers below to indicate relationship and sex.

Relationship to you:

- | | |
|-----------------------------------|-------------------|
| 1. Spouse | 5. Other relative |
| 2. Parent or step-parent | 6. Friend |
| 3. Spouse's parent or step-parent | 7. Other |
| 4. Disabled child over 18 | |

	Person A	Person B
Relationship	<input type="text" value="9"/>	<input type="text" value="10"/>
Sex (1. Male 2. Female)	<input type="text" value="11"/>	<input type="text" value="12"/>
Age	<input type="text" value="13"/> <input type="text" value="15"/> years	<input type="text" value="16"/> <input type="text" value="18"/> years
Length of time you've been helping	<input type="text" value="19"/> <input type="text" value="20"/> years	<input type="text" value="21"/> <input type="text" value="22"/> months
	<input type="text" value="23"/> <input type="text" value="24"/> years	<input type="text" value="25"/> <input type="text" value="26"/> months

26. Where does this person(s) live?

1. In his or her own home
2. In my home
3. With a relative
4. With a friend
5. In a nursing home, care facility, etc.

Person A	Person B
<input type="text" value="27"/>	<input type="text" value="28"/>

27. How far from your home does this person(s) live?

- | | |
|-------------------------|------------------------|
| 0. Person lives with me | 4. 100 - 499 miles |
| 1. Less than 5 miles | 5. 500 - 999 miles |
| 2. 5 - 24 miles | 6. 1,000 miles or more |
| 3. 25 - 99 miles | |

Person A	Person B
<input type="text" value="29"/>	<input type="text" value="30"/>

28. Do you claim an income tax credit for this person's care? In other words, on your federal tax return, do you claim any expenses that you pay for care such as nursing service or adult day care?

1. Yes
2. No

Person A	Person B
<input type="text" value="31"/>	<input type="text" value="32"/>

Thinking now in terms of the past year, please answer the following questions.

29. To what extent do each of the following describe the person(s) you are helping?

- | | |
|--------------|----------------------------|
| 1. Never | 4. Frequently |
| 2. Seldom | 5. Most or all of the time |
| 3. Sometimes | |

	Person A	Person B
Cannot manage activities of daily living for him or herself	<input type="text" value="33"/>	<input type="text" value="34"/>
Wanders or is confused	<input type="text" value="35"/>	<input type="text" value="36"/>
Acts inappropriately, is disruptive	<input type="text" value="37"/>	<input type="text" value="38"/>
Is aggressive or uncooperative	<input type="text" value="39"/>	<input type="text" value="40"/>

30. In the past year, how often have you done each of the following for this elderly or disabled person(s)? Use the scale below and write the number of your response in the box next to each activity. For example, if you have never gone shopping for this person, put a "1" in the box next to "shopping", etc.

- | | |
|-------------------------|-----------------------|
| 1. Never or seldom | 5. Once a week |
| 2. Several times a year | 6. A few times a week |
| 3. Once a month | 7. Daily |
| 4. A few times a month | |

	Person A	Person B
house and yard maintenance	<input type="text" value="41"/>	<input type="text" value="42"/>
transportation	<input type="text" value="43"/>	<input type="text" value="44"/>
shopping	<input type="text" value="45"/>	<input type="text" value="46"/>
check on by phone	<input type="text" value="47"/>	<input type="text" value="48"/>
fix or bring meals	<input type="text" value="49"/>	<input type="text" value="50"/>
personal care (dressing, bathing, etc.)	<input type="text" value="51"/>	<input type="text" value="52"/>
housekeeping	<input type="text" value="53"/>	<input type="text" value="54"/>
continuous supervision	<input type="text" value="55"/>	<input type="text" value="56"/>
nursing care	<input type="text" value="57"/>	<input type="text" value="58"/>
help with expenses (give money)	<input type="text" value="59"/>	<input type="text" value="60"/>
manage legal and financial affairs (write checks, fill out insurance forms, etc.)	<input type="text" value="61"/>	<input type="text" value="62"/>
visit, give emotional support	<input type="text" value="63"/>	<input type="text" value="64"/>
arrange and manage health or social services	<input type="text" value="65"/>	<input type="text" value="66"/>
read to, write letters, play cards with, etc.	<input type="text" value="67"/>	<input type="text" value="68"/>
take time off from work to do something for the person	<input type="text" value="69"/>	<input type="text" value="70"/>

31. In the past year, what is the greatest number of hours in a week that you have helped this person(s) in ways such as those above?

Person A	Person B
<input type="text" value="71"/> <input type="text" value="72"/> hours	<input type="text" value="73"/> <input type="text" value="74"/> hours

32. On average in the past year, how many hours per week have you helped this person(s)?

Person A	Person B
<input type="text" value="75"/> <input type="text" value="76"/> hours	<input type="text" value="77"/> <input type="text" value="78"/> hours

33. In the past year, when this person(s) has needed help, who has usually been the one who has given it or seen that it was given?

1. I have been the only one
2. I have been the main one, with some help from others
3. I have shared equally with one or more others
4. Others, with my help

Person A	Person B
<input type="text" value="79"/>	<input type="text" value="80"/>

34. In the past year, how often has this person(s) helped you by doing each of the following:

- | | |
|--------------|----------------------------|
| 1. Never | 4. Frequently |
| 2. Seldom | 5. Most or all of the time |
| 3. Sometimes | |

	Person A	Person B
caring for children	<input type="text" value="7"/>	<input type="text" value="8"/>
preparing meals or cleaning	<input type="text" value="9"/>	<input type="text" value="10"/>
caring for disabled adult family members	<input type="text" value="11"/>	<input type="text" value="12"/>
helping out financially	<input type="text" value="13"/>	<input type="text" value="14"/>
other _____	<input type="text" value="15"/>	<input type="text" value="16"/>

35. In the past year, while you've been at work, who has helped or cared for this adult(s)? Please indicate how often each of the following has helped.

1. Never
2. Seldom
3. Sometimes
4. Frequently
5. Most or all of the time

	Person A	Person B
Person him or herself	<input type="text" value="17"/>	<input type="text" value="18"/>
Family members	<input type="text" value="19"/>	<input type="text" value="20"/>
Friends	<input type="text" value="21"/>	<input type="text" value="22"/>
Someone who was hired (agencies or individuals like home nurse, housekeeper)	<input type="text" value="23"/>	<input type="text" value="24"/>
Volunteer (Meals on Wheels, church members, etc.)	<input type="text" value="25"/>	<input type="text" value="26"/>
Adult day care center (center providing daytime supervision, activities, etc.)	<input type="text" value="27"/>	<input type="text" value="28"/>
Nursing home, care facility, etc.	<input type="text" value="29"/>	<input type="text" value="30"/>

36. How satisfied have you been with these arrangements?

1. Very satisfied
2. Satisfied
3. Mixed feelings
4. Dissatisfied
5. Very Dissatisfied

Person A	Person B
<input type="text" value="31"/>	<input type="text" value="32"/>

37. In general during the past year, how easy or difficult has it been for you to help out this person(s)?

1. Very easy
2. Easy
3. Somewhat easy
4. Somewhat difficult
5. Difficult
6. Very difficult

Person A	Person B
<input type="text" value="33"/>	<input type="text" value="34"/>

38. In the past year, how often have your caregiving responsibilities interfered with your social and emotional needs and other family responsibilities?

1. Never
2. Seldom
3. Sometimes
4. Frequently
5. Most or all of the time

Person A	Person B
<input type="text" value="35"/>	<input type="text" value="36"/>

39. Do you think you will be able to continue providing care for this individual(s) for as long as is necessary?

1. Yes, with the same help I have now
2. Yes, but with more help
3. Not sure
4. No

Person A	Person B
<input type="text" value="37"/>	<input type="text" value="38"/>

40. In your experience, how easy or difficult has it been to find care arrangements for this elderly or disabled person(s)?

0. Not relevant
1. Very easy
2. Easy
3. Somewhat easy
4. Somewhat difficult
5. Difficult
6. Very difficult

Person A	Person B
<input type="text" value="39"/>	<input type="text" value="40"/>

41. In your experience, how easy or difficult has it been to manage or maintain these arrangements?

0. Not relevant
1. Very easy
2. Easy
3. Somewhat easy
4. Somewhat difficult
5. Difficult
6. Very difficult

Person A	Person B
<input type="text" value="41"/>	<input type="text" value="42"/>

Thinking now in general about your adult care responsibilities, please answer the following questions.

42. When the person(s) you are caring for needs assistance and you take time off from work, which one of the following is most likely to make this possible?

0. I am not able to take time off work.
1. I use sick leave.
2. I have flexible hours.
3. I use emergency leave.
4. I take a day off without pay.
5. I use vacation or personal leave.
6. I do my work at home.
7. Other: _____
8. I never need to take time off for this reason.

43. Have you reduced the number of hours you work per week at your job in order to care for this person(s)?

1. Yes IF YES, how many hours per week?
2. No

hours

44. How often have you worked less effectively at your job because you are worried or upset about this person(s)?

1. Never
2. Seldom
3. Sometimes
4. Frequently
5. Most or all of the time

45. To what extent do personnel practices in your department make it easy or difficult to provide care for this person(s)?

1. Very easy
2. Easy
3. Somewhat easy
4. Somewhat difficult
5. Difficult
6. Very difficult

46. Do you work because of your responsibilities for this person(s), either to earn extra money or for some other reason related to caregiving?

1. Yes
2. No

47. The following is a list of things that are sometimes useful to employees who are helping out an elderly or disabled person. For each one, please indicate whether you:

1. currently take advantage of it
2. would take advantage of it now if available
3. would take advantage of it if available and needed
4. probably would not take advantage of it if available or needed

Information and education (on such topics as available services, aging, coping strategies, insurance and legal issues)

A discussion group with others who are helping an elderly or disabled person.

Being paired with another person who has experienced similar problems in caring for an elderly or disabled person.

Individual consultation with a professional to solve problems and discover sources of help.

Respite care (someone to give you a break from caregiving)

48. People who have responsibilities for providing adult care often have difficulty knowing where to turn to get help. In general, how easy or difficult has it been for you to know where to turn?

1. Very easy
2. Easy
3. Somewhat easy
4. Somewhat difficult
5. Difficult
6. Very difficult

49. Do you have children (under age 18) living in your household?

1. Yes 56
2. No

52. Do you have children who look after themselves or are cared for by an older brother or sister under age 18 while you are at work?

1. Yes 52
2. No

If you have no children under 18 living in your household, please go to question 64 on page 5. If you do have children under 18 living in your household, please complete the following questions. These questions ask about the child care and other arrangements that you currently use.

Code Number 1-5
Card 6

50. Does a member of your household age 18 or over take care of any of the children while you are at work?

1. Yes 7
2. No

IF YES, please answer all of the questions in the box below. IF NO, skip this box.

Is this person?

1. Your spouse or partner 8
2. Your older child, 18 or older
3. Grandparent
4. Other

What are the ages of the children cared for by this adult member of your household? For children under 1 year, put "IN" for infant.

years years years years years years years years

While you are away at work, how many hours a week do you use this arrangement?
hours

How satisfied are you with this arrangement?

1. Very satisfied
2. Satisfied
3. Mixed feelings
4. Dissatisfied 27
5. Very dissatisfied

51. Does someone come to your home to care for any of the children while you are at work?

1. Yes 28
2. No

IF YES, please answer all of the questions in the box below. IF NO, skip this box.

Is this person a relative?

1. Yes 29
2. No

What are the ages of the children who are cared for by someone who comes to your home? For children under 1 year, put "IN" for infant.

years years years years years years years years

While you are away at work, how many hours a week do you use this arrangement?
hours

How satisfied are you with this arrangement?

1. Very satisfied
2. Satisfied
3. Mixed feelings
4. Dissatisfied 46
5. Very dissatisfied

What is the average weekly cost of this arrangement?
dollars

IF YES, please answer all of the questions in the box below. IF NO, skip this box.

What are the ages of the children who care for themselves or are looked after by an older brother or sister? For children under 1 year, put "IN" for infant.

years years years years years years years years

While you are away at work, how many hours a week do you use this arrangement?
hours

How satisfied are you with this arrangement?

1. Very satisfied
2. Satisfied
3. Mixed feelings
4. Dissatisfied
5. Very dissatisfied 71

Code Number 1-5
Card 6

53. Are any of the children cared for in someone else's home while you are at work?

1. Yes 7
2. No

IF YES, please answer all of the questions in the box below. IF NO, skip this box.

Is this person a relative?

1. Yes 8
2. No

Is this a licensed or registered family daycare home?

1. Yes
2. No 9
3. Don't know

What are the ages of the children cared for in someone else's home? For children under 1 year, put "IN" for infant.

years years years years years years years years

How long have you used this child care arrangement?
years months

While you are away at work, how many hours a week do you use this arrangement?
hours

About how far is it from your home to this child care arrangement?

1. Next door
2. 1 or 2 blocks
3. 1/4 mile
4. 1/2 mile
5. 1 mile
6. 2 miles
7. 4 miles
8. 8 miles 32
9. over 8 miles

About how far is it from your work to this child care arrangement?

1. Next door
2. 1 or 2 blocks
3. 1/4 mile
4. 1/2 mile
5. 1 mile
6. 2 miles
7. 4 miles
8. 8 miles 33
9. over 8 miles

How satisfied are you with this child care arrangement?

1. Very satisfied
2. Satisfied
3. Mixed feelings
4. Dissatisfied
5. Very dissatisfied 34

What is the weekly cost of this arrangement?
dollars

54. Are any of the children cared for in a child care center while you are at work? (By "child care center" we mean day care centers, nursery schools and before and after-school facilities, but not public kindergarten or elementary school.)

1. Yes 38
2. No

58. When one of their children is sick, employees often have to choose between going to work or staying home. When one of your children is sick, and you are able to go to work, which of the following is most likely to make it possible?

1. I can take my child to my regular child care arrangement.
2. My spouse or an older child can stay home with the sick child.
3. I bring someone in to care for the child.
4. The child can usually stay home alone.
5. I have another arrangement for emergencies.
6. I take the child to work with me.
7. Other: _____ 2

IF YES, please answer all of the questions in the box below. IF NO, skip this box.

What are the ages of the children cared for in the center or school-based program? For children under 1 year, put "IN" for infant.

<input type="text" value="39"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="54"/>
years	years	years	years	years	years	years	years

How long have you used this child care arrangement?

<input type="text" value="55"/>	<input type="text" value="56"/>	<input type="text" value="57"/>	<input type="text" value="58"/>
years	years	months	months

While you are away at work, how many hours a week do you use this arrangement?

<input type="text" value="59"/>	<input type="text" value="60"/>
hours	hours

About how far is it from your home to this child care arrangement?

1. Next door	4. 1/2 mile	7. 4 miles	<input type="text" value="61"/>
2. 1 or 2 blocks	5. 1 mile	8. 8 miles	
3. 1/4 mile	6. 2 miles	9. over 8 miles	

About how far is it from your work to this child care arrangement?

1. Next door	4. 1/2 mile	7. 4 miles	<input type="text" value="62"/>
2. 1 or 2 blocks	5. 1 mile	8. 8 miles	
3. 1/4 mile	6. 2 miles	9. over 8 miles	

How satisfied are you with this child care arrangement?

1. Very satisfied
2. Satisfied
3. Mixed feelings
4. Dissatisfied
5. Very dissatisfied

What is the weekly cost of this arrangement?

<input type="text" value="64"/>	<input type="text" value="66"/>
dollars	dollars

Code Number 1-5
Card 6

55. In addition to the child care arrangements listed above, are your children involved in any other activities while you are at work?

1. Yes 7
2. No

59. Similarly, when one of your children is sick, and you are able to stay home, which of the following is most likely to make it possible?

1. I use sick leave.
2. I have flexible hours.
3. I use emergency leave.
4. I take a day off without pay.
5. I use vacation or personal leave.
6. I do my work at home.
7. Other: _____ 3
8. I am not able to stay at home.

60. To what extent do the personnel practices in your department make it easy or difficult for you to deal with child care problems during working hours?

1. Very easy
 2. Easy
 3. Somewhat easy
 4. Somewhat difficult
 5. Difficult
 6. Very difficult
-

61. About how much extra time does your travel for child care add to your daily round trip travel time to and from work? If none, put 0.

minutes

62. In your experience, how easy or difficult has it been to find child care arrangements?

1. Very easy
 2. Easy
 3. Somewhat easy
 4. Somewhat difficult
 5. Difficult
 6. Very difficult
-

63. In your experience, how easy or difficult has it been to continue with child care arrangements?

1. Very easy
 2. Easy
 3. Somewhat easy
 4. Somewhat difficult
 5. Difficult
 6. Very difficult
-

64. Do you claim an income tax credit for child care? In other words, on your federal tax return, do you claim any expenses that you pay for child care?

1. Yes 36
2. No

65. Any comments? Please write them on PAGE 6 →

Thank you for your participation. Please return this questionnaire in the envelope provided.

56. How often have you changed child care arrangements in the past 3 months?

times

57. Do you plan to change your child care arrangements in the near future?

1. Yes 28
2. No

Please write any comments below.

Appendix C
Employee Survey, Study 2

WORK AND FAMILY SURVEY

INSTRUCTIONS: Thank you for participating in this survey. Please either **CIRCLE YOUR ANSWER** or **ENTER YOUR RESPONSE** (number or letter) **IN THE BLANK** to the right of each question. All responses are anonymous; it will not be possible to identify you in any way. We appreciate your frank answers.

YOU AND YOUR WORK

1. Your occupation?
 1. C.N.A.
 2. Dietitian
 3. Engineer
 4. Executive or manager
 5. L.P.N.
 6. M.D.
 7. Occup./Phys./Rec./Speech Therapist
 8. Office/clerical worker (secretary, file clerk, medical records, admissions, etc.)
 9. Pharmacist
 10. Registered nurse (staff nurse)
 11. Registered nurse (administrator/manager)
 12. Skilled craftsperson (carpenter, electrician, etc.)
 13. Service worker (food, laundry, gardening, housekeeping, maintenance, storekeeper, etc.)
 14. Social worker
 15. Transport operator (truck, bus driver, transportation orderly, parking attendant)
 16. X-Ray, Medical Technologist
 17. Other professional or technical specialist (e.g., accountant, human resources, special projects): _____
 18. Other: _____

2. Do you manage or supervise other employees?
 1. No
 2. Yes _____ (# of employees)

3. Your job status?

1. Full-time	3. On-call
2. Part-time	4. Temporary

4. Your job shift?

1. Days	4. Rotating
2. Evening	5. Weekend only
3. Nights	6. Other _____

5. Average number of hours you work per week (including overtime)? _____ hours

6. Do you work Saturdays or Sundays as part of your scheduled work?
 1. No
 2. Yes

7. How long have you worked for this employer? _____ years _____ months

8. How much time does it usually take you to travel one way from home to work? _____ minutes

9. What is your own personal annual gross (before taxes) income OR hourly wage?

\$ _____/year \$ _____/hour

10. Your education?
 1. grade school or less
 2. some high school
 3. graduated high school
 4. some college
 5. graduated college
 6. some graduate work
 7. master's degree
 8. law degree
 9. Ph.D. or equivalent
 10. M.D. or equivalent

11. Your race?
 1. White
 2. Black
 3. Hispanic
 4. Asian or Pacific Islander
 5. American Indian or Alaskan Native
 6. Other: _____

12. In the past four weeks:

How many days have you missed work other than vacation? _____ days

How many times have you been late to work? _____ times

How many times have you left work early or left during the day? _____ times

While at work, how many times have you been interrupted (including telephone calls) to deal with family-related matters? _____ times

13. How much flexibility do you have in your work schedule to handle family responsibilities?
 1. A lot of flexibility
 2. Some flexibility
 3. Hardly any flexibility
 4. No flexibility at all

14. Circumstances differ and some people find it easier than others to combine working with family responsibilities. In general, how easy or difficult is it for you?

1. Very easy	4. Somewhat difficult
2. Easy	5. Difficult
3. Somewhat easy	6. Very difficult

15. We would like to know which areas of life are creating difficulty, worry, and stress for people. In the past 4 weeks, to what extent have any of the following areas of life been a source of stress to you? Use the scale below and put the number in the blank next to each area.

0. Not applicable	
1. No stress at all	
2. Hardly any stress	
3. Some stress	
4. A lot of stress	
5. Overwhelming stress	

Amount of Stress

Your health: _____

Health of other family members: _____

Child care: _____

Care for elderly or disabled adult family members or friends: _____

Personal or family finances: _____

Your job: _____

Family relationships, including extended family: _____

Your current life situation overall: _____

16. Do you have a spouse or partner?
 1. No (PLEASE SKIP TO QUESTION 20)
 2. Yes

YOUR SPOUSE/PARTNER

17. Does your spouse/partner work outside the home?
 1. No—works in the home
 2. No—disabled
 3. No—retired
 4. No—unemployed
 5. Yes—approx. _____ hours/week

18. What is your spouse/partner's occupation?
 1. Executive or manager in health care organization
 2. Executive or manager not in health care organization
 3. Laborer (farm or non-farm)
 4. Health care aide/orderly
 5. Health care professional
 6. Health care technical specialist
 7. Machine operator
 8. Office/clerical
 9. Sales
 10. Service
 11. Skilled crafts
 12. Social service professional
 13. Transport operator
 14. Works in the home
 15. Other professional or technical specialist: _____
 16. Other: _____

PLEASE CONTINUE



19. Does your spouse/partner work the same shift as you?
1. No—different, non-overlapping shifts
 2. No—partly overlapping shifts
 3. Yes

YOUR HOUSEHOLD

20. What is the approximate annual gross (before taxes) income of your household? \$ _____/year
21. Including yourself, what are the ages (years) and sex ("M"=Male, "F"=Female) of the people who live in your household? To indicate ages of children under 1 year, put "0."

____/____/____	____/____/____	____/____/____	____/____/____
years/sex	years/sex	years/sex	years/sex
____/____/____	____/____/____	____/____/____	____/____/____
years/sex	years/sex	years/sex	years/sex

22. If any of the above people, are disabled, please circle their age above. By "disabled" we mean physically handicapped, frail, chronically ill, developmentally handicapped, or seriously emotionally handicapped.

23. Do you have children under age 18 who are not living with you but for whom you have some responsibility?
1. No
 2. Yes

24. How many living brothers and sisters do you have? (Please write 0 if none.)
- _____ sisters _____ brothers

25. Thinking now about your parents, who in your family assists them the most now, or would be most likely to assist them should they become unable to do things for themselves?

0. Not applicable—no living parents
1. I do/would
 2. My sister Her occupation: _____
(WRITE # of OCCUPATION using list in QUESTION 18)
 3. My brother His occupation: _____
(WRITE # of OCCUPATION using list in QUESTION 18)
 4. Other: _____ Occupation: _____
(WRITE # of OCCUPATION using list in QUESTION 18)

26. In your family, who takes responsibility for the care/supervision of children (including child care arrangements for young children)?

0. Not applicable—no children under 18. PLEASE SKIP TO QUESTION 32 (RIGHT COLUMN).
1. I do completely.
 2. Mostly I do.
 3. Equally shared with spouse or other.
 4. Mostly spouse or other does.
 5. Spouse or other does completely.

CHILD CARE

27. About how much extra time (in minutes) does your travel for child care add to your daily round trip travel time to and from work? If none, please put 0. _____ minutes

28. Which of the following child care arrangements (other than regular school) do you use while you are at work? Please check all arrangements that are used while you are going to or from work and at work for your: (1) children under 6, (2) children 6-11 years old, and (3) children 12-18.

	Children		
	under 6	6-11	12-18
At home with my spouse/partner	_____	_____	_____
At home with an adult (18+) relative	_____	_____	_____
At home with an adult (18+) non-relative	_____	_____	_____
At home with a non-relative under 18	_____	_____	_____
At home with an older brother/sister under 18	_____	_____	_____
At home looking after self	_____	_____	_____
In the home of a relative	_____	_____	_____
In the home of a non-relative	_____	_____	_____
In a child care center or nursery school (not public kindergarten)	_____	_____	_____
In after-school activities such as sports, clubs, or job	_____	_____	_____

29. How satisfied are you with the child care arrangement or combination of arrangements for your child(ren)?
1. Very satisfied
 2. Satisfied
 3. Mixed feelings
 4. Dissatisfied
 5. Very dissatisfied

30. When a child is sick, employed parents often have to choose between going to work and staying home. When one of your children is sick and you stay home, which of the following is most likely to make this possible?

1. I do my work at home.
2. I have flexible hours and make up the time.
3. I change hours with a co-worker.
4. I use sick leave.
5. I use vacation or personal leave.
6. I take leave without pay (absence approved).
7. I take leave without pay (absence unexcused).
8. Other: _____
9. I'm not able to take time off work.
0. Not applicable—I never take time off for this reason.

31. To what extent do management practices in your department make it easy or difficult for you to deal with child care problems during working hours?
1. Very easy
 2. Easy
 3. Somewhat easy
 4. Somewhat difficult
 5. Difficult
 6. Very difficult

ADULT/ELDER CARE

32. Employees may have responsibilities for helping out adult (age 18 or over) relatives or friends who are elderly or disabled. By "helping out" we mean help with shopping, home maintenance, transportation, checking on them by phone, making arrangements for care, etc. This includes persons who live with you OR who live somewhere else. Which of the following best describes your situation? (Choose one.)

1. I currently have responsibilities for helping an elderly person or disabled adult.
2. I don't have responsibilities for helping an elderly person or disabled adult now but did in the past.
3. I don't have responsibilities for helping an elderly person or disabled adult but probably will in the near future.
4. I don't have responsibilities for helping an elderly person or disabled adult but possibly will in the near future.
5. I don't have responsibilities for helping an elderly person or disabled adult and probably won't in the near future.

IF YOU ANSWERED "1" to the above question, that is, if you currently provide help to an elderly person or disabled adult, please answer the questions below.

IF YOU ANSWERED "2," "3," or "4," please go to Question 66 on back page.

IF YOU ANSWERED "5," please go to Question 68 on back page.

33. How many elderly or disabled adults are you currently helping? _____ number
34. For each person, please indicate his or her age and sex (M=Male; F=Female).

____/____	____/____	____/____
years/sex	years/sex	years/sex
____/____	____/____	____/____
years/sex	years/sex	years/sex

35. Do any of these persons live in your household?
1. No
 2. Yes

36. Do any of these persons live 200 or more miles away from you?
1. No 2. Yes
37. Are you involved in helping this person(s) in part because of your training in health care or social services?
0. Not applicable—not trained in health care or social services
1. No
2. Not sure
3. Yes

The following questions concern the ONE PERSON YOU ARE HELPING THE MOST.

38. What is the relationship of this person to you?
1. Spouse 5. Other relative
2. Parent/step-parent 6. Friend
3. Spouse's parent or step-parent (your in-law) 7. Other
4. Disabled child over 18
39. What is this person's sex?
1. Male 2. Female
40. What is his or her age? _____ years
41. What is his or her marital status?
1. Never married
2. Married, living with spouse
3. Married, living apart from spouse
4. Widowed
5. Divorced or legally separated
6. Other _____
2. How far away does this person live?
0. 0 miles—we live together
1. Less than 1 mile
2. _____ miles (please specify)
3. Where does this person live?
1. In his or her own home
2. With me
3. With a relative
4. With a friend
5. In a nursing home, care facility, etc.
4. How long have you been helping this person?
_____ years _____ months

5. This person needs assistance because she or he is:
1. Physically limited
2. Mentally limited
3. Both physically and mentally limited
4. Neither physically nor mentally limited; mostly needs social/emotional support
5. Do you provide financial assistance to the person you care for?
1. No
2. Yes, approximately \$ _____/month
- IF YES:**
Do you consider the amount provided:
1. Insignificant
2. Significant but not a burden
3. Significant and a burden

47. In the past year, when this person has needed help, who has usually been the one who has given it or seen that it was given?
1. I have been the only one
2. I have been the main one, with some help from others
3. I have shared equally with one or more others
4. Others, with my help

48. In the past year, how often have you done each of the following for this elderly or disabled person(s)? Use the scale below and write the number of your response in the box next to each activity. For example, if you have never gone shopping for this person, put a "1" in the blank next to "shopping", etc.
- | | | |
|------------------------|-----------------------|-----------|
| 1. Never or seldom | 5. Once a week | |
| 2. Several times/year | 6. A few times a week | |
| 3. Once a month | 7. Daily | |
| 4. A few times a month | | How Often |

- house and yard maintenance shopping laundry _____
- housekeeping fix or bring meals transportation _____
- administer medications personal care (dressing, bathing, feeding, toileting, etc.) _____
- nursing care supervision _____
- help with expenses (give money) manage legal/financial/insurance affairs _____
- check on by phone visit with, give emotional support, read to, play cards with, etc. _____
- make or receive phone calls for arrange and manage outside help _____
- take time off from work to do something for the person _____

49. On how many different days in the past week did you do any of the above types of help? _____ days
50. On average, in the past four weeks, how many hours per week have you helped this person? _____ hours
51. Overall, how many total hours of work have you missed or taken off because of your caregiving assistance to this person:
In the past four weeks: _____ hours
In the past year: _____ hours

52. While you are at work, who provides care for or helps this person? (For each item, please write 1 for no OR 2 for yes.)
1. No 2. Yes

- 1=No/2=Yes
- Looks after self _____
- Adult relative/family member _____
- Friend/neighbor/volunteer (unpaid) _____
- Someone who is paid (agencies or individuals like home nurse, housekeeper) _____
- Adult day care center (center providing daytime supervision, activities, etc.) _____
- Nursing home/care facility _____
- Other _____

53. Overall, how satisfied are you with these arrangements?
1. Very satisfied 4. Dissatisfied
2. Satisfied 5. Very dissatisfied
3. Mixed feelings

54. In general during the past year, how easy or difficult has it been for you to help out this person?
1. Very easy 4. Somewhat difficult
2. Easy 5. Difficult
3. Somewhat easy 6. Very difficult

55. In the past year, how often have your caregiving responsibilities interfered with your social and emotional needs and other family responsibilities?
1. Never 4. Frequently
2. Seldom 5. Most or all
3. Sometimes of the time

56. Do you think you will be able to continue providing care for this person for as long as is necessary?
1. Yes, with the same help I have now
2. Yes, but with more help
3. Not sure
4. No

Thinking now in general about your adult/elder care responsibilities, please answer the following questions.

57. When the person(s) you are caring for needs assistance and you take time off from work, which one of the following is most likely to make this possible?
1. I do my work at home.
2. I have flexible hours and make up the time.
3. I change hours with a co-worker.
4. I use sick leave.
5. I use vacation or personal leave.
6. I take leave without pay (absence approved).
7. I take leave without pay (absence unexcused).
8. Other: _____
9. I'm not able to take time off work.
0. Not applicable—I never take time off for this reason.

PLEASE CONTINUE

POLICIES AND PROGRAMS

58. In order to care for this person(s) have you ever: (for each item, please write 1 for no OR 2 for yes)

1. No 2. Yes

1=No/2=Yes

- considered reducing the number of hours you work per week at your job _____
- actually reduced the number of hours you work per week at your job _____
- considered quitting a job _____
- actually quit a job _____
- selected a job in relationship to things you do as a caregiver, for example because of its hours or location _____
- turned down a job _____
- turned down a more responsible position _____
- had to refuse paid overtime _____
- been unable to travel to meetings or conferences _____
- been unable to look for work when you wanted to _____
- had to rearrange your work schedule _____
- had to take time off without pay _____
- other: _____

59. Overall, to what extent do you feel your elder/adult care responsibilities have held back your career?

- 1. Not at all 4. Quite a bit
- 2. A little 5. A great deal
- 3. Somewhat

60. Do you feel you can talk about your caregiving responsibilities at work?

- 1. No 2. Yes

61. Is your immediate supervisor understanding of your role as caregiver?

- 1. No 3. Don't know
- 2. Yes

62. To what extent do management practices in your department make it easy or difficult to provide care for this person?

- 1. Very easy 4. Somewhat difficult
- 2. Easy 5. Difficult
- 3. Somewhat easy 6. Very difficult

63. How often have you worked less effectively at your job because you were worried or upset about this person?

- 1. Never 4. Frequently
- 2. Seldom 5. Most or all
- 3. Sometimes of the time

64. People who have responsibilities for providing adult care often have difficulty knowing where to turn to get help. How easy or difficult has it been for you to know where to turn?

- 1. Very easy 4. Somewhat difficult
- 2. Easy 5. Difficult
- 3. Somewhat easy 6. Very difficult

65. Why do you provide the help that you do? (Please list reasons.)

67. What other kinds of help would be helpful for employees who are parents or who are caring for disabled adult or elderly relatives?

66. The following policies and benefit programs are sometimes useful to employees who are taking care of children, disabled adults or elderly relatives or friends. For each one, please indicate how useful you would find it now or in the future:

- 0. Not applicable
- 1. Not useful
- 2. Useful
- 3. Very useful
- 4. Don't know

How Useful?

Flex-time (you select your starting time) _____
 Flex-place (work at home) _____
 Job sharing (with another person) _____

Flexible benefit/cafeteria plan _____
 Unpaid leave of absence _____
 Paid leave of absence _____

Additional paid personal or sick days _____
 Reduced work hours with benefits _____

Articles in "Update" regarding:
 care of elders _____
 care of children _____

Handbook on:
 caring for elders/disabled adults _____
 parenting and child care _____

Employee seminars/educational programs concerning:
 caring for disabled adults/elders _____
 parenting and child care _____

Information and referral for:
 elderly/disabled adult services _____
 child care _____

Case management coordinator for elderly services _____
 Employee Assistance Program (EAP)/or individual counseling on elderly services _____

Discussion/support group for:
 caregivers of elderly/disabled adults _____
 parents of disabled children (under age 18) _____
 parents _____

In-home elder/adult respite care (someone to come to elder/adult's house to give you a break from caregiving) _____

Adult day care program (place for adult/elder to go while you are at work or to give you a break from caregiving) _____
 Child day care program _____

Dependent Care Assistance Plan (DCAP) _____

Health benefits coverage for family members, including elderly parents _____
 Long-term care insurance for employees and their families _____

68. Other comments?

Thank you very much!
Please return survey in the envelope provided, or send to Dr. M. Neal, c/o D200, Good Samaritan Hospital.

Appendix D
Tables

TABLE 1
CODE DEFINITIONS

Workplace Supports	The formal and informal personnel programs and policies reflecting corporate attitudes, philosophy, and commitment to supporting family caregiving.
Formal Support	Company policies and programs such as vacation time, sick time, personal time, emergency leave, leave of absence, and work schedule flexibility allowing employees to be absent from work to manage family caregiving needs.
Informal Support	The cooperation and support provided by coworkers and supervisors in helping caregivers manage family caregiving needs.
Needs for Workplace Support	The types of needs expressed by employees as a result of their caregiving, i.e., time off from work, having understanding supervisors, need for flex in their work schedules.
Helpful Interventions	Specific policies, programs and other supportive activities employees believed would benefit them in successfully managing their work and family caregiving roles.

TABLE 2
CHARACTERISTICS OF THE EMPLOYEE SAMPLE

	Study 1 (N=222)		Study 2 (N=88)		Subsample (N=310)	
	#	%	#	%	#	%
GENDER						
Male	44	19.8	10	11.4	54	17.4
Female	178	80.2	69	78.4	247	79.9
Missing	0	-	9	10.2	9	2.9
MEAN AGE						
	44.6		41.6		43.1	
Range	19 - 64		24 - 64		19 - 64	
ETHNICITY						
White	213	95.9	84	95.5	297	95.8
Other	9	4.1	3	3.4	12	3.9
Missing			1	1.1	1	0.3
OCCUPATION						
Professional*	152	68.5	64	72.7	216	69.8
Clerical/ Support	69	31.1	23	26.1	92	29.7
Missing	1	0.5	1	1.1	2	6.4
MEAN HOURS WORKED/WEEK						
	40.7		36.2		38.5	
Range	7 - 70		4 - 55		4 - 70	
MEAN ANNUAL HOUSEHOLD INCOME+						
	42,000.00		47,000.00		45,000.00	
Range	5,000 to 75,000		7,000 to 160,000		5,000 to 160,000	
PARTNER STATUS						
No Partner	69	31.1	27	30.7	96	31.0
Emp. Partner	113	50.9	53	60.2	166	53.5
UnEmp. Partner	35	15.8	6	6.8	41	13.2
Missing	5	2.3	2	2.3	7	2.3
RESPONSIBILITY FOR ELDERCARE						
Only/Main One	106	47.7	34	38.6	140	45.2
Shares Equally	53	23.9	10	11.4	63	20.3
Employee Helps	60	27.0	17	19.3	77	24.8
Missing	3	1.4	27	30.7	30	9.7

Table 2 (cont'd)
 CHARACTERISTICS OF THE EMPLOYEE SAMPLE

	Study 1 (N=222)		Study 2 (N=88)		Subsample (N=310)	
	#	%	#	%	#	%
MEAN HOURS/WEEK						
PROVIDING						
ELDERCARE	6.9		9.1		8	
Range	0 - 72		0 - 99		0 - 99	

*Professional=Professional, Manager, Technical,
 Administrative
 +Rounded to the nearest \$1000.00

TABLE 3
CHARACTERISTICS OF THE ELDER CARE RECEIVER

	Study 1 (N=222)		Study 2 (N=88)		Subsample (N=310)	
	#	%	#	%	#	%
GENDER						
Male	75	33.8	9	10.2	84	27.1
Female	145	65.3	52	59.1	197	63.5
Missing	2	0.9	27	30.7	29	9.3
MEAN AGE						
	78.2		77.7		78.0	
Range						
	60 - 97		61 - 95		60 - 97	
RELATION TO CARE PROVIDER						
Parent/Step						
Parent	142	64.0	30	34.1	172	55.4
Spouse's						
Parent/Step	34	15.3	12	13.6	46	14.8
Other Relation	36	16.2	7	8.0	43	13.9
Friend	7	3.2	10	11.4	17	5.5
Other	7	3.2	1	1.4	8	2.6
Missing Data	0	-	28	31.8	28	9.0

TABLE 4
INFLUENTIAL FACTORS

FACTORS INFLUENCING EMPLOYEE PERCEPTIONS AND NEED FOR
WORKPLACE SUPPORT

Employee's health status

Socio-economic status

The care receiver's health status

The availability of workplace or community
formal/informal support

The nature of the work and caregiving roles

The degree of difficulty employees' experience in getting
help and combining work/caregiving roles

Employee perceptions of corporate motivation in
providing/not providing workplace support

Consequences of Caring

TABLE 5
WORK POLICY/PROGRAMS EMPLOYED CAREGIVERS OF THE ELDERLY
WOULD FIND MOST HELPFUL

1. RESOURCES FOR SERVICES/INFORMATION
(local and national)
Information on and lists of resources for services
 - * Nursing homes and other options
 - * Caregivers, respite care
 - * Day/evening worksite care
 - * Legal/financial services
 - * Insurance for elderly
 - * Home/yard maintenance
 - * Drivers/transportation for elderly

2. COUNSELING
Professional counseling concerning
 - * Psychological/emotional aspects of providing eldercare
 - * Legal issues of eldercare
 - * Financial assistance programs
 - * Assistance with coordinating benefit plans
 - * Short and long term care options
 - * Nursing home, other placement options

3. HEALTH INSURANCE
 - * Elderly parents health care benefits to be covered by employer
 - * Insurance coverage for elderly care receivers
 - * Medical expenses and other services
 - * "Wellness" oriented insurance companies

4. TIME OFF
 - * To provide care
 - * Access services

5. WORK SCHEDULE FLEXIBILITY
 - * To provide care
 - * Access services

6. UNDERSTANDING SUPERVISORS

TABLE 6
 PERCENT OF INTERVENTIONS RECEIVED PER STUDY

	Study 1 (N=222)		Study 2 (N=88)*		Subsample (N=310)	
	#	%	#	%	#	%
RESOURCES						
Services	7	3.1	6	6.8	13	4.1
Information	3	1.3	5	5.6	8	2.5
COUNSELING	5	2.5	3	3.4	8	2.5
HEALTH INSURANCE	3	1.3	3	3.4	6	1.9
TIME OFF	9	4.0	3	3.4	12	3.8
FLEXIBLE WORK SCHEDULE	13	5.8	7	7.9	20	6.4
UNDERSTANDING SUPERVISORS AND COWORKERS	10	4.5	1	1.1	11	3.5

* A larger selection of employer based dependent care policy and program service options were provided in Study 2. (See Question #56, Appendix C)