Caregiving Kinetics
BY DR. AARON BLIGHT

Measuring Caregiver-Friendliness:

How Well Does Your Organization Support Working Family Caregivers?

Family caregiving is a workforce issue. Employees who care for aging parents, spouses, children with disabilities, and other family members bring those responsibilities to work every day. Offering paid leave, flexible scheduling, or an employee assistance program is a good beginning, but the presence of caregiver benefits does not mean employees experience their workplace as supportive.

Can we measure how caregiver-friendly our organization really is? The answer is yes, provided we approach the question thoughtfully.

Moving Beyond Good Intentions

There is a difference between what an organization says it values, what its policies provide, and what employees actually experience. An organization might offer generous caregiver leave, yet employees hesitate to use it for fear of seeming less committed. Another might have few formal benefits but a management team that routinely accommodates caregiving needs with flexibility and understanding.

Which organization is more caregiver-friendly?

The answer requires looking at multiple dimensions of organizational life.

Six Dimensions of Caregiver-Friendliness

A structured self-assessment establishes a baseline, identifies strengths and opportunities, and provides a framework for evaluating progress over time. These six dimensions are the place to begin.

1 Organizational Awareness & Recognition

Does the organization recognize caregiving as a common experience among employees? Do leaders see it as a legitimate workforce concern rather than a private family matter?

2 Policies & Benefits

Does the organization provide meaningful support, such as paid caregiver leave, flexible scheduling, remote work, and employee assistance programs? Can employees at every level access them?

3 Supervisory Support & Leadership

Do supervisors respond with empathy and flexibility? Do senior leaders communicate support, and are managers equipped for constructive conversations about caregiving demands?

4 Workplace Norms & Psychological Safety

Does the organization provide meaningful support, such as paid caregiver leave, flexible scheduling, remote work, and employee assistance programs? Can employees at every level access them?

5 Resources & Employee Connections

Does the organization connect employees with caregiving information, navigation services, counseling, or peer support? Can caregivers meet colleagues who understand their experience?

6 Organizational Commitment & Continuous Improvement

Does the organization regularly assess its support, involve employees in identifying needed changes, and adjust based on feedback and results?

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A Simple Caregiver-Friendliness Assessment

This assessment is designed to help organizational leaders evaluate their current practices. It can be completed by an HR professional, a leadership team, or a cross-functional group of employees. For each statement, assign a score using the scale below.

1 Strongly Disagree
This is not characteristic of our organization.

2 Disagree
This is occasionally true, but significant gaps exist.

3 Neither Agree Nor Disagree
We demonstrate this inconsistently.

4 Agree
This is generally characteristic of our organization.

5 Strongly Agree
Consistently demonstrated throughout.

Dimension	Assessment Statement	Score (1 to 5)
Awareness	Our leaders recognize family caregiving as a significant workforce issue.	
	Employees understand that caregiving is a legitimate concern that the organization takes seriously.	
Policies	Our organization offers meaningful policies and benefits that accommodate family caregiving.	
	Employees can access and use available caregiver benefits without unnecessary obstacles.	
Leadership	Supervisors demonstrate understanding and flexibility when employees experience caregiving demands	
	Senior leaders visibly communicate support for working family caregivers.	
Workplace Norms	Employees feel comfortable discussing caregiving responsibilities when necessary.	
	Employees can use caregiver benefits without fear of negative consequences for their careers.	
Resources	Employees have access to useful caregiving information, resources, and support services.	
	Our organization provides opportunities for caregivers to connect and learn from one another.	
Continuous Improvement	We regularly seek employee feedback about the organization's support for caregivers.	
	We use employee feedback and other information to improve our caregiver-support practices.	

Scoring

Add the 12 ratings for a total score between 12 and 60. You can also calculate an average for each of the six dimensions by averaging its two statements. See the next page to interpret your results.

TOTAL

/60

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Interpreting Your Score

As an initial interpretive guide, consider these ranges:

48-60
Strong Foundation

Caregiver-friendliness appears to be an established organizational priority, although opportunities for improvement likely remain.

36-47
Developing Culture

The organization demonstrates meaningful support but has opportunities to strengthen consistency & employee experience.

24-35
Significant Opportunity

Existing policies or practices may be insufficient, inconsistently applied, or poorly understood.

12-23
Early Stage

Caregiver-friendliness has not yet become a meaningful organizational priority.

These ranges are intended as practical discussion guides, not validated benchmarks or comparisons between organizations.

Measuring Progress, Not Just Performance

One assessment is a snapshot. Its greater value comes from repeating it over time and examining whether the organization is actually changing. Administer the assessment annually, ideally incorporating confidential employee feedback through surveys, interviews, or focus groups. It is particularly important to hear from employees who are currently providing family care.

Also examine relevant indicators such as employee retention, utilization of caregiver benefits, absenteeism, employee engagement, and perceptions of supervisory support. No single measure tells the whole story, but together they provide a more meaningful picture.

The objective is not to achieve a particular score. It is to understand the organizational culture well enough to make informed decisions about improvement.

An Invitation to Organizational Leaders

Organizations cannot change what they do not recognize, and they cannot meaningfully evaluate progress without some way of measuring it. Building a caregiver-friendly organization is about creating an environment in which employees know that their responsibilities as family caregivers do not diminish their value as professionals.

That is a standard worth measuring, and an organizational culture worth building.

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