



## Human Resources Leadership Guide

**Organization Success**

**From  
Information to  
Understanding  
and Action**

# Implementing CareWise™ Policies

**Launch Readiness!**

You Are In Uncharted Waters As You Introduce CareWise™ Into Your Organization. We Suggest Policies That Takes You Away From A Compliance Focus To An Employee Engagement Approach. It's A Policy Evolution And Not A Revolution. Win-Win!



## CareWise™ POLICY – PERSPECTIVE

### Getting Started

Very few organizations have CareWise™ policies and practices.

Things are changing... If you are listening, the market makes the decision for you to introduce CareWise™ policies. It becomes an easy decision for savvy employers.

The odds are that your organization's policies are dusty, dry, old relics of days gone by. If so, you are in good company. This almost certainly also applies to your competitors.

Policies are typically strong on supporting employees' needs...

So, they are probably not a good fit for your current generation of well-educated and savvy employees... and for your organization as it seeks processes, practices and arrangements that engage and retain employees for productive outcomes.

Go ahead and have a look!

CareWise™ policies don't need to be this way!

### WHAT IS A CareWise™ POLICY FRAMEWORK?

First let's consider what a CareWise™ organization is... One way of describing it is:

*In a "caring company," management will have to demonstrate...*

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CareWise™ policy framework builds on:

- CareWise™ principles
- Employee-Caregiver facts to support decision making
- A culture that is pro Employee-Caregiver with embedded CareWise™ values

Ok... So where does this take us? What is the best approach?

## A WORD ABOUT THE CareWise™ POLICY DEVELOPMENT JOURNEY

As you develop – or adapt - your Policy framework, try asking yourself: “Is each policy supported by CareWise™?”

For example. *“How can we say that we value our employees and their capabilities - and at the same time require their submission to policies that take away their capacity to make decisions, and that disempower everyone involved.”*

The message delivered is that *“We say we trust you but we just in case we box you in with a policy or two.”*

Also, Employee-Caregivers are unlikely to speak up in relation to the impacts in the workplace of their Caregiver role. They are concerned about the possible impacts on their career prospects, promotional opportunities and even continued employment, as well as the impacts on and the reactions of their colleagues.

A CareWise™ approach to developing

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## **ISN'T IT HR'S RESPONSIBILITY – WHY INVOLVE EMPLOYEES?**

- Most employees have something to contribute to the process... ideas, experiences, understanding, new perspective... and they want to be involved
  - Being CareWise™ is about engagement of employees... collaboration, involvement, respect, information- based decision making, facts...
  - Organizations operate in a time of employee engagement – where employees expect to be respected, valued and involved in decision making
- Information gathering and dissemination (leading the CareWise™ fact-finding journey)
  - Identifying and introducing CareWise™ policy solutions and ensuring total quality
  - Taking an active advocacy role to address resistance/fears of change
  - Founding internal and external coalitions and building strong advocacy for the CareWise™ journey
  - Creating internal and external communications channels, engaging the total team in continuous CareWise™ learning and development

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## **SOME CareWise™ POLICY PRINCIPLES**

Our CareWise™ policy must:

- Be developed or revised with the involvement of Employee-Caregivers, and all employees, to bring information (facts) and CareWise™ understanding (and values) to the process
- Recognize the care challenges of employees – and their impacts on job performance and employee engagement
- Promote caregiving through the lens of talent management, rather than exclusively as another potential expensive benefit
- Acknowledge that family caregiving is part of life for a majority of employees and creates a “dual” employment situation that is often difficult to manage
- Be communicated, interpreted and implemented effectively by managers who appreciate their importance for most employees and the organization
- Acknowledge that Employee-Caregivers require adapted employment and work arrangements that enable them to function productively in the workplace as they juggle family caregiving responsibilities
- Be especially adaptive or flexible and involving of Employee-Caregivers

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