

# Family Caregiver Support Guide

Information for employees who are family caregivers through the COVID-19 pandemic.

Working while caring for elderly parents and other dependents during this unprecedented time has created additional considerations for the role of family caregiver. This guide is designed to highlight information and support that is currently available through internal and external resources.

## GENERAL ADVICE FOR CAREGIVERS

- Contact health care providers to obtain extra necessary medications and stock up on over-the-counter drugs. Download a medication [checklist](#).
- Monitor needed medical supplies related to a loved one's condition or treatments (e.g. oxygen, incontinence, dialysis, wound care) and common supplies such as tissues and cough syrup.
- If your loved one is in a long-term care facility and no visitors are allowed, ask about options for engaging with your family member — whether by phone, video chats or email. If that's not possible, find out what else they're doing to ensure you get regular updates. Similarly, if your loved one is living independently use phone, video chats and other channels to combat social isolation
- If you are a long-distance caregiver, contact the local community council near your loved one, as many are offering to do grocery and other essential errands for elderly in the community.
- Caregiver Resources vary by state; to find out more per location, visit [this map](#).

## EMPLOYEE RESOURCES

- The Generations ERG hosts regular events, meetings and peer-to-peer networking to support family caregivers. Check this ERG's [Iris group](#) for updates and social functionality to connect with one another on this topic.
- Through discussions with your manager, consider what flexible work arrangement and accommodations may help you better manage your situation. Once you have fully exhausted those options, then consider [ETO and PTO](#), or [Caregiver Leave](#), if applicable.

## TELEPHONIC AND WEB-BASED RESOURCES

- AARP hosts a weekly free [tele-town halls](#) specific to different topics on COVID-19 for caregivers: every Thursday at 1pm ET.
- AARP also just launched a [new site](#) focused on the connections to make in the community during this time, e.g. forming a Mutual Aid Group.
- Alzheimer's Association offers a 24/7 toll-free support line (1-800-272-3900), as well as [tips for dementia caregivers](#).
- The U.S. Health and Human Services Department's Administration on Aging runs a service called [Eldercare Locator](#), which connects older Americans and their caregivers with local support resources such as meals, home care and transportation, as well as caregiver needs training. It can be reached online or at its toll-free number (1-800-677-1116).
- Cigna's dedicated 24/7 support line (1-855-244-6211) and [resources](#) for those who are caregivers of veterans and active service members.

## TIPS FOR BALANCING DEMANDS

- Be kind and compassionate with yourself and carve out time for yourself, including scheduling time for things you enjoy such as reading, exercising and connecting with friends.
- Take advantage of [Emotional Support / EAP](#) to manage your health and cope with anxiety from COVID-19 with podcasts, webinars, helpful tools and more.
- Review additional resources on the [Cigna Coronavirus Site](#)

