

# Burden of care

Family matters that  
matter to business

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# Agenda

Carers - Who are they?

Three factors affecting caring responsibilities in Asia

The burden of care at work

Minimizing the negative impact of burden of care at work

# Carer

“Anyone who cares, unpaid, for a friend or family member who due to illness, frailty, disability a mental health problem, or addiction cannot cope without support.”

Source: CIPD 2016.

# Family care giving

“The provision of care to a family member suffering from illness or disability.  
i.e. assistance with activities of daily living and with the instrumental activities of daily living such as emotional, financial, and decision-making support.”

Source: Lou 2017

# Quiz: Which group accounts for the largest proportion of (informal) caregivers in Hong Kong?



1. Domestic Helpers and Nurses



2. Spouses



3. Adult children

# Answer:



3. Adult children  
37.3%



2. Spouses  
26.3%



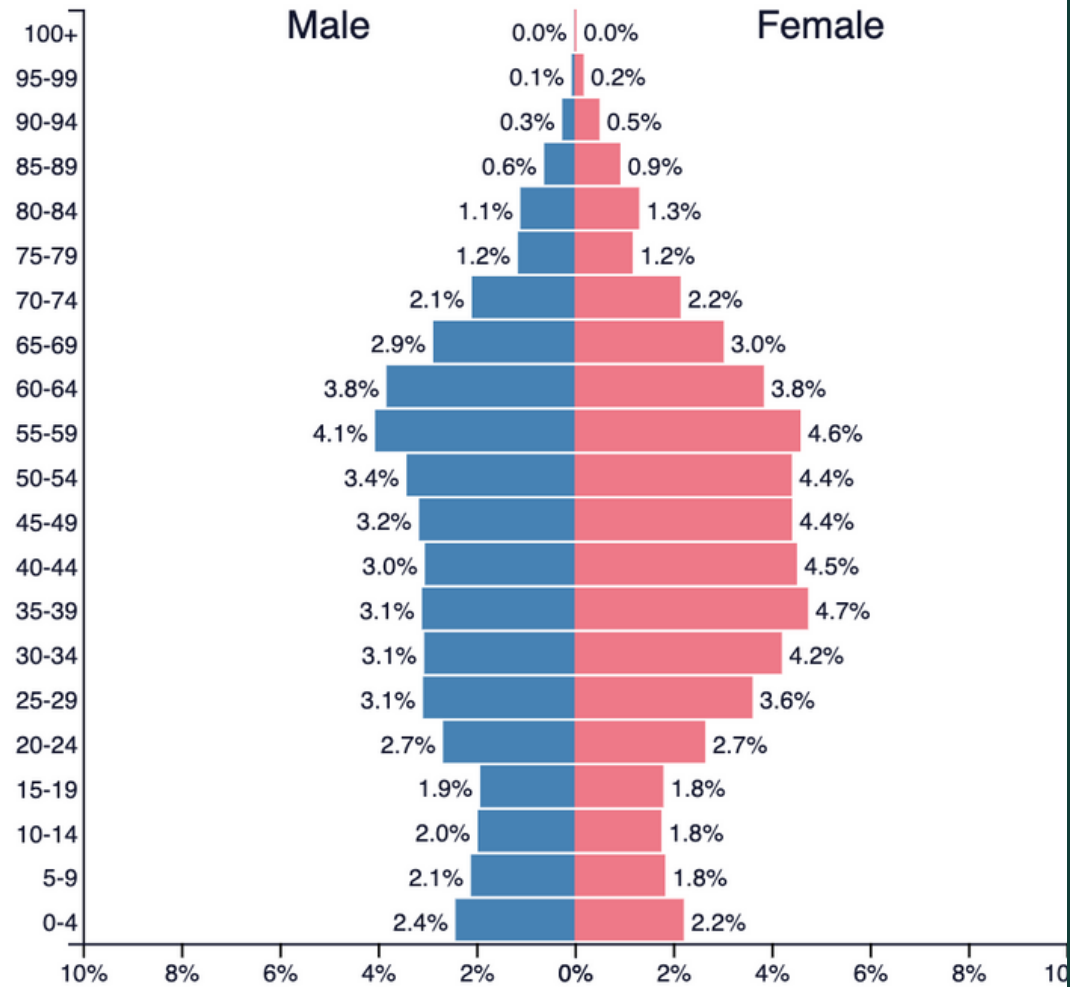
1. Domestic Helpers and  
Nurses  
25.6%

# 1. Cultural and family values

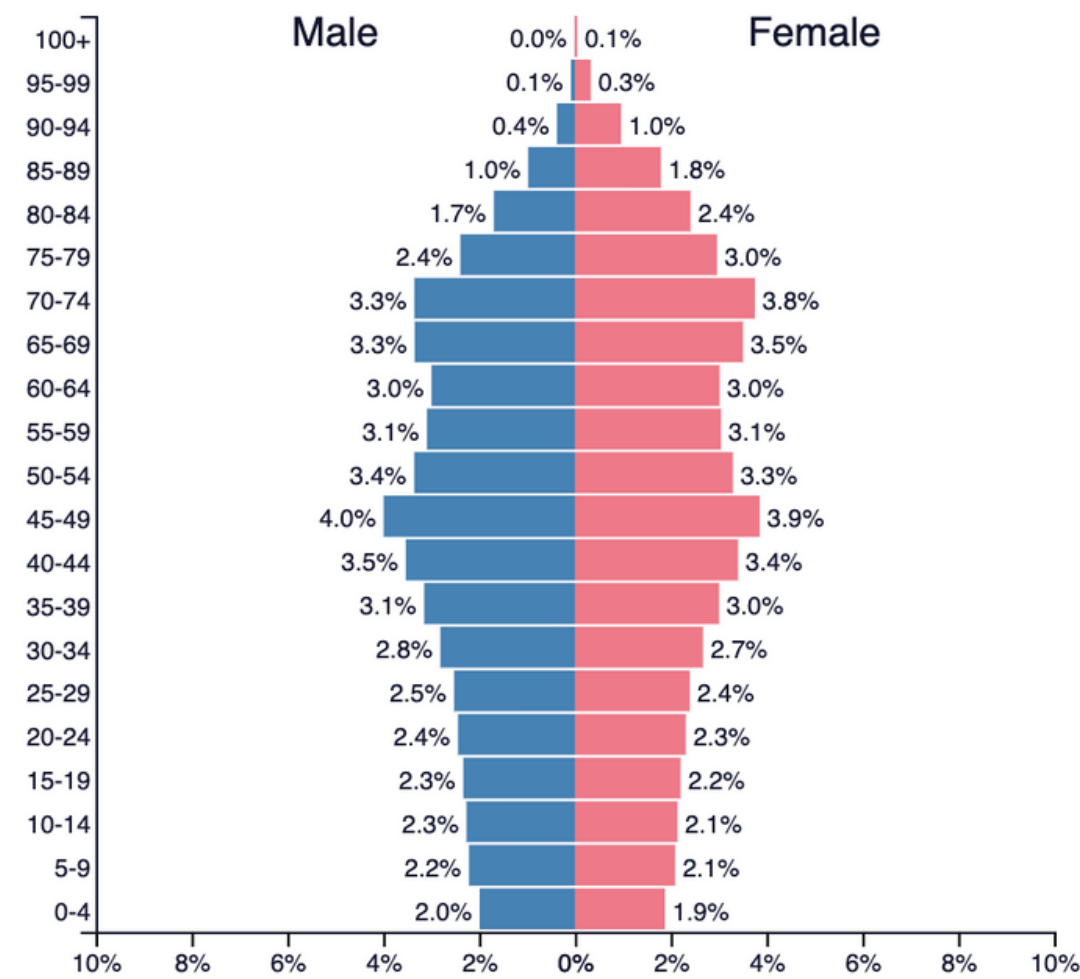


# 2. Ageing

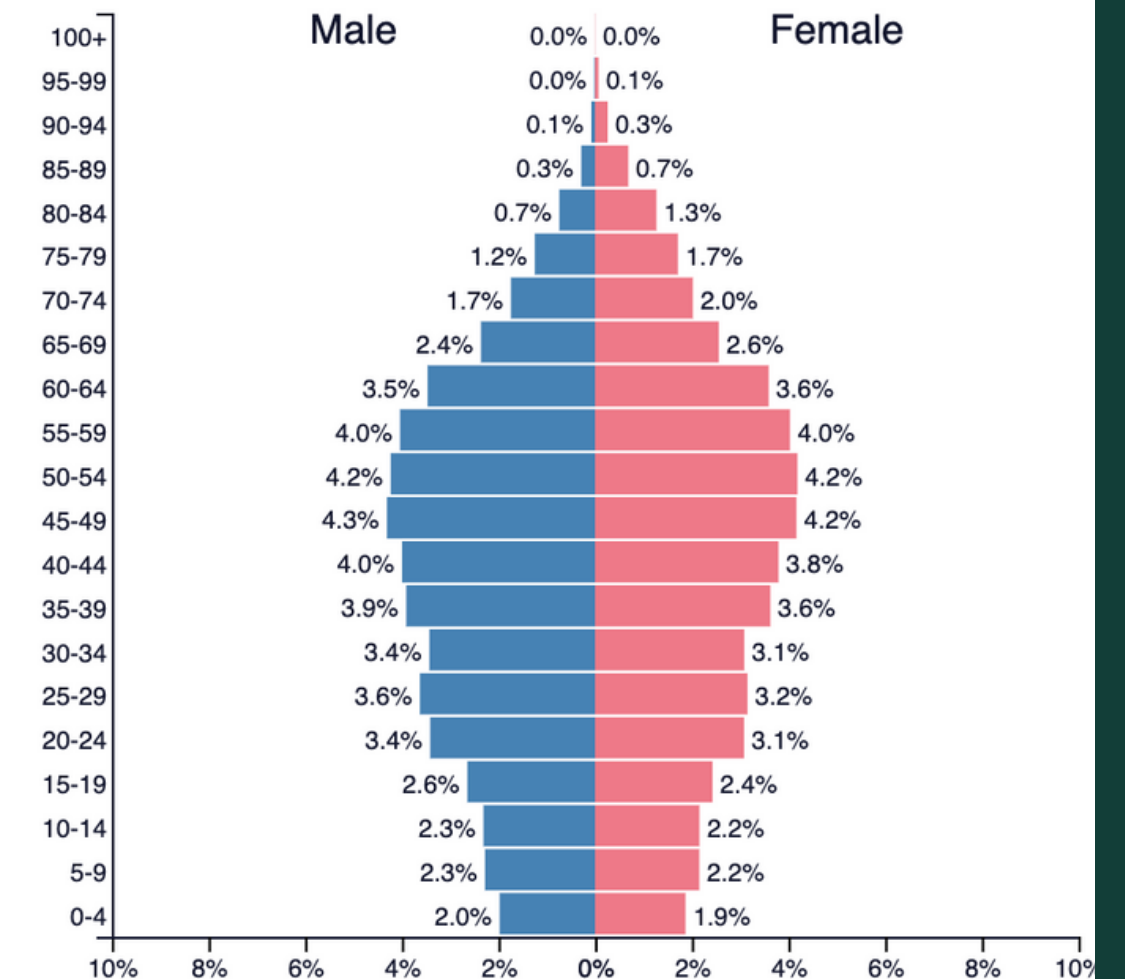
China, Hong Kong SAR ▼  
2019  
Population: 7,436,157



Japan ▼  
2019  
Population: 126,860,299



Republic of Korea ▼  
2019  
Population: 51,225,320



Source: populationpyramid.net

# 33%

"Excluding foreign domestic helpers, the number of elderly persons will increase from 1.32 million (18.4% of the total population) in 2019... to 2.52 million (33.3%) in 2039."

Source: Census and statistics department 2020

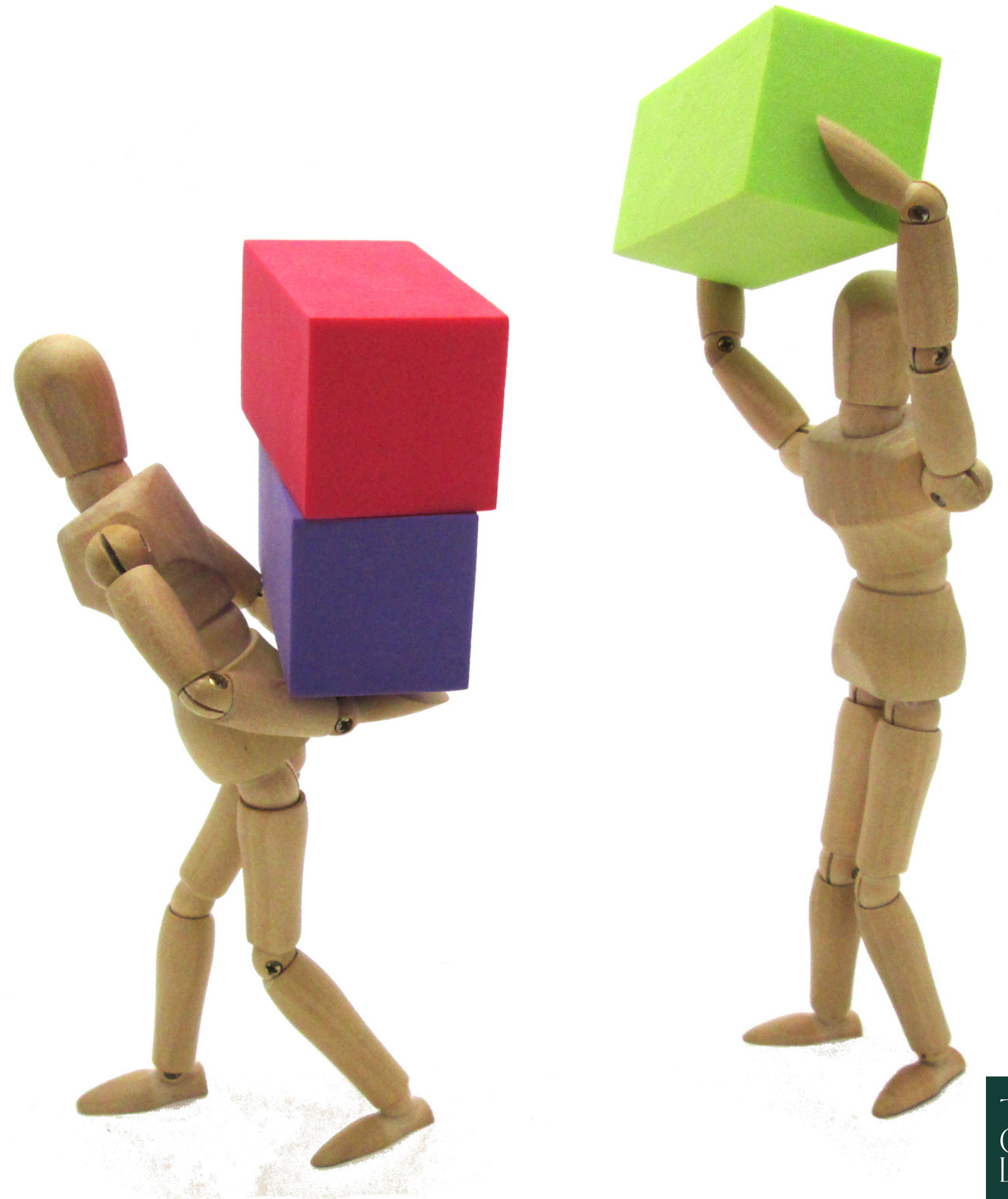


# 3. State support



# Burden of care

- Cultural and family values
- Ageing
- State support



# Burden of care at work





# Carer

- Financial
- Physical
- Wellbeing - emotional

# Challenges for co-workers and leaders

# Co-workers

- Workload
- Secondhand stress



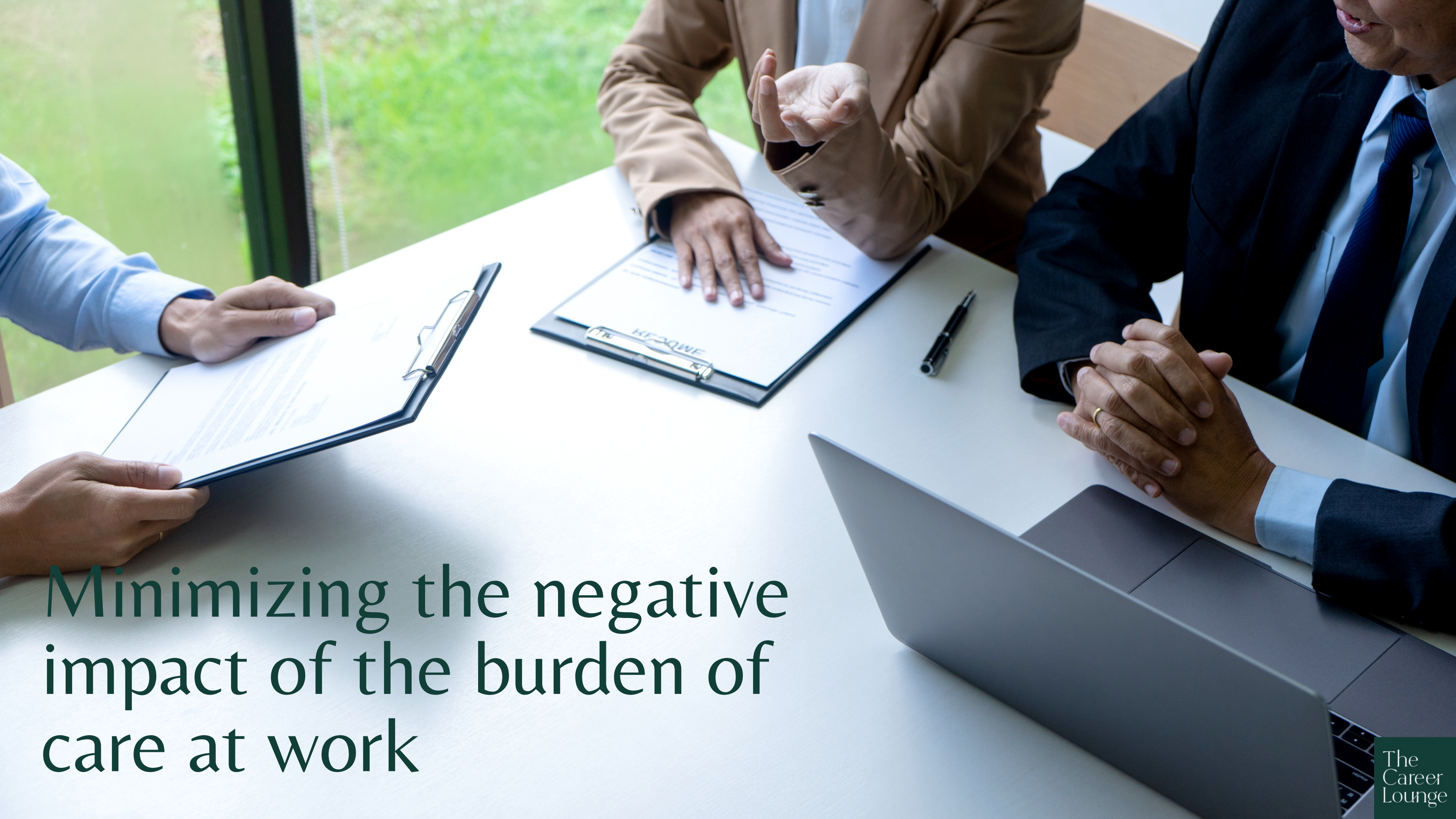
26%

"...of people showed elevated levels of cortisol just by observing someone who was stressed.."

Source: Achor and Gielan 2015

# Challenges for leaders according to WiFA workshop participants - 6 May 2021

- Women's innate nature to care - may be a bigger challenge to women.
- Accommodating unplanned time off work
- Maybe need to establish or review family support policy
- Business travels make it difficult to be a carer (prior covid)
- perception of unfair allocation calibrate performance is difficult
- Balance within the team who has more responsibility on cares compared to who does not have direct cares
- Uncertainty over whether team member will be available - planning
- Open communication
- Supporting flexible working patterns
- Reallocate work between other team members.
- Fair handling among all team members



# Minimizing the negative impact of the burden of care at work



# Employer - policies and benefits

- Use of telephone and private time for calls
- Counselling
- Flexible work arrangement
- Information and advice via employee assistance schemes
- Flexible leave arrangements

Source: CIPD 2016

# Employer - policies and benefits

- Employee networks
- Insurance coverage
- Support post-return-to-work

Source: Women's Foundation Hong Kong 2019

45%

Source: CIPD, 2016

"of employers with formal written policies said it made a positive difference to their organisation's culture."



# Carers

- Communicate needs
- Suggest solutions
- Focus on things that you can control

# What you can start (or stop) doing immediately to support carers according to WiFA workshop participants - 6 May 2021

- Apology. can't seem to get my speaker to work. there is a cultural element expectation for women to be the carers but I do feel being HK local that the gender expectation gap difference for carers is relatively smaller.
- More emotional support, listen to the staff
- Make it more a norm for the support carers can take as opposed to exceptional request basis
- Give more consideration when allocating tasks to the carer staff
- Be transparent (open communication) within the team that the leadership direction is supporting family caring policy
- Don't make assumptions about domestic helpers reducing the burden of care
- Create a trusting and safe environment within my team to share caring challenges in life. Share my burden with them first. Grasp opportunities to show how I would lead the team to cover each other's caring burden at work.
- Allowing each member to have flexible working time. No fixed at 9-5 time schedule
- stop making assumptions of the narrow definition of carers as you mentioned carers are very broad
- Yes
- Make leaders accountable for their team well-being; measure results
- manager training to help carers to be aware of the firm's support as well as ways to encourage them to speak up about their needs
- Speaking to your team, create a sharing environment. As a leader, being an example

# Get In Touch

**For workshops or follow ups**

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Email Address

[nerice@thecareerlounge.co](mailto:nerice@thecareerlounge.co)

Phone Number

+852 5519 4661

Company Website

[www.thecareerlounge.co](http://www.thecareerlounge.co)



**Nerice Gietel**

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