

Workplace Supervisor

August 2020

Testimonials

Here are some quotes from HR Managers who recently called on Concern for a Management Consultation:

“The Clinical Manager was an excellent resource and really very helpful.”

“I wanted to say thank you! I used some of the advice that was given to me and it made a very awkward situation much easier to handle. I am so happy that we have this as a benefit for our employees. I will definitely use it again.”

“The Clinical Manager was really great. She provided guidance that was thoughtful and made a lot of sense for the particular situation. Having never dealt with issues like this, it was definitely helpful to get her input and advice on how to move forward.”



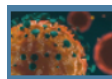
Covid-Driven Child Care Dilemma Tips for Managers

Even before Covid-19, US firms were losing billions in potential earnings, productivity and revenue every year when employees couldn't report to work because of breakdowns in child care. Today, the uncertainty surrounding child care is unprecedented, with child care shortages and concerns complicating a return to the workplace.

Thirty percent of parents with young children have a caregiver at home—a family adult who is either out of the labor force or working less than half time. The other 70%—or 23.5 million working parents—do not have any potential caregivers, and their return to work will likely be dependent on the reopening of child care programs and schools

Even now, schools are deciding whether they can reopen at all, with limited hours, or fewer on-campus learning days. If K-12 schools do not open physical classrooms, the child care dilemma is expected to get much worse. Unfortunately, there are no easy solutions for these parents or their employers.

Check Out Concern's Coronavirus Resources



Coronavirus Resources

Concern is closely monitoring COVID-19 situation. The health of employees and their dependents is our top priority. As we continue to react to the outbreak, Concern will post new tips and resources for yourself, your workforce, and the people you care about. Go to employees.concernhealth.com and login with your company code.

Managers are grappling with ways to best support their child-care-dependent employees, helping them stay productive and at the same time addressing organizational needs. Whether return to work means in-office, telework, or some combination of both, managers will have to weigh what they can offer based on a case-by-case basis.

Company options. Remind employees of benefit programs they already have access to for themselves and their family, and how to find more information. Explore options your organization may have to offer, such as telework, furlough, or unpaid parental leave. Other possibilities might include subsidized child

continued ...

care, company-affiliated on-site childcare, access to a referral service for childcare providers such as [care.com](https://www.care.com), paid time off as full or half days, expanded Covid-19 leave benefits (see [Microsoft and Google](#)), virtual childcare for employees, such as [flexiblecare](#).

Be flexible. Continued flexibility will be essential for working parents in the weeks and months to come. Check in regularly. Take time to understand what their needs are and how they may need to readjust their schedules and priorities. You may already have employees working from home. Consider whether they can continue to work remotely or if they might be able to modify their work hours if necessary.

Lead with empathy and compassion. During times of crisis, things don't always go as planned. Managing children, especially with limited child care options, can be demanding and stressful. Offer support and acknowledge their struggle. Being flexible and setting realistic goals will cultivate a shared sense of empathy, and help promote an inclusive and constructive environment.

Help working parents connect with each other.

Establish support groups for working parents. Help them connect with each other to share stories, creative solutions, tips and advice.

Connect parents to Concern. Your employee assistance program, has a number of tips, strategies and resources to help working parents.

[Tip Sheets](#) (click on title to open)

CDC Covid-19 Childcare Resources – Daycares, out-of-home providers, discounted services, nannies, creative childcare solutions

Choosing Childcare – Steps to choosing care, selecting a program, 15 must-haves

Everyone's at Home. Now What? – Strategies for successful telework while at home with your children

Work/Life Resources

Childcare (and eldercare) referral services – Call 800-344-4222 or go to employees.concernhealth.com for more information.

Concern teams with Human Resources to provide another resource for managers and supervisors to consult about how to manage issues with individuals, within and between work groups, and across departments. When you call Concern, ask for a Management Consultant or request to speak to a Clinical Manager.

Call: 800.344.4222
employees.concernhealth.com