



European Expert Meeting

**Gender Equality, Sustainability
& Workplace Wellbeing**

Good practices, better workplaces

Family friendly workplaces as a
cornerstone for an economy that cares



LABEL



KLESIA
PROTECTION ET INNOVATION SOCIALES

cap' 
handéo

Entreprise engagée
auprès de ses
salariés aidants

Co-produit avec KLESIA

CAP'HANDÉO QUALITY LABEL

Companies supporting carers' employees



Handéo Group and Handéo Services



The **Association Handéo** was created in 2007 by the main organisms working on people with disabilities with the ambition that every person could live independently and could fully participate to every aspect of the society, whatever their disability, or age. In the continuity of :

- the 2005 French law for the equality of rights and chances for people with disabilities
- the 2005 French Borloo Plan (which enabled the multiplication of home care services)



Handéo Services, is in charge of the certification and label activities called Cap'Handéo, and is accredited by the French accreditation organism.



Handéo Solutions is the new service provided by Handéo. It works on consulting and training for professionals and services.

HANDEO GROUP | Research and Development



The Research and Development service brings together different actors to :

- Carry out studies and research works on the understanding of people with disabilities' needs and expectations,
- Publish good practices guidelines for professionals
- Realize tutorial videos...

The service organizes meetings with medical-social actors on various subjects (in-between cooperations, care articulations for polyhandicapped people...)

HANDÉO SERVICES | Cap'Handéo Labels & Certifications



Handéo Services works for improving people with disabilities' life at home and in the city through labels and certifications.

About 300 organisms certified or labelled.

Cap'Handéo processes of certification for Home Care services and Autism are accredited by COFRAC.



Accreditation N° 5-0624
available sur www.cofrac.fr

What does it mean to be a carer ?



What does it mean to be a carer ?

A definition :

“A carer is someone who provides support to a family member, a friend, or even a neighbor, who has lost a part of his autonomy due to a disability, aging or a chronic disease, for achieving daily life tasks. This regular support can be provided permanently and can take various forms”.



What does it mean to be a carer ?

4 criteria can be considered in the definition of a carer :

- The non-professional nature of the support provided by carers
- The origins of the caring situation (a disease, a disability, aging, an accident)
- The regularity of the support provided by carers (mostly day-to-day)
- The nature of caring (medical care, administrative support, financial support, etc.)



What does it mean to be a carer ?

- 11 millions people in France are carers
- The average age is 52
- 57% of the carers are women.
- 79% of the carers are actually living with the person they are taking care of

It came from a subject limited to family to a real societal issue



What does it mean to be a carer ?

Carers face several difficulties such as :

- Access to information
- Financial and organizational difficulties
- Understand the evolution of their relative's disease
- Understand the evolution of the relationship with their relative



What does it mean to be a carer ?

Being a carer can have an impact on every aspect of life and mostly on health :

- An increase of health problems
- Physical pains and sleeping problems related to stress and exhaustion
- An increase of medication
- Isolation and burn out



What does it mean to be a carer ?

Positive aspects of caring situations :

- They have discovered a strength in themselves that they never imagined
- It has helped strengthen the bonds with their relative
- They have developed expertise and technical capabilities

What does it mean to be a working carer ?



What does it mean to be a working carer ?

62% of the French carers have a professional life

Currently 1 employee on 5 is a carer - increasing to 1 on 4 employee by 2030

A real issue that every company from the smallest to the largest will have to face within years.

What does it mean to be a working carer ?

For 2/3 of the working carers, their situation has an impact on professional life :

- Difficulties to conciliate both private and professional life
- Frequent delays
- Attention difficulties, stress, demotivation
- The need to modify or reduce working hours

A lot of them choose to quit their jobs so they can fully take care of their relative.

Work life is not just an economic necessity but also a psychological and social need !

What does it mean to be a working carer ?

A persistent negative view of working carers

Enterprises are not enough aware of this issue, most of them don't recognize this subject as a question to be discussed in the workplace.

Lots of companies see this phenomenon very badly, arguing that working carers have a negative effect on productivity and company's results.

What does it mean to be a working carer ?

A taboo subject for many employees :

Working carers experience the fear to see their career slowing down because of their private situation.

Only 30% of them have already talked about their carer's role to their manager.

A possible solution - To put forward and capitalize on the skills acquired by carers



What does it mean to be a working carer ?

A lack of information :

Legal measures and solutions can be mobilized by working carers :

- Particular days-offs (carers' leave, parental attendance leave, parental solidarity leave)
- Donation of days-offs
- Financial support from several mutual insurance and social protection groups

39% of the working carers don't know that these solutions exist.

What does it mean to be a working carer ?

A lack of prevention within the workplace:

Companies deal with **day-to-day situations** and implement ponctual support or solutions in accordance with the situation which, by the time, has become worse.

Creating a climate of trust within the workplace is a starting point to make employees feel safe to talk about their situations and avoid future difficulties.

What does it mean to be a working carer ?

The 2019 National strategy for supporting carers incentivizes companies to integrate the working carers' subject into Corporate Social Responsibility's discussions and strategies.

Small companies with more limited resources still have difficulties to integrate the subject

→ A lot of employees prefer leaving small companies to join biggest ones



What does it mean to be a working carer ?

Some examples of actions that can be implemented for working carers :

- An information on financial and administrative support existing within or outside the company
- A biggest flexibility on working hours
- A training offer on the subject of working carers
- A support group so that working carers can share their experience

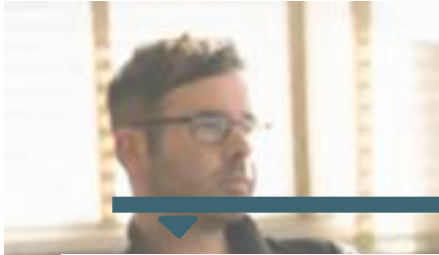
**THE CAP'HANDEO LABEL, Companies taking into account
working carers**

The Cap'Handéo Label - Companies taking into account working carers




A label developed by Handéo Services and KLESIA. It provides assistance for companies to define and implement actions and policies contributing to the recognition and support of working carers.

The Cap'Handéo Label | For who, and why ?



For every company whatever its size or activity sector, who wish to promote their responsible commitment to working carers.



A very progressive label so that each company can go at its own pace and according to its means.

THE CAP'HANDEO LABEL | THE 7 COMMITMENTS

- 1** To conduct a **diagnosis** and define a company policy
- 2** To **inform employees** about the subject of working carers, their rights and the solutions available.
- 3** To **involve every company's stakeholders** and mobilize external resources on the subject

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- 4** To raise awareness and train managers
- 5** To **evaluate and adapt continuously** the offer to the needs and expectations of working carers.
- 6** To **measure the impact and improve** actions.
- 7** To **promote its commitment** to the label and **share its experience**

The Cap'Handéo Label | A leverage for companies



Some examples of requirements :



To build an offer adapted to the needs and expectations of working carers.



To involve every stakeholders in the definition of the corporate policy



To highlight the solutions available within and outside the company for working carers



To implement a managerial project on the subject

You can find all our labeled companies on our website !

handeo.fr

The Cap'Handéo Label | What for ?

The goals of this label is to enable companies :

- To identify to which extent their employees are concerned by this issue
- To develop their knowledge on this issue and understand the needs and expectations of working carers
- To identify actions that could be promoted or implemented according to working carers' needs
- To open the dialogue on this issue in a wide angle and not only from a HR or QWT perspective
- To create links with local associations and services working on carers and providing complementary solutions for working carers



A quality reference framework

listing the features the enterprise will have to implement, with a system of basics requirements and levels of progress

A self-diagnosis

for the company to self-evaluate its level of completion regarding the requirements, and to help her being prepared for the label.

A methodological guideline

that introduces with details the label and its content : tools provided, label process, communication

The labelling process and cycle

Only when the company feels ready and fulfills the basic requirements :

- A one-day on-site audit is organized to control the implementation of the basics requirements and to watch if the enterprise has gone further
- The audit report is anonymously presented to a National Comity for advisory opinion
- The Handéo Services direction takes the final decision



The labelling process and cycle

A three-year labelling cycle :

- Annual meetings to encourage the company to achieve new goals
- Communication tools to promote and communicate about the label and their commitments.
- Labelled companies' clubs to exchange on future actions and news about the subject of working carers.

CONTACTS



Alice Morin

Cap'Handeo Policy officer
alice.morin@handeo.fr



Lucie Boulier

Cap'Handeo Policy officer
lucie.boulier@handeo.fr



Charlotte Lozac'h

Cap'Handeo Policy officer
charlotte.lozach@handeo.fr



Aurélie Pierre-Léandre

Handeo Services Director
aurelie.pierre-leandre@handeo.fr



Mélina Acef

Communication manager
melina.acef@handeo.fr

01 43 12 19 29

