

Supporting Caregivers

Manager Resource Guide



As part of our WE CARE Engagement Survey action plan, Beth Israel Lahey Health continues to invest in resources that support employee wellbeing. This Manager Resource Guide provides a practical overview of available wellbeing resources and how to connect employees to support when they need it. We encourage managers to use this guide during regular check-ins and team conversations to help make wellbeing a visible and routine part of the workday.

Eldercare

Eldercare Consultants

The KGA Employee Assistance Program offers licensed counselors who can offer resources on the following eldercare topics, helping you to best support your loved one:

- Home health care agencies and personal care assistants
- Residential options (independent living, assisted living, skilled nursing)
- Day programs or companionship programs
- Hospice care
- Care for the caregiver
- Resources about Medicare

Get started by [answering a few online questions](#).
If you need immediate assistance, call 855-760-2454.

Find Regular and Backup Eldercare Services

Through BILH's partnership with Care.com, employees have no-cost access to an online network of caregivers to find short- and long-term care for elders and adults with disabilities, including backup care. Activate your membership [here](#) or download the Care.com mobile app today on the [Apple App Store](#) or [Google Play](#).

Measure How Caregiving Impacts Your Wellbeing

By taking time to answer a few questions, Archangels can help you realize the impact that your eldercare duties (and things that come with it, like financial planning, family disagreements, lack of time, and more) can have on your wellbeing. [Knowing your intensity score](#) can also help you understand what you need in terms of support.

State and National Resources

The [Archangels website](#) connects you to valuable resources available here at BILH as well as in your state and across the country. Use the resources available on the site to get the support you need during your caregiver journey.

Learning Center

If you're thinking about eldercare, visit the [Legal Learning Center from ARAG](#), free for all BILH employees. Recent topics include:

- Managing Caregiver Responsibilities
- The Importance of Having Power of Attorney
- Essential Legal Documents for Caregivers
- Choosing a Long-Term Care Facility
- Dealing With Caregiver Guilt

The following Eldercare program is available only to those who are enrolled in BILH's Group Legal Insurance:

Eldercare Planning Support

When you are caring for an elder, it often requires careful planning and coordination. If you are enrolled in [ARAG group legal coverage](#), you have access to resources including:

- A care support team
- Medication schedule and tracker
- Provider tracker
- Access to attorneys at reduced fees, who can help with power of attorney, estate planning, and other legal matters

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Eldercare, continued

Discounts on Senior Services

If you're enrolled in a Harvard Pilgrim medical plan, you have access to discounts on the following senior care services:

Be Safer at Home: Provides personal emergency response systems and monitored medication dispensers.

Mom's Meals: Get medically-tailored, refrigerated, ready-to-heat-and-eat meals delivered.

Senior Resource Center: Guidance in assessing health care needs, understanding financial issues and addressing legal matters.

Home Instead: Provides high quality, trusted home care to help seniors stay in their homes.

LifeCycle Transitions: Services that help members with chronic health problems stay at home or transition to a new location.

Lively: Mobile products, including Jitterbug Flip and Jitterbug Smart 2, the Lively Mobile and Lively Wearable, for aging adults.

[Visit the Harvard Pilgrim member site to learn more and claim the discounts.](#)

Childcare

Identify Regular and Backup Child Care Services

Through BILH's partnership with Care.com, employees have no-cost access to an online network of caregivers to find short- and long-term care for children, including backup care. Activate your membership [here](#) or download the Care.com mobile app today on the [Apple App Store](#) or [Google Play](#).

KGA Employee Assistance Program work-life consultants can help you:

- Discuss your childcare needs and preferences, including any special needs of your child or children
- Identify resources based upon your specifications (daycare centers, family childcare centers, babysitters, nannies)

To get started, [fill out this online survey](#).

Find After School Care and Summer Camps

Care.com provides no-cost access to an online network of after school care and summer camps. Activate your membership [here](#) or download the Care.com mobile app today on the [Apple App Store](#) or [Google Play](#).

KGA Employee Assistance Program consultants can help you locate after school care options and summer camps. Get started by [filling out this online survey](#).

BIDMC Parent Connection

Supports parents of newborns (age 0-1 year) via mentoring, postpartum breastfeeding support, and virtual and in-person new parent groups. Open to employees within BILH. [Learn more](#).

Pet Care

Find Regular and Backup Pet Care Services

Care.com provides no-cost access to an online network of caregivers to find short- and long-term care for pets. Activate your membership [here](#) or download the Care.com mobile app today on the [Apple App Store](#) or [Google Play](#).

Care for Adults with Disabilities

Find Regular and Backup Adult Care Services

Care.com provides no-cost access to an online network of caregivers to find backup, short- and long-term care for elders and adults with disabilities. Activate your membership [here](#) or download the Care.com mobile app today on the [Apple App Store](#) or [Google Play](#).

**See the full lineup
of resources available
to support employee
wellbeing at:**

bilh.org/wellbeing

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Care for Adults with Disabilities, continued

Financial Resources for Those Caring for Someone with a Disability

Voya Cares is a no-cost program open to all BILH employees that provides education and resources on disability inclusion best practices and helps advance the financial wellbeing of people with disabilities and their caregivers.

Voya Cares resources include:

- **[ABLE](#):** A savings account that offers tax benefits and helps individuals with disabilities and their families save for their financial goals, without jeopardizing government benefits eligibility.
- **[Financial planning checklists](#).**
- **[Educational programs and materials](#):** Webinars and workshops, case studies, articles and planning tools.
- **[Disability solutions](#):** Guidance on applying employee benefits for disabilities and caregiving needs, caregiving support through Wellthy + Voya Cares resources.
- **[Thought leadership and advocacy](#):** Research on financial planning needs in the disabled community and partnerships with nonprofits to expand education, employment, and financial independence.

Reading Room

If you're thinking about care for a loved one with disabilities, visit the [Legal Learning Center from ARAG](#), free for all BILH employees. Recent articles include:

- **[Booklet: Caregiving Overview](#)**
- **[10 Questions to Ask When Planning for the Future](#)**
- **[Personal Information Organizer](#)**

Coming Events

An Overview of Caregiver Resources: A webinar from Care.com. Tuesday, June 23, 11 a.m. [Register here](#).

Are You the One Who Takes Care of Everyone Else?: A webinar from Archangels. Wednesday, June 24, noon. [Use this link to join on June 24](#).

Financial Strategies for Caregivers: A webinar from Bank of America. Tuesday, June 30, noon. [Register here](#).

Employee Assistance Program Overview for Managers: A webinar from KGA. Wednesday, Aug. 19, noon. [Register here](#).

Frequently Asked Questions

Who are the caregiving wellbeing resources for?

The resources in this resource guide are available to employees within BILH (excluding HMFP) who are balancing work with caregiving responsibilities, including care for children, elders, adults with disabilities, and pets. Exceptions are noted.

Do employees need to be enrolled in a specific benefit to use these resources?

Most resources in the guide—such as Care.com, the KGA Employee Assistance Program (EAP), Archangels, and Voya Cares—are available at no cost to all employees within BILH. Some services, like enhanced eldercare planning through ARAG, are available only to employees enrolled in a specific benefit plan (as noted).

What is my role as a manager if I notice that an employee may be in need of support?

Managers should create a supportive environment, check in when concerns arise, and guide employees to appropriate available resources (such those outlined in this guide) while respecting the employee's privacy.

Where can I go if I'm unsure how to support an employee?

Managers are encouraged to contact the Employee Assistance Program (KGA) or their Human Resources business partner.

Are the resources listed in this guide available to all employees and their family members?

Yes. Except where noted, the resources in this guide are available to employees within BILH (except HMFP) and their immediate family members.

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Frequently Asked Questions, continued

How can employees get started with Care.com for childcare, eldercare, or pet care?

Employees can activate their free Care.com membership through the provided BILH enrollment link and begin searching for regular or backup care right away. Care.com also offers a mobile app for easy access.

What support does the Employee Assistance Program (KGA) provide?

KGA offers confidential counseling and work-life consultations, including help locating childcare and eldercare resources, managing caregiver stress, and navigating family or life challenges. Employees can connect with a KGA consultant online or by phone.

What is Archangels, and how does it support caregivers?

Archangels helps caregivers understand how caregiving impacts their wellbeing by offering a brief assessment that measures caregiving intensity. Based on results, employees are directed to tailored resources that can help reduce stress and improve support.

How can managers use this guide with their teams?

Managers are encouraged to use this guide as a reference during regular check-ins, team conversations, or when an employee shares a caregiving concern. The goal is not to solve the issue, but to help employees feel supported and connected to the right resources at the right time.

Contacts

Wellbeing@BILH

<https://bilh.org/wellbeing>

Care.com

<https://bilh.care.com/>

(855) 781-1303, ext. 4

Harvard Pilgrim Health Care

Visit harvardpilgrim.org/bilh or call 866-623-0194

KGA Employee Assistance Program

[KGA MyLifeServices](#) (Use code BILH when registering)

info@kgreer.com or call 855-760-BILH (2454)

Archangels

[BILH Caregiver Resources - ARCHANGELS Resources](#)

Voya Cares

BILH Resource Center: [EBRC - Beth Israel Lahey Health](#)

ARAG Legal Services

https://www.araglegal.com/plans?access_code=10183bil

BIDMC Parent Connection

<https://bidmc.org/services/pregnancy-birth/classes-support>

If you have feedback about the resources in this guide email HR Communications at hrcommunications@bilh.org.