

## 2020 AHA Workplace Health Symposium

### Breakout Session Summary: Supporting a Multigenerational Workforce

#### **Denver Health Organizational Development**

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Denver Health's workforce spans across several generations. The Organizational Development team offers supports around how to work with multigenerational teams that includes classroom training opportunities, leadership coaching, and team development retreats. In particular, some of the issues that we hear most commonly around multi-generational teams are different expectations around work-life balance, technology use, and professionalism. Many of these common issues have a very similar root cause: leaders struggling with expectation setting. In this session, we review the coaching model Denver Health and how the organization supports leaders in having these challenging conversations.

#### **Caregiving in Colorado Workplaces**

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In addition to work, many employees also juggle the role of caregiver (for a child, spouse, aging parent or in many cases, a combination). There are an estimated 584,000 family caregivers in Colorado (AARP) and according to the Family Caregiver Alliance, these caregivers spend an average of 25 hours per week providing support. U.S. businesses lose up to \$33 billion annually due to lost productivity of working caregivers (MetLife) and 39% of caregivers leave their job due to caregiving duties (34% report need for more flexibility as reason). How can employers support caregivers?

- **Assess Your Employees' Needs**
  - What is the average employee age? What resources are currently available, and are they being utilized? What supports do your employees say would benefit them?
- **Learn Best Practices from Other Employers**
  - Increased flexibility of PTO options to allow for shorter periods for medical appointments, etc. (Gundersen Health System, WI)
  - Include caregiving for people of all ages in paid leave options (Deloitte, NY)
  - Offer onsite and virtual caregiving education sessions (Emory University, GA)
  - Facilitate access to resource hotline (Allianz Life, MN)
  - Offer case consultation services (Bank of America offers six per year)
  - Offer a few days per year of subsidized adult day center or home care services for backup support (Pfizer, NY)
- **Resources:**
  - [Easterseals Colorado Caregiver Friendly Workplace Toolkit](#)
  - [ReACT's Supporting Working Caregivers: Case Studies of Promising Practices](#)

#### **Supporting Teammates Life Stages**

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#### **DaVita Resources:**

- [Diversity and Belonging Playbook](#)
- [DaVita Rewards](#)
- [Caring for Each Other](#)