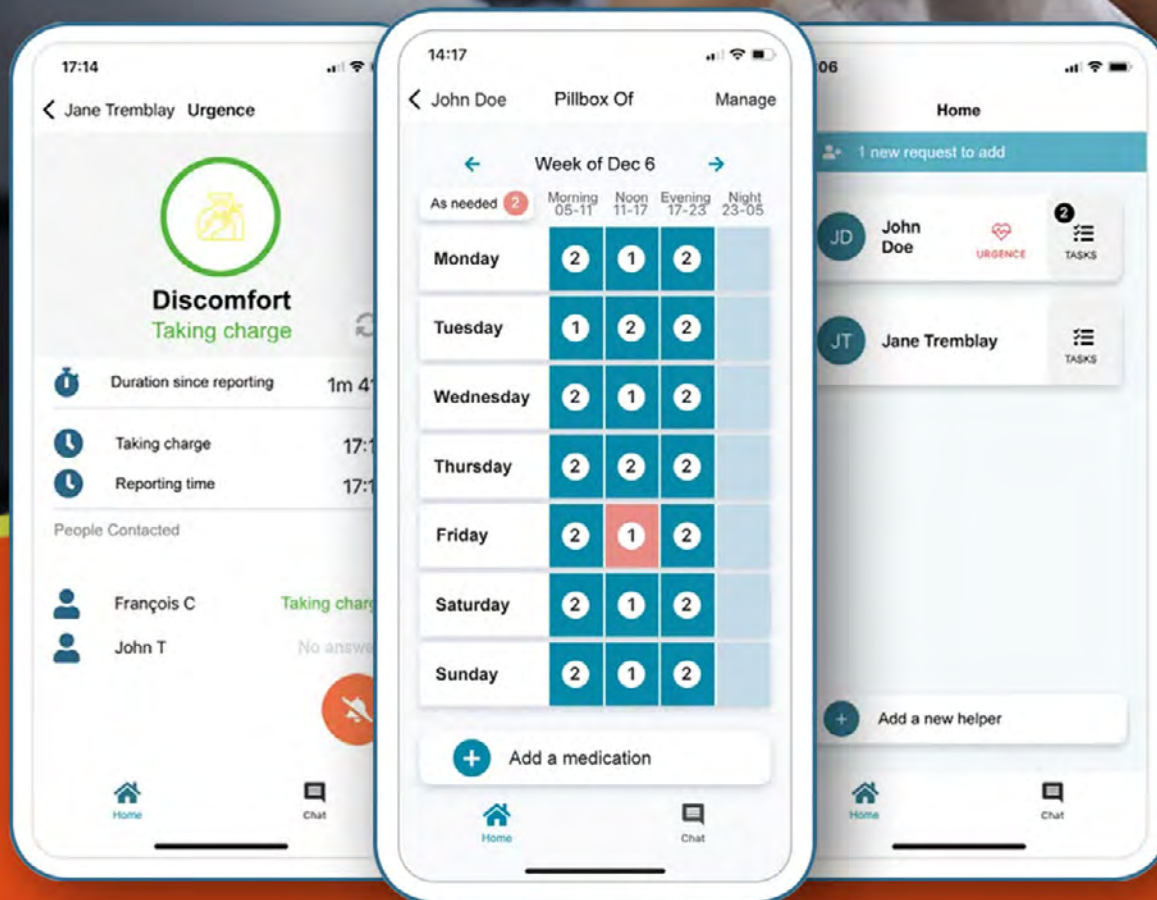


MedClock®



WHITE
PAPER

Offer peace of
mind for your
« **caregiver** »
employees





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Introduction

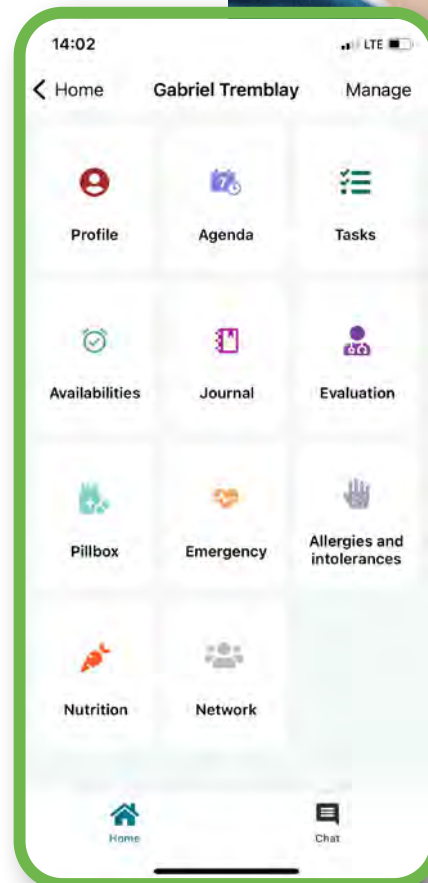
The situation of “**family caregivers**” in **companies** raises many issues, including the challenges and stresses these individuals face in their job function, the **potential negative impact on their job performance** and career advancement, and the potential financial and emotional cost to the employees and their family.

The majority of caregivers are in the prime of their lives, often having to balance their time between family, loved ones to be cared for and work. This leads to **absenteeism and mental health issues**. Already, one out of every two employees misses eight to nine days a year.

There are potential solutions that businesses and governments could implement to support employees in this situation, such as offering flexible work arrangements, providing paid or unpaid leave for caregiving, or partnering with local organizations to provide respite care or other support services.

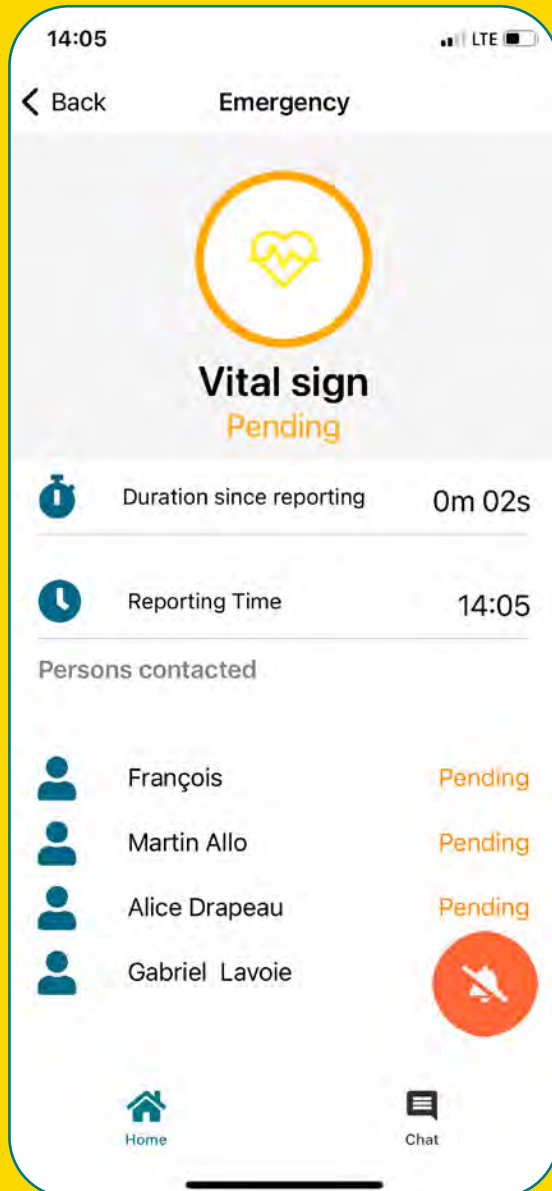
The goals of these solutions should be to **avoid burnout**, improve morale, increase retention, maintain productivity, a more inclusive and supportive work environment, and peace of mind.

The MedOClock® mobile application takes all this and more into account to help companies support their employees who are caregivers. MedOClock® helps caregivers manage their responsibilities to their employers, while making it easier to manage their schedules



Send an alert

Report an emergency for immediate attention.



With this white paper, we want to demonstrate the **importance of acting now** to better prepare for a future that, given the aging of the population, looks difficult by adding pressure to an already problematic caregiver situation.

WHY read this white paper?

According to data from the Institut de la statistique du Québec, in 2020, approximately **1.6 million people** have been identified as caregivers in Quebec. The aging of the population will increase the need for caregivers. This will be a major issue for society in the coming years and **the impact on businesses will be enormous.**

The **MedOClock® mobile application is available and ready to help companies and individuals.** We invite you to browse through these few pages to **understand the urgency to act** and to grasp all the benefits of this application and how it can help, in fact, to **make your company resilient to this societal issue already present.**

In Quebec, there are



A large market of 250 million caregivers (Canada, USA and Europe).

caregivers.cs/en

The role of family caregivers is crucial in the Quebec healthcare system, as they play an important role in the delivery of home care and contribute to the reduction of pressure on healthcare resources. However, **family**

caregivers often face significant physical, emotional and financial challenges, which can affect their own well-being and quality of life.

According to a 2020 study by the Institut de la statistique du Québec, family caregivers in Quebec **lost an average of 165 million workdays in 2018** due to their caregiving role. This is **equivalent to approximately 45,000 full-time jobs**. Considering the current state of the retention and hiring market, this is a disaster.

This number continues and will continue to rise!

This white paper is intended for:

Although it deals with employees in caregiving situations and the people under their responsibility, this white paper is primarily intended for:

- Human resources departments of companies
- Insurance companies offering corporate programs
- Managers of employee assistance programs
- Unions
- Providers of employee experience services
- Associations and foundations involved in caregivers

The situation of employees who are caregivers

57% suffer from:

Fatigue, exhaustion, depression, illness, isolation, financial insecurity

Here are some of the common problems that can occur in the workplace:





- 1. Uneven workload:** If an employee has to take time off work or reduce their work hours to care for a loved one, this can create an uneven workload for other team members.
- 2. Resentment:** Co-workers who are not directly affected by caregiving may feel neglected or resentful of co-workers who have caregiving responsibilities.
- 3. Lack of understanding:** Colleagues who are not familiar with caregiving may have difficulty understanding the challenges faced by employees with caregiving responsibilities, which may result in a lack of support or understanding.
- 4. Tensions:** Employees with caregiving responsibilities may experience tensions with their co-workers due to scheduling or task conflicts, which can affect team dynamics.
- 5. Impact on productivity:** Caregiver problems can have a negative impact on productivity and quality of work, which can cause frustration or tension between colleagues.

In sum, co-worker problems with caregivers can have a negative impact on team dynamics and overall productivity. Employers can help prevent these issues by raising awareness of family caregiving and fostering an inclusive and supportive work culture for all employees.

The central question for the company

How will companies cope with this “perfect storm”?

When you combine an aging population, an increase in the number of people needing assistance, a sick healthcare system and a labour shortage, you have an explosive situation for which businesses have to be prepared.

It would be wrong to think only of efforts to support the elderly. The primary focus of family caregiver measures is to meet the needs of the people they support, including seniors, people with **intellectual disabilities (ID)** or **physical disabilities (PD)**, **autism spectrum disorder (ASD)**, **physical disabilities**, **visual disabilities**, **hearing disabilities**, living with a **mental disorder**, being **dependent** or **homeless**, having **cancer**, another **chronic illness**, living with a major **neurocognitive disorder**, or being in **palliative or end-of-life care (EOL)**.

These caregivers have many responsibilities that add to their workload.

This additional mental burden is not a consequence...

It is easy to understand the negative impact it has on people's ability to do their jobs well.

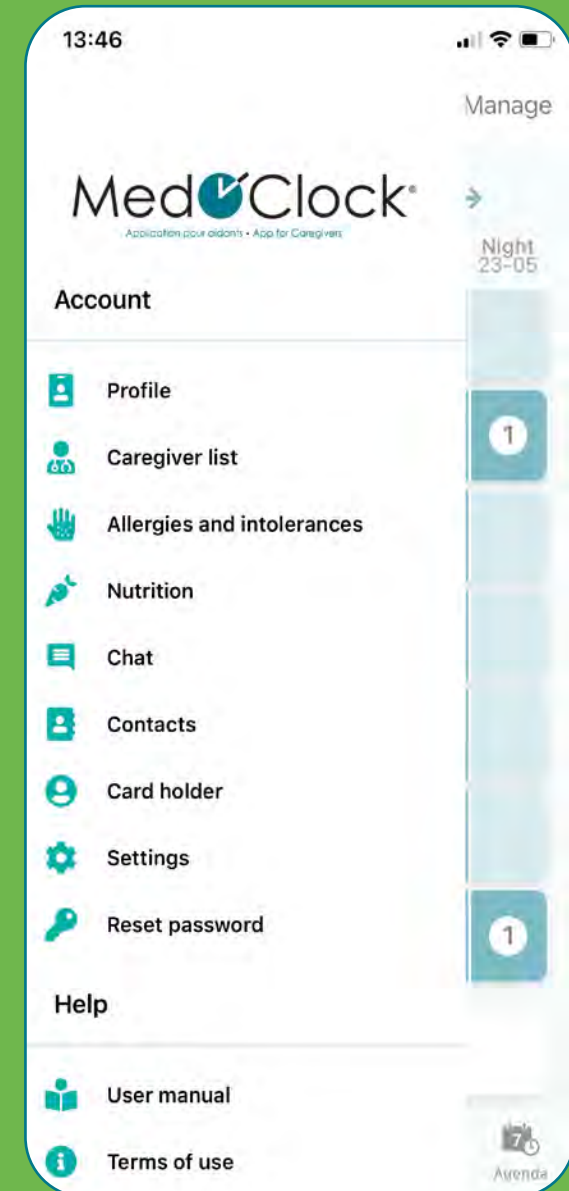
We will see in this white paper that several solutions have been deployed within companies but none of them resemble what **MedOClock®** offers in support to companies and their employees who are caregivers.

The main activities performed by caregivers for their loved ones:

- Transportation
- Household chores
- Home maintenance
- Personal care
- Medical treatment and care
- Organizing care
- Banking
- Legal and judicial obligations
- Support for social participation
- Support for social participation (e.g., social, sports and cultural activities, education, employment integration, etc.)
- Psychological and social support

All information in one application

MedOClock® offers many features to help you on a daily basis.





The main consequences experienced by caregivers:

- Worry
- Anxiety and stress
- Fatigue
- Irritability and anger
- Abuse
- Feeling overwhelmed
- Deterioration of their physical health
- Social isolation
- Financial insecurity
- Delay, reduction of working hours and absenteeism at work
- School absenteeism and the risk of postponing or dropping out of school
- Delay in the submission of assignments, reduction of study hours and difficulties in concentrating in class
- Transformation of the caregiver-care receiver dyad relationship

The challenge for employers

“The Labour Standards Act already allows employees to take 2 paid days off and 8 unpaid days. There is also a **15-week Canadian Caregiver Benefit for caregivers caring for someone with a serious illness or injury and a 26-week Compassionate Care Benefit for caregivers of someone who is dying**. However, these measures are not enough. As we can see, caregivers need time, flexibility and support.”- HR Practice

caregivers need to balance their work responsibilities with the needs of their loved ones and take time off work to meet those needs.

Women are also more likely to balance caregiving with paid work. Nearly one-third of employed women also have caregiving responsibilities, compared to one in five employed men.

There is a form of wear and tear that is not without consequences. Family caregivers face:

- **Weakened health**

- **Social isolation**
- **A lack of time for oneself and friends**
- **Increasing financial insecurity**

Despite this, within companies, your HR department must pay attention to :

- **Conflicts between colleagues**
- **Caregivers who are not considered deserving of these benefits**
- **Caregivers who are embarrassed to ask for help**

In today's labor shortage, your ability to retain workers is critical as **approximately 9% of APPs leave their jobs permanently.**

The challenges for HR departments

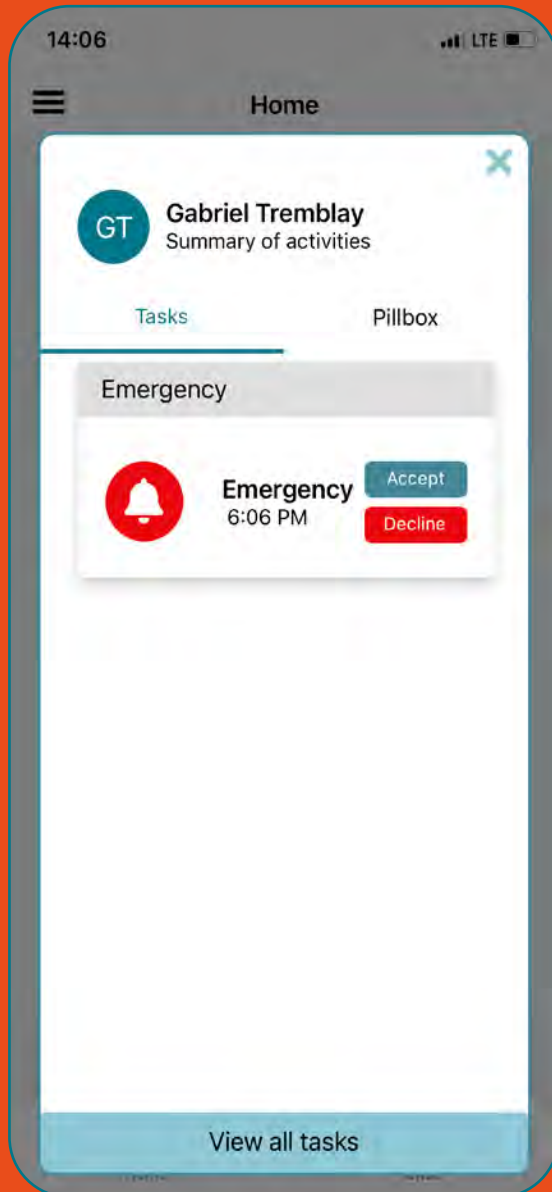
The following are some of the key implications for human resource management:

- 1. Work flexibility:** Employees with caregiving responsibilities may need flexibility in their work schedules to meet the needs of their families or loved ones. Flexible work policies, such as telecommuting or flextime, can help meet these needs.
- 2. Caregiver support:** Employers can consider support programs for employees with caregiving responsibilities, such as paid sick leave or counseling programs to help employees manage the stress of caregiving.



Task tracking

At a glance, you are aware of the next medication, the next appointment, etc.



- 3. Inclusive policies:** Human resource policies should be inclusive and consider the needs of employees with caregiving responsibilities. Employers can consider offering benefits, such as health insurance and retirement plans, that take into account the needs of family caregivers.
- 4. Skills assessment:** The skills and experiences gained through caregiving, such as multi-tasking and complex problem solving, can be very valuable to employers. It is therefore important for employers to recognize and assess these skills as part of the recruitment and promotion process.
- 5. Corporate culture:** Creating a work culture that is supportive of employees with caregiving responsibilities can help retain talented employees and build a loyal workforce. Employers can promote an inclusive work culture by offering additional benefits, such as extra days off or caregiver awareness events.

The “costs” to the employer

Employers who do not support their employees who are caregivers may incur a number of costs. These costs may include:

- Increased absenteeism:** Employees who are caregivers may need to take time off work to meet the needs of their loved ones. This can lead to increased absenteeism and decreased productivity.
- High turnover:** Employees who do not receive support as caregivers may be more likely to leave their jobs, resulting in high turnover.
- Decreased morale:** Employees who do not feel supported as caregivers may experience decreased morale and job satisfaction, which can impact

their overall productivity and engagement.

Decreased productivity: Caregivers may experience stress and fatigue due to the demands of their responsibilities, which can impact their ability to focus and be productive at work.

Legal and financial costs: Employers who fail to provide adequate support to caregivers risk legal action if they are found to have violated caregiving laws or regulations. They may also face financial costs due to decreased productivity, increased absenteeism and higher turnover.

According to a 2015 study conducted by the Mental Health Commission of Canada, **the direct and indirect costs of family caregiving in Canada are estimated to be over \$1 billion annually**, which includes costs to employers due to absenteeism and lost productivity.

These costs can be particularly high for small and medium-sized businesses, which may have difficulty finding alternative ways to replace absent workers.

Profile (Age)

58% of caregivers
are between 45 and 65



Considering the average age of caregivers, they are experienced employees, important cogs in the company. This is also the average age of senior managers.





Beyond the workforce, it is the company's ability to make decisions and to function that is affected. **The costs related to the slowdown in growth are difficult to calculate, but the impact is easily understood.**

What exists

Yes, there is information about companies that have **special programs in place to support caregivers**. Many large companies and organizations have recognized the importance of supporting employees who are caregivers, and have put in place a variety of initiatives to help them manage their responsibilities. These initiatives may include:

- **Flexible work arrangements:** Some companies offer flexible work arrangements such as telecommuting, part-time work or the ability to adjust work hours to help caregivers balance their responsibilities.
- **Paid time off:** Many companies offer paid time off for caregiving responsibilities to allow caregivers to take time off work when needed.
- **Employee assistance programs:** Some companies offer employee assistance programs that provide resources and support for caregivers, such as counseling services or information about local support groups.
- **Education and training:** Some companies offer education and training programs to help caregivers learn about caregiving and manage their responsibilities effectively.
- **Financial support:** Some companies offer financial support to caregivers, such as reimbursement for caregiving expenses or financial assistance for home care.

Companies that have special programs in place to support caregivers

include Aetna, Bank of America and Cisco Systems. There are also mentoring programs such as the Women's Y of Montreal.

The MedOClock® mobile application

MedOClock® was designed for companies that wish to address the social and business issues generated by the aging population and the growing need for attention and care for family caregivers and **to allow their employees/caregivers to perform to their full potential in their two realities.**

MedOClock® is the first solution in Quebec focused on the caregiver-patient ecosystem.

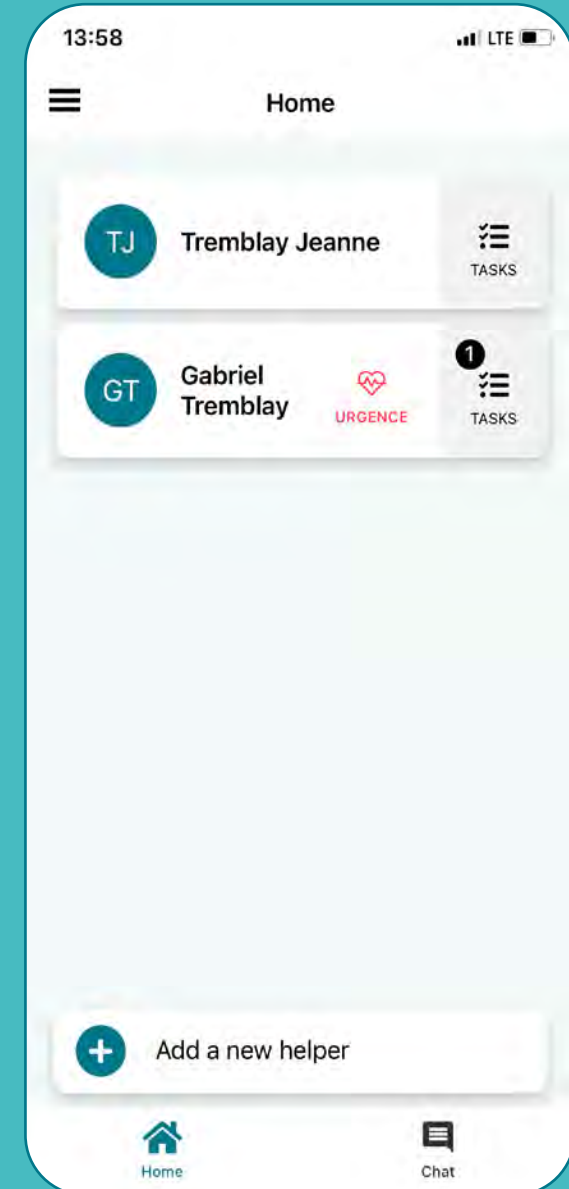
MedOClock® offers functionalities tailored to the needs of caregivers, such as having at hand:

- The list of medications to take
- The schedule and contacts of the people who help you
- Medical appointments
- Medical cards and documents
- A new and unique communication channel for the family and the care team in the facility
- And much more, like the Administration module

The Administration module allows for the execution of all tasks related

For caregivers and patients

Organize your tasks and communicate directly with your support community.





Plans for organizations and institutions

Administration platform

Groups licenses:

Basic features

Limited number of contacts

Advanced features

to the configuration, management of the user community, and day-to-day monitoring of the MedOClock® mobile application's deployments to its institutional clients.

The module is intended for the platform administrators as well as for the staff of the healthcare institutions customers in charge of the internal deployment to their respective communities.

MedOClock® offers a package for organizations and institutions.

The integration of MedOClock®

MedOClock® also offers integration with other existing software.

MedOClock® can also be integrated into the management of existing systems for senior residences (RPA), rehabilitation homes or home care management systems. EY Canada and Google Canada also offer MedOClock® to their employees.

Why the MedOClock® solution?

Benefits for the company

- Corporate culture focused on balancing caregiving and work life
- Strengthening of the benefits program
- Maintain the company's performance by reducing absenteeism and presenteeism
- Enhancement of the employer brand

- Strengthen its image as a good corporate citizen
- Employee retention

Benefits for employees

- Increase the well-being, health and safety of employees at work
- Avoid burnout of caregivers
- Promote the attraction and retention of employees
- Reduction of absenteeism
- Facilitate the communication and organization of a family member

With the aging of the population and the deinstitutionalization that will lead to a growing need for home care, an offer such as MedOClock® will help you recruit and retain employees by promoting the positive health of the caregiver and its effects on the person being cared for.

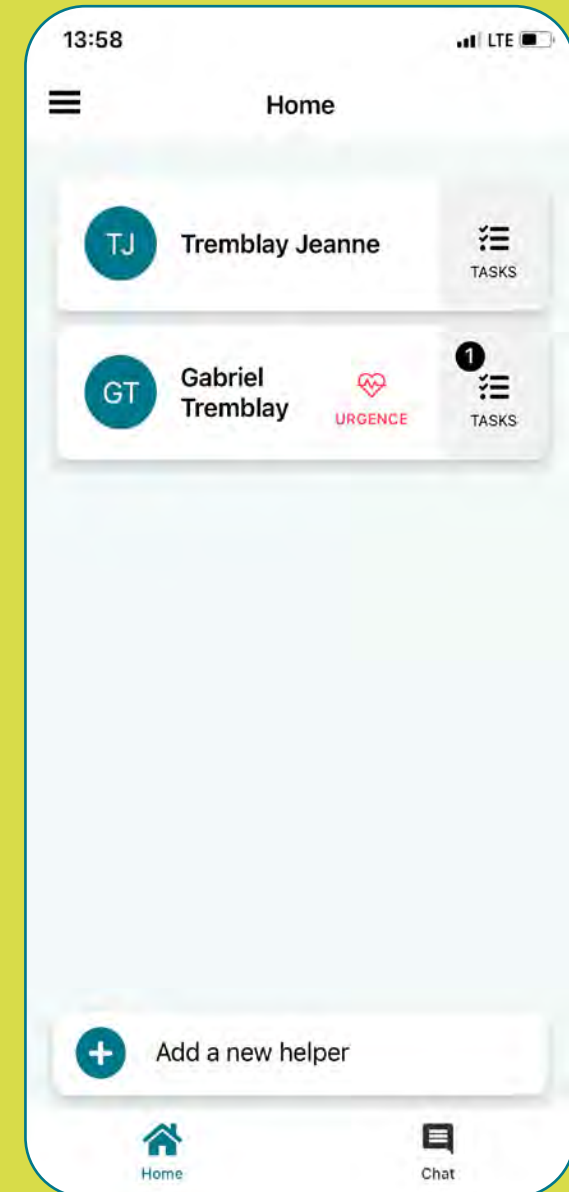
Artificial intelligence and caregivers

The impact of AI on family caregivers will depend on the specific applications of AI and how they are used. However, here are some ways AI could potentially impact family caregivers:

- 1. Improved quality of care:** AI could help family caregivers provide higher quality care by monitoring symptoms, identifying changes in health status, and providing recommendations for treatment. Family caregivers could also use AI to access valuable information about diseases and treatments.

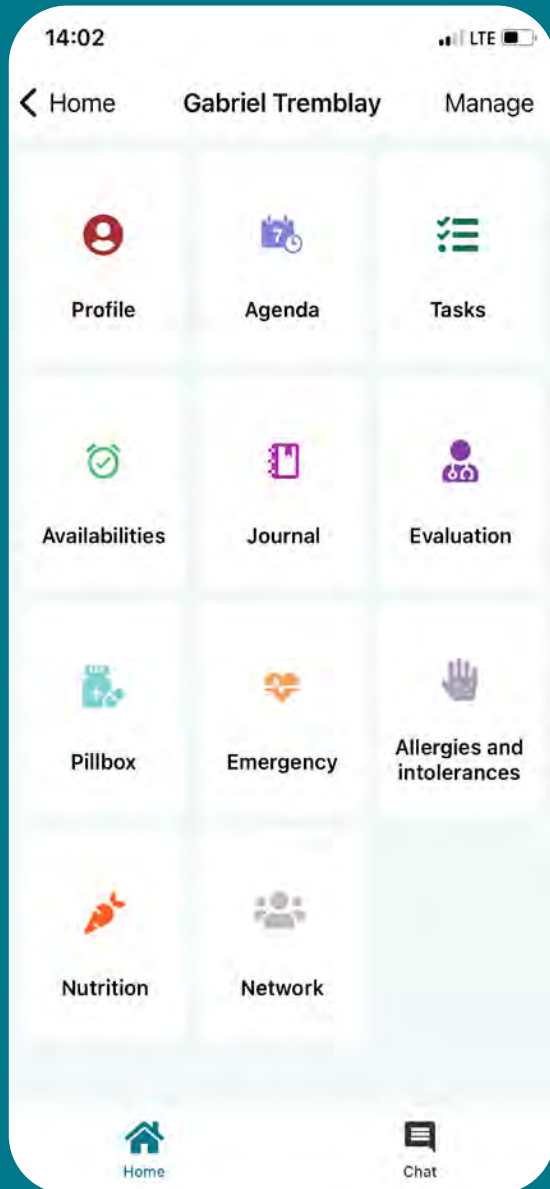
For caregivers and providers

For an efficient follow-up of your loved ones and patients.



Medical record accessible at all times

Consult and update the records of your family and patients.



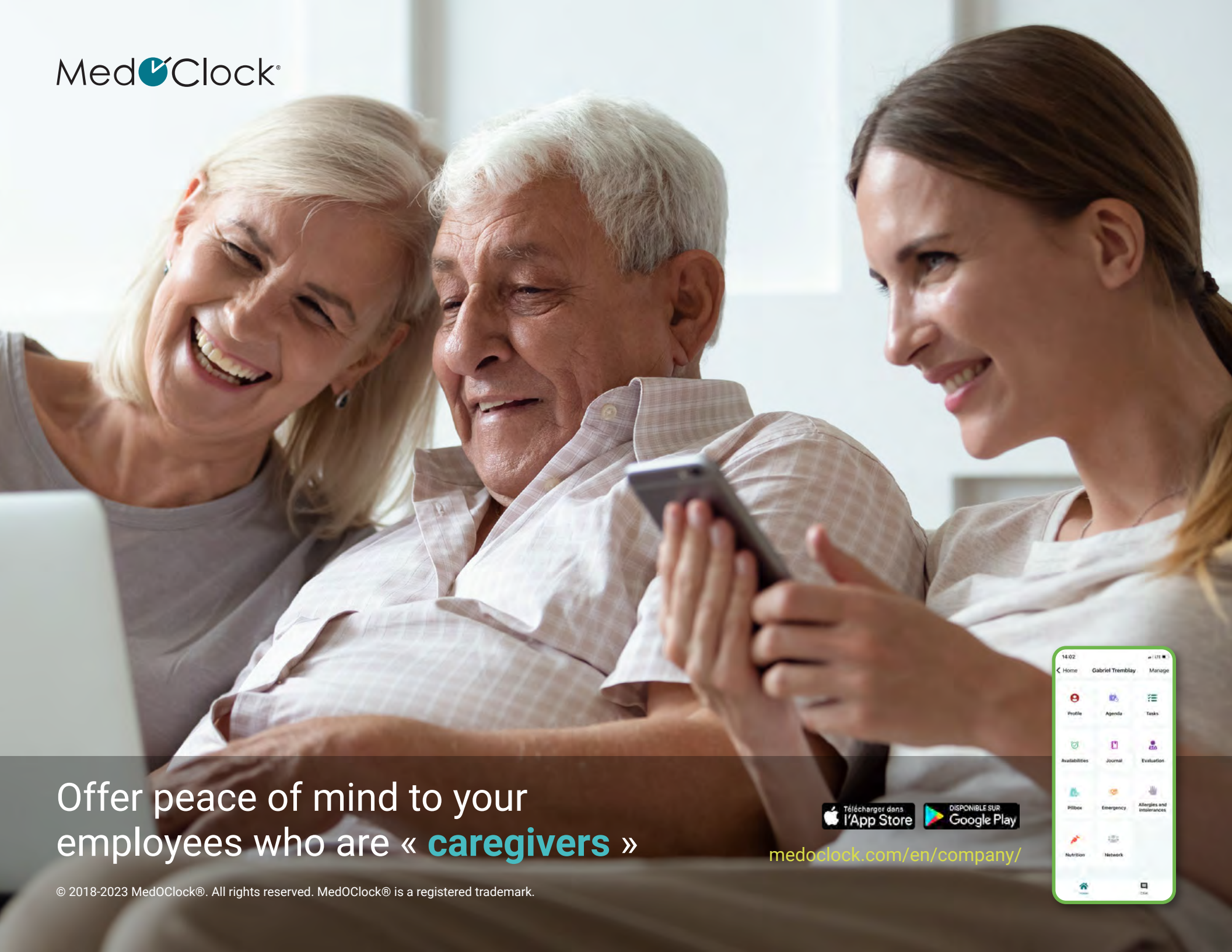
2. Reduced workload: Family caregivers could benefit from using AI to automate certain tasks, such as scheduling medical appointments and tracking medications. This could reduce their workload and allow them to focus more on direct care.

3. Improved communication: AI could help facilitate communication between family caregivers and healthcare professionals by providing accurate, real-time information about the patient's health status. This could help family caregivers better understand their loved one's needs and provide more effective care.

These three ways are already implied with the MedOClock® mobile app. However, rapid advances in AI could soon take MedOClock® to another level.

Just think of the predictive analytics that will impact prevention and interventions that will improve the health of the caregiver and decrease emergency and last minute situations that greatly increase the stress of caregiver employees and disrupt company schedules.

Be a company ahead of its time with MedOClock®!



Offer peace of mind to your employees who are « **caregivers** »



medoclock.com/en/company/

