



# WORKING CAREGIVERS' CONCERNS AND DESIRES IN A POST-PANDEMIC WORKPLACE

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August 2021



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## Key Findings

# Key Findings

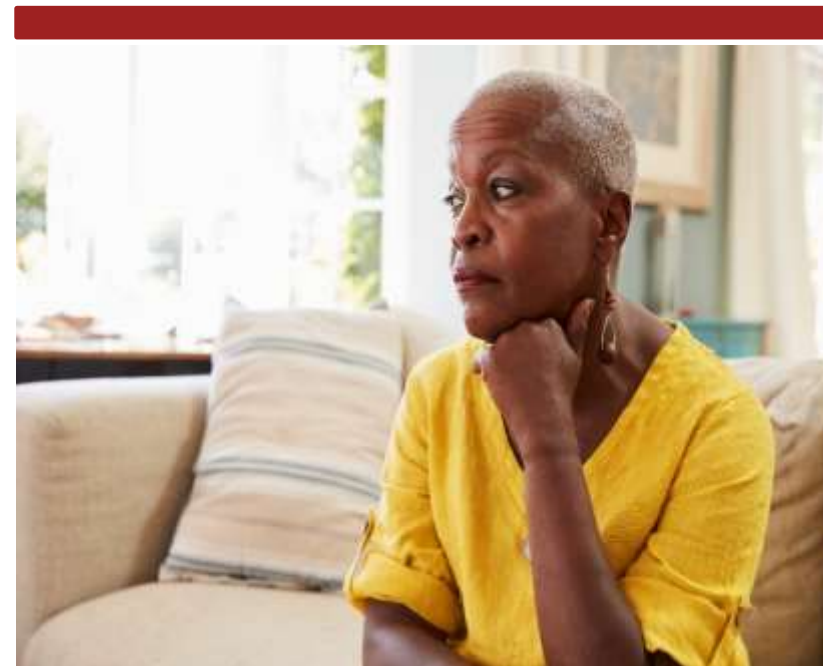
Working caregivers have felt the strain as the COVID-19 pandemic has ensued **With nearly eight in ten saying the pandemic increased their level of stress.** Two in three caregivers (66%) **express concern that they will have difficulty juggling responsibilities** in the next 12 months.

More than half of working caregivers say their employer instituted new benefits as a result of the pandemic. **The most common benefits instituted were flexible schedules and the ability to work remotely.**

Flexibility is important for working caregivers to successfully balance caregiving with work. In fact, it is **so highly valued that more than four in ten caregivers say they would consider looking for a new job** if their employer rolled back any of the benefits they instituted during the pandemic.

A slight majority of working caregivers **currently have the ability to work at home at least some of the time** and most want to continue with this arrangement. Nearly **half say working at home has helped them manage** their dual roles a *great deal*.

**In addition to balancing responsibilities, working caregivers are most concerned** about exposing the person they care for to the coronavirus or leaving them home unattended while they go to work.



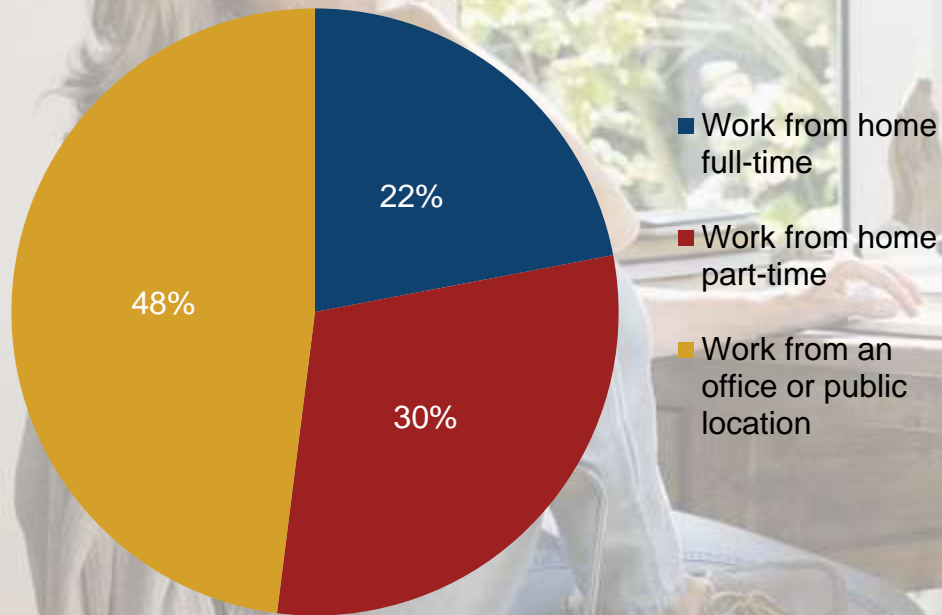


## Detailed Findings

# A Slight Majority of Caregivers Continue to Work Remotely At Least Some Of the Time....And Most Want to Continue the Arrangement

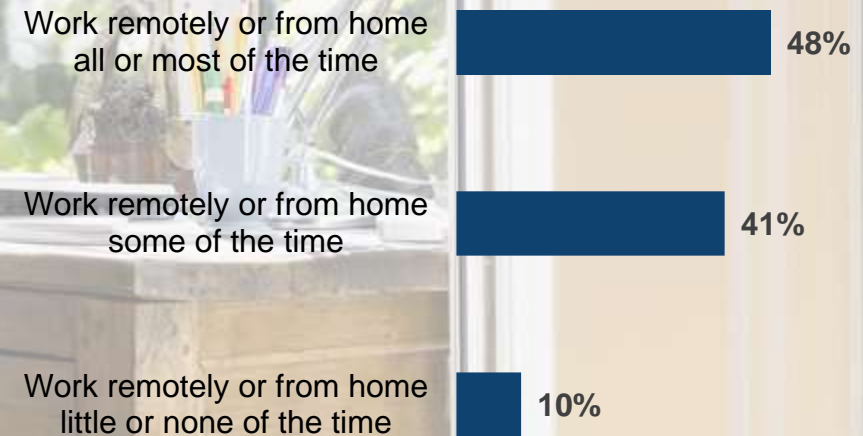
A slight majority of caregivers are still working at home at least some of the time (52%) with one in five continuing to work from home full-time. Yet nearly half (48%) do not have the ability to work from home. Among those who were able to work at home during the pandemic, almost nine in ten would like the option of working from home *at least some of the time* on a permanent basis.

Caregivers Current Work Location



Base: 772 (currently employed)  
Q3 – Which of the following best describes your current work environment?

Post-Pandemic Preferred Work Location



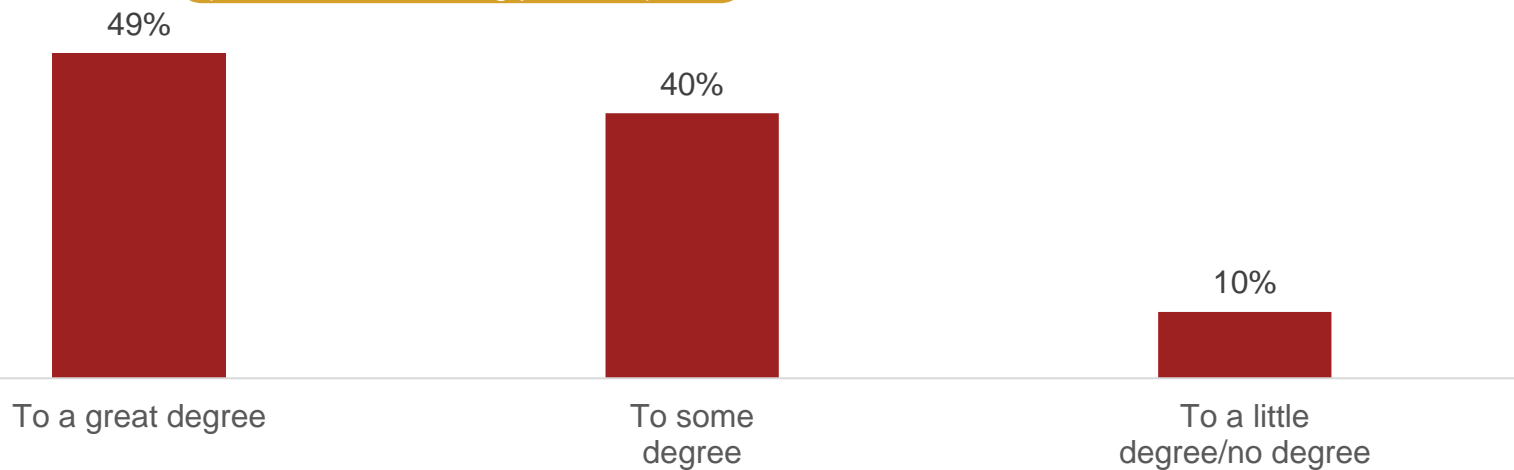
Base: n=404 (those who worked at home during the pandemic)  
Q8 – Thinking to the future when the pandemic is over, which of the following work options would you prefer?

# Working At Home Eases Caregiver Strain in Juggling Duties...And Most Are Worried About How They Will Manage When They Return

Almost nine in ten caregivers (89%) say having the ability to work at home helped them manage their caregiving responsibilities during the pandemic. Consequently, three-quarters are worried about they will manage both roles when they return to the office.

Degree to Which Working at Home Helped with Managing Caregiving & Work Responsibilities

Caregivers employed full-time were more likely to say teleworking helped them manage *a great deal* (51% vs.38% working part-time).



Base: n=421 (those who worked at home during the pandemic)  
Q7 – To what degree, if at all, did working at home help you manage both your caregiving and work responsibilities?



**75%**  
of caregivers are worried about managing dual responsibilities when returning to the office.

Base: n=421 (those who worked from home at least some of the time during the pandemic)  
Q3 – How worried, if at all, are (were) you in managing both your caregiving and work responsibilities when you return (returned) to your office or company location?

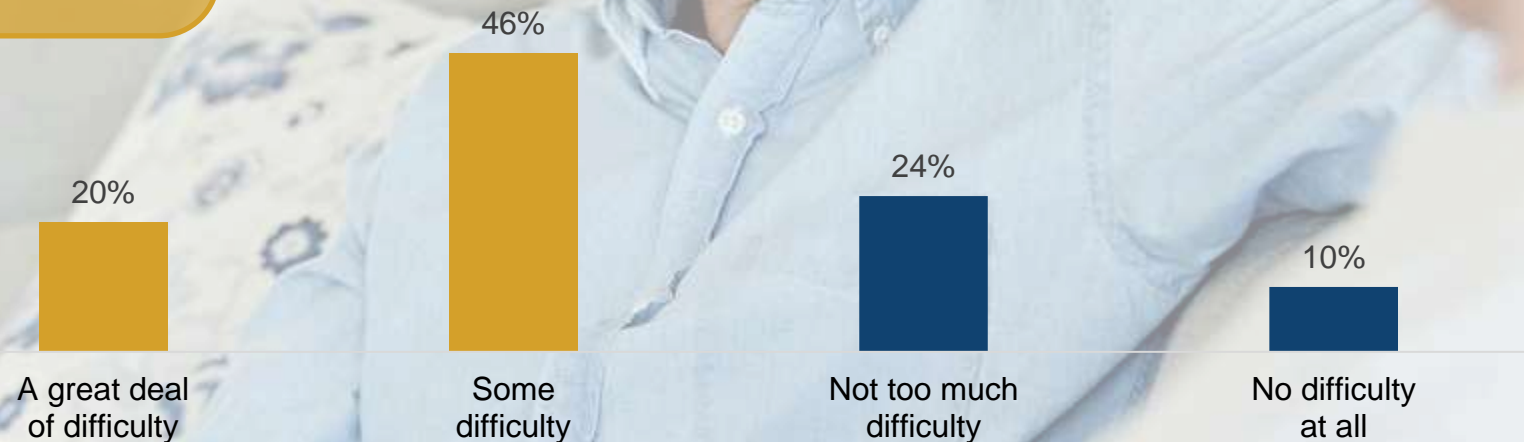
# Caregivers Express Concern About Managing Dual Responsibilities

Two-thirds of caregivers (66%) expect to experience at least *some difficulty* in balancing caregiving with work over the course of the next year. Two in ten expect to face great difficulty.

## Caregivers anticipating at least some difficulty include those...

- Age 18-34 (72% vs. 64% age 50+).
- Still working from home at least some of the time (72% vs 58% who never work at home)

## Anticipated Difficulty Balancing Caregiving and Work Responsibilities



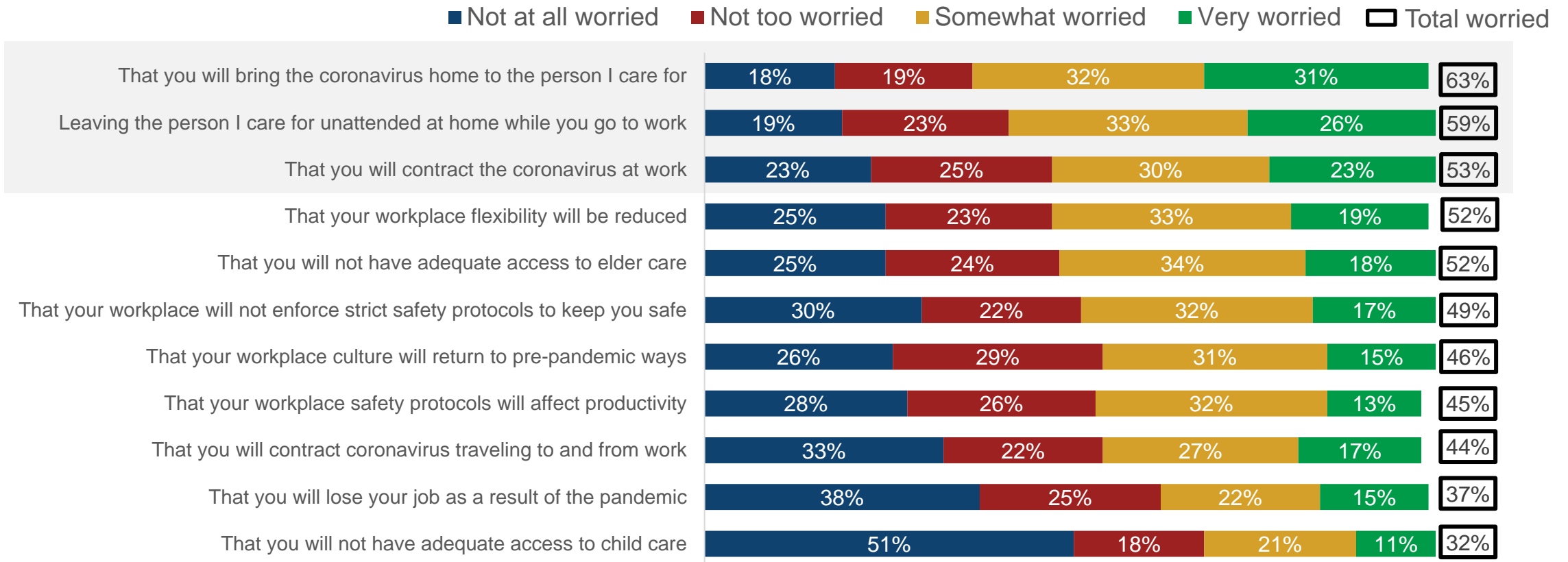
Base: n=800

Q4 – Thinking about the next 12 months, how much difficulty, if any, do you anticipate having in balancing your work and caregiving responsibilities?



# Workers Express a Myriad of Concerns as Businesses Re-Open

As companies begin to re-open their offices, caregivers are most worried about bringing the coronavirus home, leaving the person they care for home unattended, and contracting the coronavirus at work. Caregivers also express concern about losing workplace flexibility as businesses re-open.



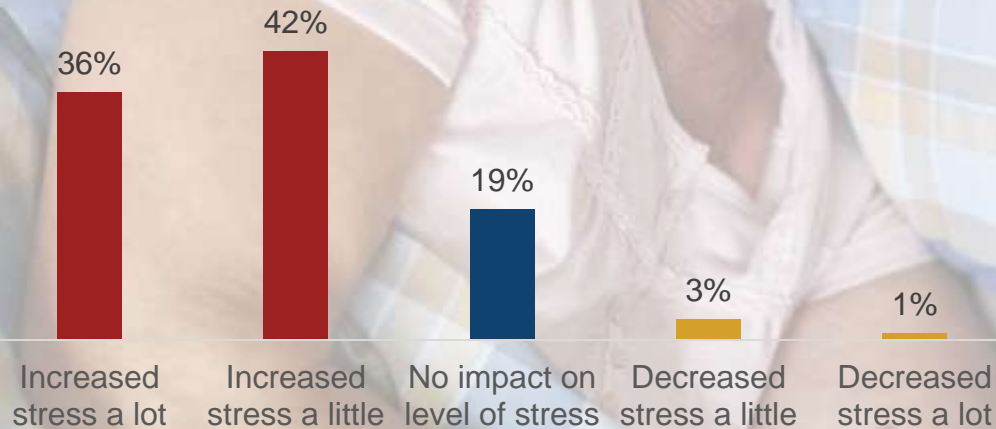
Base: n=800

Q6 – Employees may be concerned about many different types of things when the pandemic ends and businesses begin to re-open. How concerned, if at all, are you about each of the following?

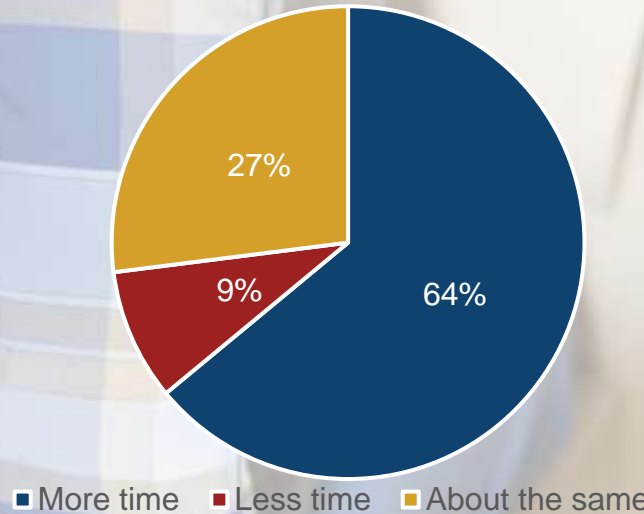
# COVID-19 Affected Caregiver Stress, Time, and Money

Across all demographic groups and caregiving situations, nearly four in five working caregivers report that the COVID-19 pandemic increased their level of stress related to caregiving. Two-thirds say they are spending more time caregiving, and more than half say they spent/are spending more money.

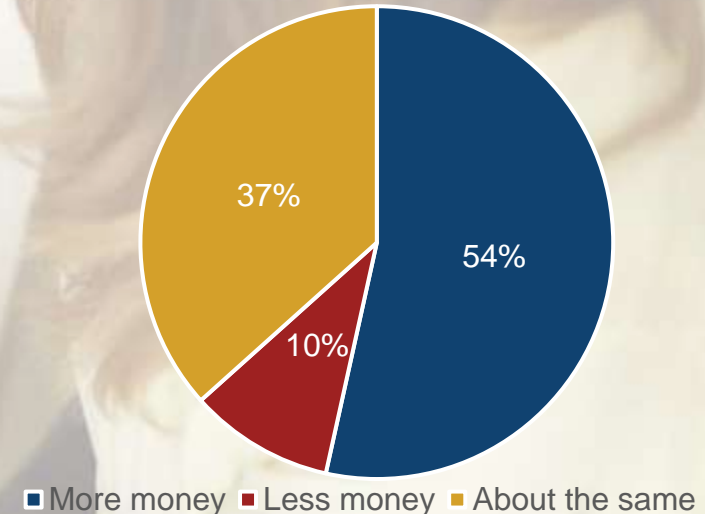
COVID-19 Impact on Level of Stress Related to Caregiving



Time Spent Caregiving



Money Spent on Caregiving

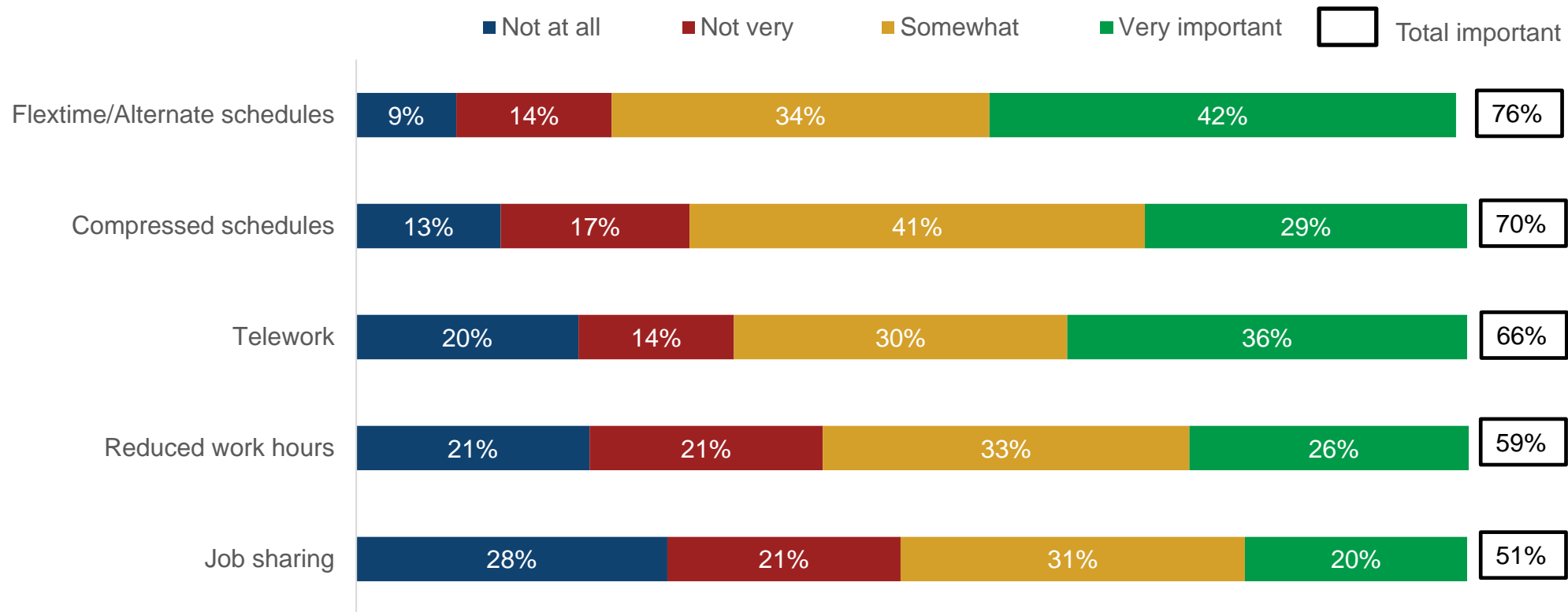


Working caregivers ages 18-34 report spending more time and money on caregiving compared to older working caregivers (Time: 75% more vs. 58% of those age 50+; Money: 60% more vs. 46% of those age 50+).

Base: n= 800  
 Q5– How, if at all, did the coronavirus pandemic impact your level of stress related to caregiving? Would you say it...  
 Q14. How has the COVID-19 pandemic impacted the amount of money you have spent out-of-pocket for the person you care for?.

# Caregivers Most Desire the Ability to Set Their Own Schedule

Caregivers consider flexible/alternate work schedules (where employees choose their hours), compressed work schedules, and teleworking important benefits that employers should continue to offer. Notably, flexible work schedules are deemed *very important* by more than four in ten caregivers. Lesser percentages are interested in job sharing or reduced work hours where their wages may also be reduced.



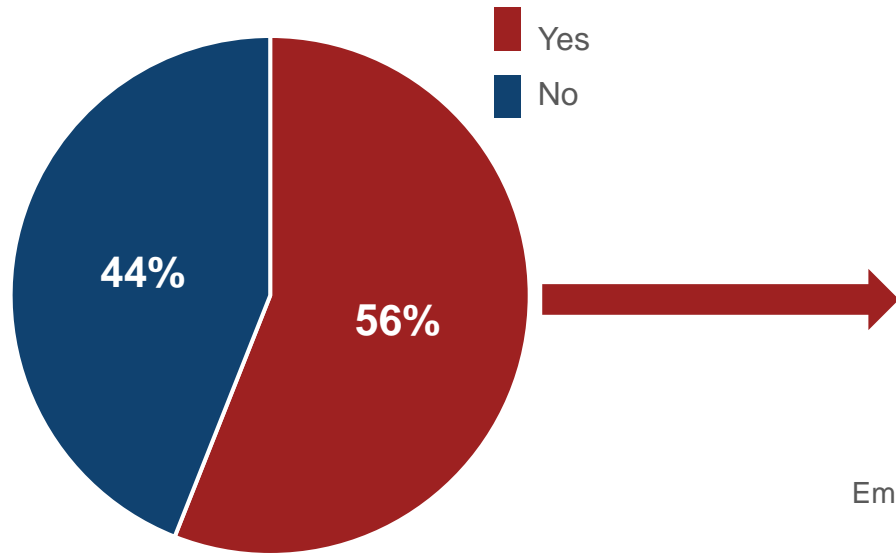
Base: n= 800

Q9 – How important, if at all, is it to you that employers make the following options or benefits available to their employees?

# Flexibility Schedules and Telework Were the Most Common Benefits Instituted.

More than half of working caregivers were offered new benefits or resources by their employer due to the pandemic. The most common benefits offered were flexible work hours and the ability to work from home.

Employer Offered New Benefits or Flexibility Options

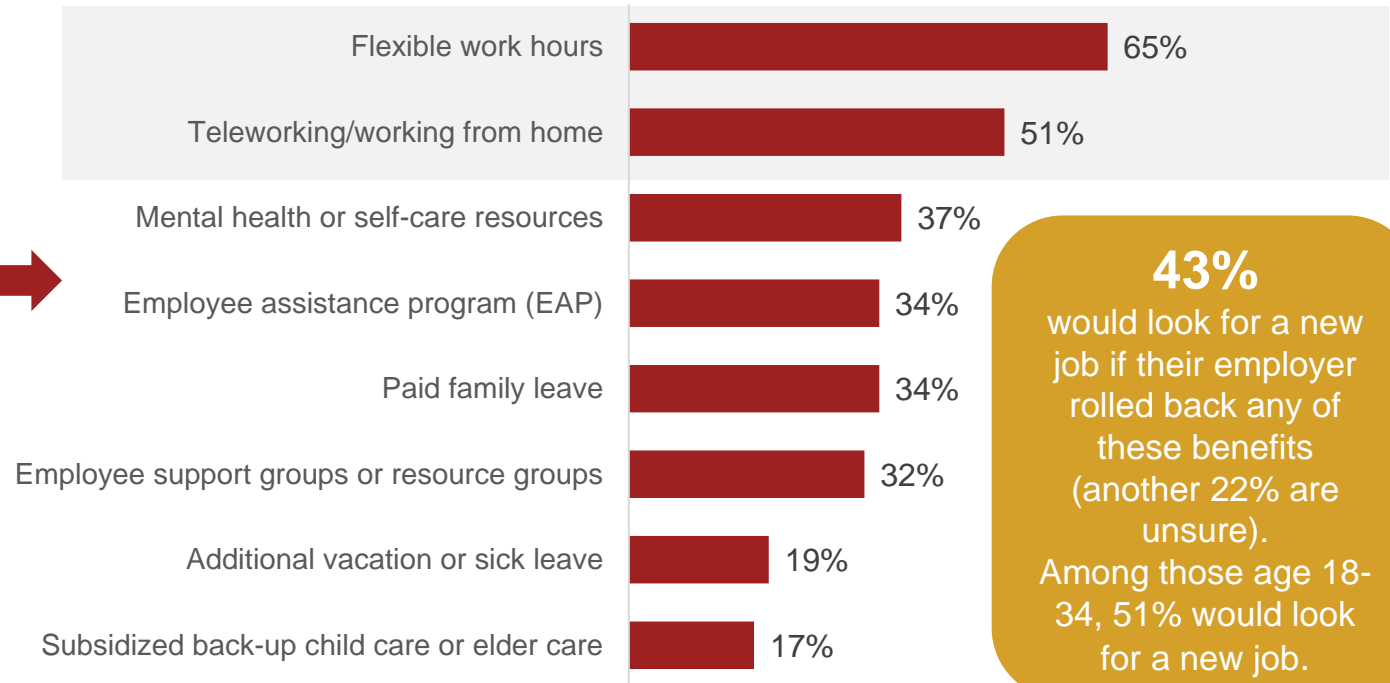


Salaried workers (66%) are more likely than hourly workers (52%) to say their employer offered new benefits.

Base: n= 792 (caregivers currently employed)

Q10 – Did your employer offer any new benefits or flexibility options (e.g., flexible work hours, remote work, paid leave, resources etc.) to their employees as a result of the coronavirus pandemic?

Benefits Instituted As a Result of the Pandemic



**43%** would look for a new job if their employer rolled back any of these benefits (another 22% are unsure). Among those age 18-34, 51% would look for a new job.

Base: n=445 (caregivers whose employer offered new benefits)

Q11 – Which of the following benefits became available to you as a result of the coronavirus pandemic?

Q12 – Would you consider looking for a new job if your employer rolled back any of the benefits or flexibility they instituted during the pandemic?



## Methodology

# Methodology

- **Objectives:** To explore concerns working caregivers face as the pandemic ends and their desires for a post-pandemic workplace environment and culture.
- **Methodology:** Mixed method survey using Lucid Fulcrum's online panel (n=700) and telephone survey via RDD and cell phone sampling (n=100).
- **Qualifications:** U.S. residents 18 years or older who are currently providing unpaid care to an adult relative or friend and employed either full-time or part-time (but not self-employed). Caregivers who were unemployed due to caregiving responsibilities but looking for work were also included in the study (n=30).
- **Sample:** 800 caregivers
- **Interviewing Dates:** July 1-7, 2021
- **Interview Length:** 7 minutes
- **Weighting:** The data were weighted by age, gender, income, education, and race/ethnicity. The benchmarks used for the study are derived from the NAC/AARP *Caregiving in the US 2020* study (using Ipsos, KnowledgePanel®.)



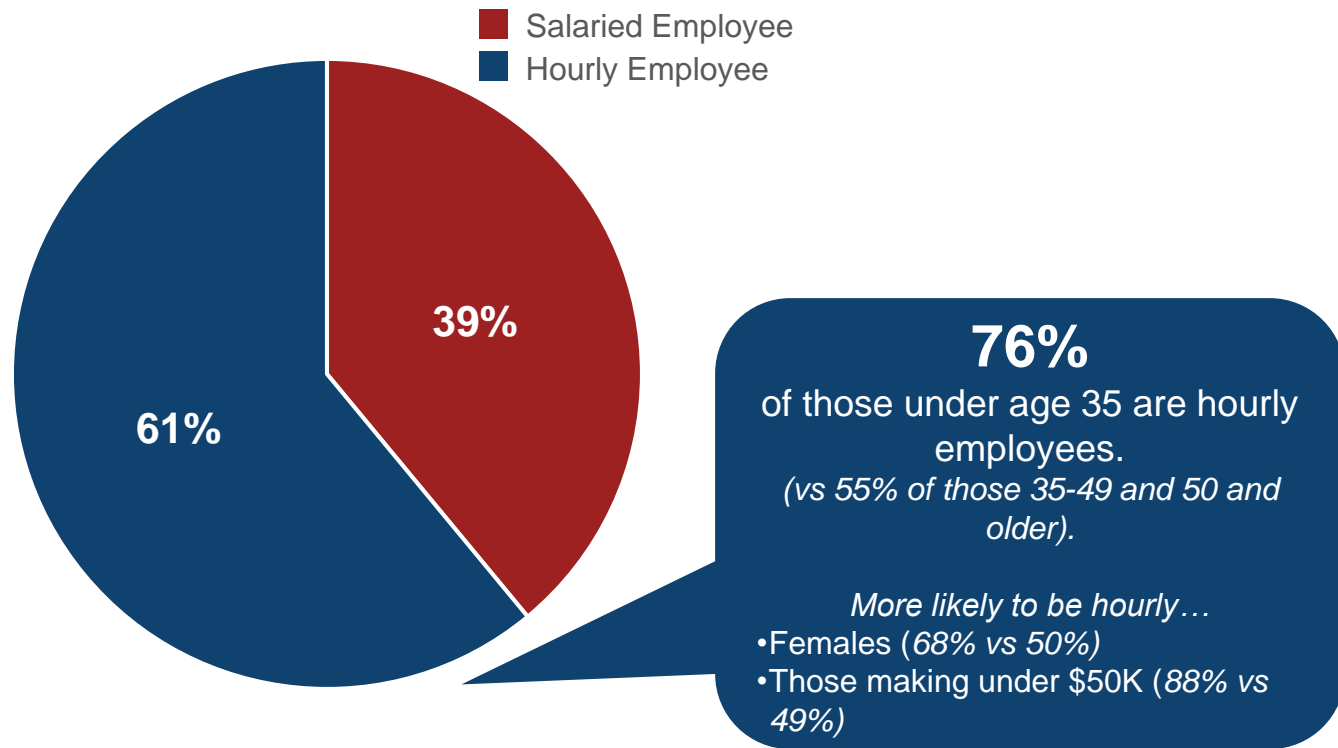


# Appendix

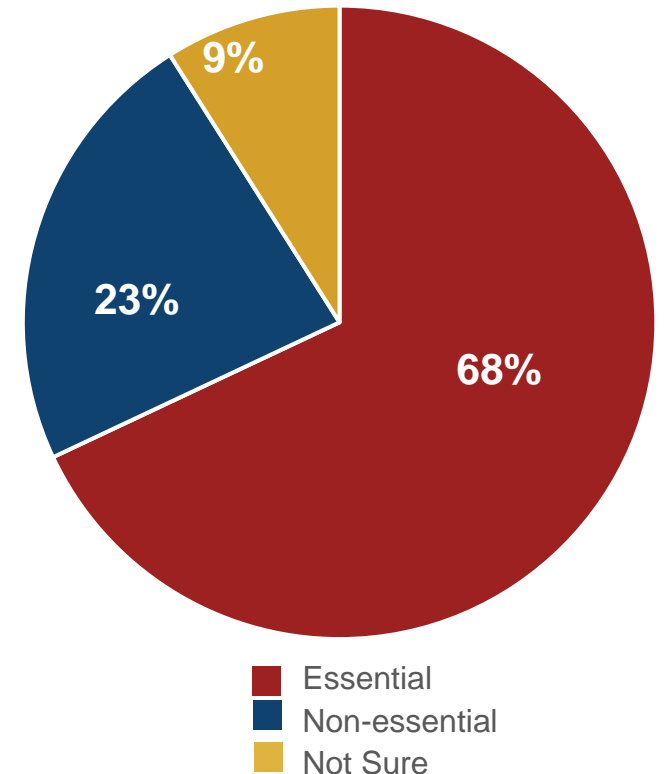
# Employment Classification and Work Environment

Six in ten caregivers are paid hourly while nearly four in ten are salaried workers. Almost seven in ten say their job is “essential”.

Salaried vs Hourly Employment Classification



Essential Worker Classification by Employer



Base: n= 772 (caregivers currently employed)

S4 – Are you a salaried employee or are you paid hourly for the time you work?

S5 – Has your employer categorized your job position as essential or non-essential?





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**This research was designed and executed by AARP Research**