

## Caring for your caregivers is good for business

Empowering employees through  
impactful caregiving solutions

---

### Includes

*Torchlight Parenting and Caregiving*  
member outcomes



# Contents

<b>Supporting your employees at every stage of life .....</b>	<b>4</b>
<b>What to look for in a caregiving benefit .....</b>	<b>5</b>
Care coordination .....	7
Expert advising .....	8
Events and community engagement.....	9
Digital content and micro-learning.....	10
<b>Member outcomes .....</b>	<b>11</b>
Saving your employees time and money .....	11
Realizing an ROI for your company .....	12
Managing uncertainty.....	13
<b>Learn more .....</b>	<b>14</b>



*Torchlight is one of the best tools that we can use, and I think every employer should offer it...It's not only going to become the right way to do business but become the accepted way to do business."*

– Dell Technologies

# 73% of employees are caregivers<sup>1</sup>

Nearly three out of four of your employees have a second job – caregiving. On average, they spend 24.4 hours each week caring for a parent, child, sibling, or spouse.<sup>2</sup>

They're supporting a loved one while also managing their job, family and personal life.

Employers can play a significant role in alleviating the extra stress that caregiver employees face, ensuring they don't have to navigate these challenges on their own. Whether they need quick access to accurate information, help connecting with services and support, or one-on-one advising with an expert, seek a solution that can support your employees every step of the way.

1 [Harvard Business School - How employers can help employees manage their caregiving responsibilities—while reducing costs and increasing productivity](#)

2 [Family Caregiver Alliance – Caregiver Statistics and Demographics](#)



# ◆ Torchlight

Parenting & Caregiving

## Supporting your caregiving employees at every stage of life

With so many of your employees juggling work and caregiving, it's essential to offer support at the critical times they need it most. While we often think of caregiving in the context of children or elders, caregiving can happen at any time and any age. In fact, many caregivers are in the "sandwich generation," meaning they care for both their aging parents and their own children.

That's why we offer comprehensive support and resources to match your employees' needs at all stages of life.



**Family planning** • We provide expertise to help your employees address their concerns related to fertility, pregnancy, and post-partum issues.



**Parenting and childcare** • From the standard questions such as "How can I help my baby sleep better?" and "How can I find a great daycare for my child?" to the more involved questions, such as "Does my child have a disability?" we help your employees tackle the big and small parenting challenges.



**Caring for children and adults with complex needs** • When a family member has a disability or chronic condition, their care needs can intensify. We help families navigate complicated systems and high stakes decision-making which can lead to better outcomes and make their caregiving journey smoother and more fulfilling.



**Eldercare** • Seniors often need support with appointments, daily living, finances, service and treatment coordination, and much more. We help your employees support their aging loved one(s) while also protecting their own mental health and wellbeing.



**End-of-life and bereavement** • We support your employees as they plan for and cope with a loved one's end-of-life – including legal and financial logistics, hospice care, grieving, and much more.

# Providing your caregiving employees with a full spectrum of support

Caregiving is a tough job, and becoming a caregiver often happens unexpectedly. Suddenly, your employees are trying to navigate complex medical, legal, and educational systems. Caregiving can be further complicated by sudden emergencies, difficult relationship dynamics, and powerful emotions.

How can you help your employees? After 13 years of supporting caregivers, we've developed a scalable model that provides a continuum of services, including accurate digital resources, expert advising, and assistance with care coordination. Our priority is providing a mix of digital and human support to meet the needs of all of your caregiving employees—precisely who and/or what they need when they need it.

See how our expert advisors, care coordinators, and reliable resources support your employees every step of the way.



***We knew Torchlight was a natural fit for us. The ability for Torchlight to scale its resources across our entire employee population and to provide a custom journey to meet the unique needs of each employee's caregiver challenges was one of the main drivers for adding them as an employee benefit."***

– Global Benefits Manager, Consumer Electronics Company



# ◆ Torchlight

Caregiving for Seniors

“

*My advisor has been compassionate and caring throughout the process of navigating care for my mother-in-law. This service has helped me focus on work while trying to figure out the best options for our family.”*

# ◆ Torchlight

Caregiving for Children

“

*Extremely helpful! My advisor shared insight that could have taken months or more to navigate. The support with how to approach the school was also so helpful! This one conversation was very much life-changing for me as a parent but also for my daughter.”*



## Care coordination

Finding and vetting service providers can be time-consuming and frustrating. Our concierge specialists help your employees find and access providers that meet their loved one's care needs.

**Help with care coordination is most often needed by new caregivers or when circumstances change. Our experience shows that 1% of platform users utilize care coordination concierge services.**



***My advisor has a clear understanding of my situation and hands-on experience. She is able to not only relate but give me concrete suggestions on resources and can hear me in a way my peers/family cannot. Very grateful for her!"***

– Torchlight member



## Expert advising

Imagine having a trusted advisor who could help answer all your employees' most challenging caregiving questions. That's what our expert advisors can deliver. Provide your employees with unlimited access to a diverse team that includes early childhood specialists, board-certified behavior analysts, occupational and physical therapists, licensed mental health counselors and social workers, gerontologists, speech and language pathologists, special education advocates, lactation consultants and doulas, screen time experts, and much more.

**Nothing beats a one-on-one consultation with an expert when you're facing a complex caregiving situation. Historically, we've found that 3% of platform users have an expert advising session.**



***My advisor is professional, kind, and a great listener. She helps guide me on making the best decisions for my family. A fantastic benefit that I always share with coworkers."***

– Torchlight member



## Events and community engagement

Webinars and other live events allow your employees to get the latest information on topics that impact them. They can learn from leading experts and ask questions. In addition, all of our webinars are recorded so your employees can access them at their convenience.

**We offer monthly webinars on a wide variety of relevant parenting and caregiving topics. About 15% of platform users attend a live webinar or watch one on-demand.**



***Content included was terrific, and I liked how the presenter/moderator shared the deck for the clickable links. Loved that time was saved for questions/comments from the audience.”***

– Torchlight member

***“There always seems to be a webinar targeting specific challenges I face. It helps me feel less alone, and I’m grateful for the advice and guidance that’s shared.”***

– Torchlight member



## Self-serve digital resources members can trust

Information gathering can be overwhelming for caregivers. That's why we've created a library of guides, tools, and videos that make it easy for your employees to find the exact information they need quickly, 24/7/365. We also provide an expert Q&A feature, where your employees can submit specific questions and get answers from an expert in just a few days.

**With access to guides, videos, and tools on hundreds of topics, 100% of caregivers can benefit from our self-serve resources. There is no caregiving problem that we can't help solve.**



---

***We now have a plan of action to care for my father. It would have taken so much longer without this service and resources.”***

– Torchlight member

## Member outcomes: Saving your employees time and money

Seventy percent of caregivers spend 20% of their income on their caregiving responsibilities.<sup>3</sup> In today's challenging economic climate, managing these caregiving costs becomes even more difficult because of inflation and other financial pressures. Therefore, caregiving employees appreciate employers who offer benefits that help them save both time and money by addressing the unique challenges they face.

To meet those needs, we've built a library of information and a team of experts that provide your employees with unlimited access to resources that would otherwise be a costly out-of-pocket expense. Our top priority is to make their job as a caregiver easier.

<sup>3</sup> The Rosalynn Carter Institute 2020



***Very helpful and a great experience. As a parent, it is such an isolating experience, so it is nice to have this resource without being charged. All other supports are always at a cost. Thank you!"***

– Torchlight member

LIFESPEAK.COM



**403,730**

**Hours saved by Torchlight members annually\***

*\*Torchlight Parenting and Caregiving outcomes, 2023*



**\$1,015,315**

**Dollars saved by Torchlight members annually**



# The ROI of supporting your caregivers

Your company is striving to build a team that is loyal and engaged. Issues such as presenteeism (where employees are at work but distracted) and absenteeism can impede your engagement and retention efforts. A study in Value in Health found that reduced productivity due to absenteeism and presenteeism cost an estimated \$5,600 per caregiving employee each year.<sup>4</sup>

As employees struggle to balance work responsibilities and personal obligations, their physical and mental health can suffer, driving up their healthcare costs by 8%.<sup>5</sup> Turnover is also an issue - 16% of caregiving employees have left a job because of their caregiving responsibilities.<sup>6</sup>

Research has shown that providing caregiving benefits can support your employees while also protecting your company's bottom line. Here's how caregiving benefits can deliver tangible cost savings:

- Increase retention by 5-6%<sup>7</sup> - that equates to saving over \$2.7 million for every 1000 employees.<sup>8,9</sup>
- Boost the productivity of caregiving employees to save tens of thousands each year.
- Help employees protect their own health and wellbeing to reduce healthcare costs.

4 <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9922792>

5 <https://www.kff.org/report-section/ehbs-2023-summary-of-findings/>

6 <https://press.aarp.org/2024-5-16-US-Workforce-Report-70-Caregivers-Difficulty-Balancing-Career-Caregiving-Responsibilities>

7 [https://www.hbs.edu/managing-the-future-of-work/Documents/The\\_Caring\\_Company.pdf](https://www.hbs.edu/managing-the-future-of-work/Documents/The_Caring_Company.pdf)

8 [https://www.bls.gov/oes/current/oes\\_nat.htm#00-0000](https://www.bls.gov/oes/current/oes_nat.htm#00-0000)

9 <https://www.thehrdigest.com/cost-of-employee-turnover-vs-retention-proposition/>



**351%**

ROI from Torchlight's  
*Parenting & Caregiving*  
benefits



# Helping employees stay centered during uncertain times

For many, the exponentially increasing pace of information and the rising amount of uncertainty can feel overwhelming. The extra stressors of caregiving can be especially unnerving.

Help your employees maintain their balance amid constant change by providing access to reliable, targeted, and personalized resources that support their role as a caregiver.

Here's what Torchlight members say about having a trusted service that connects them to the resources and support they need:



***“Having caregiver support is so critical. This resource has been so helpful for me personally and helps narrow down the amount of information I have to navigate in dealing with my mom’s condition.”***

***“My advisor provided resources and advice and connected with us all. Quite frankly, she provided hope. She did not give us false hope, but resources that allow us to know we are not alone.”***

***“It isn’t always clear how to get support for these situations, so it’s wonderful to have a service available to me through my employer. The service Torchlight provides is deeply personal and very much appreciated.”***





## Every caregiver's journey is different.

That's why Torchlight *Parenting & Caregiving* is the only digital-first, caregiver support solution that provides personalized support for your caregiving employees, every step of the way.

We offer:

- **Direct access to top specialists and expertise in a scalable, cost effective way**
- **Decision-support tools and a comprehensive caregiving knowledge base**
- **One-on-one advising and concierge services (now in Spanish for our US-based clients)**
- **Workforce insights for HR leaders and executives to spotlight needs and enhance performance outcomes**



Available to organizations in the US and Canada, with services and resources in English and French, we're committed to supporting your diverse workforce.

**Ready to reduce stress and boost productivity for your employee caregivers?**

**Request a demo today**