

Caring for Aging Parents: Support & Resources for Caregivers

CAREGIVER SUPPORT RESOURCES

Meeting Agenda

Understand the journey, know where to turn, and care for your own wellbeing along the way.

01**Understand the journey**

- Caregiving responsibilities
- Recognizing caregiver stress

02**Know Your Benefits**

- TELUS Health EAP
- Cigna caregiving tools
- Headspace for Cigna
- Serco People Fund
- Vacation Donation Program/

03**Protect Your Wellbeing**

- Practical strategies to care for yourself



You do not have to navigate caregiving alone.

WHY THIS MATTERS

Caregiving is a common workforce reality

Millions of employees are supporting loved ones while managing work, family and daily responsibilities.

**63M**

**Americans provide
ongoing care**

Nearly 1 in 4 adults

**7 in 10**

**Family caregivers
are employed**

Caregiving is a workplace issue

**29%**

**Care for an adult
and a child under 18**

The sandwich generation



Caregiving can affect time, energy, finances and work-life balance.

Knowing where to find support can make the experience more manageable.

The Caregiver Journey

What begins as occasional help can gradually become more complex care coordination and future planning.



Planning early can make future decisions feel more manageable.

Organize information • build a support network • identify resources

Know Your Benefits

Explore the programs and resources available to support you



Need information on elder care services?

Connect with **elder care specialists** -
available at no cost through your EAP - to get
referrals and help on a variety of issues.
100% confidential and free to use.



one.telushealth.com

Log in: sna-employee ID
888-456-1324

TELUS HEALTH EMPLOYEE ASSISTANCE PROGRAM

Support before a situation becomes a crisis

The EAP can support a broader range of personal, family, workplace and caregiving concerns, not only counseling.

EAP is more than counseling

It can be a starting point for understanding options, organizing concerns and identifying appropriate support.

**Managing stress**

Connect when caregiving responsibilities begin affecting your wellbeing.

**Family decisions**

Talk through a difficult situation and organize the questions that matter most.

**Finding resources**

Begin identifying practical information, services and appropriate support.

**Unsure where to begin**

Describe what is happening and start with the concern that feels most urgent.

You do not have to wait until the situation feels overwhelming.

Reaching out early can help you understand your options and identify a manageable next step.

CONNECT EARLY

Understand → Organize → Identify support

EAP RESOURCES FOR CAREGIVERS

Support for both sides of caregiving

Caregivers often face emotional concerns and practical questions at the same time.



Emotional support

Help with the personal impact of caregiving.

- Stress and anxiety
- Frustration and family tension
- Grief and uncertainty
- Counseling and emotional support



Practical guidance

Help identifying options and next steps.

- Work-life consultation
- Family assistance
- Caregiving guidance
- Community resource referrals



A starting point for organizing questions and exploring support

You do not have to research and manage every concern independently.

ELDERCARE RESOURCES THROUGH THE EAP

Eldercare Resources with TELUS Health

Eldercare guidance may help caregivers identify reliable local services and options.

LOCAL SERVICES MAY INCLUDE

● **Assisted living**

● **Home care providers**

● **Adult day programs**

● **Transportation**

● **Community resources**

● **Support groups**

● **Respite care**

These services can reduce the time spent searching and comparing options.



Guidance can narrow the search and focus the next step.



A referral does not make the decision for you.
It provides a more focused place to begin.



Navigating Difficult Conversations

The EAP may help you prepare for an emotional or complicated family conversation.

Caregiving can involve sensitive family topics. The EAP can provide a confidential place to discuss concerns and explore available support.



Driving



Home safety



Independence



**Living
arrangements**



Finances



**Legal
planning**

**The EAP can help employees understand options,
organize concerns and identify appropriate support.**

When to Contact the EAP

The EAP can be a helpful starting point when you need support, information or greater clarity.



Ongoing stress

Caregiving concerns are repeatedly affecting your wellbeing.



Looking for resources

You need help identifying information, services or support.



An important decision

Your family is facing a complicated choice or conversation.



A significant change

A diagnosis, transition or new responsibility has changed the situation.



Unsure where to start

Begin with the concern that feels most urgent.

Early support may help clarify options, prepare for decisions and reduce uncertainty.



If caregiving is consistently affecting your time, energy, concentration or wellbeing, it may be worth discussing with someone.

Cigna Caregiver Resources

Employees can explore these resources as questions or caregiving needs arise.



Caregiver Resource Center

- Support organizations
- Community services
- Respite care
- Financial and legal information
- Educational materials



Essential Information Organizer

A secure framework for emergency contacts, providers, medications, insurance and important documents.



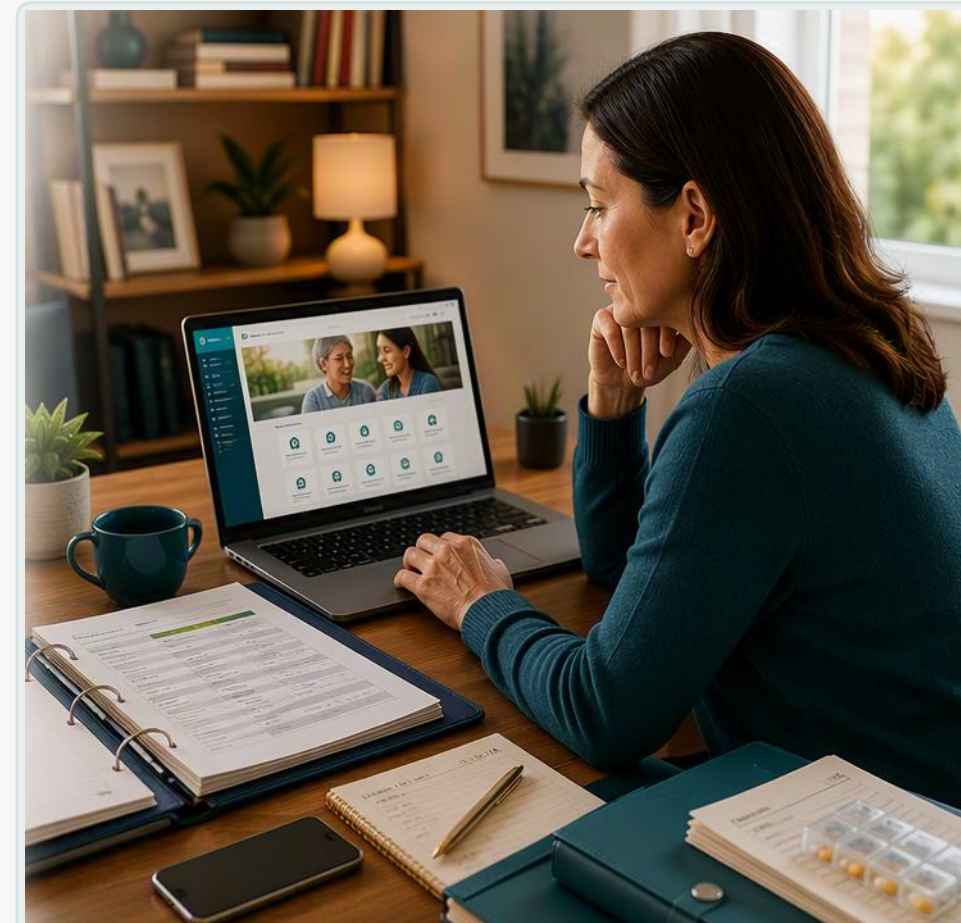
Self-Care for Caregivers

Information about staying connected, asking for help, taking breaks, respite care and recognizing burnout.



Peace of Mind Checklist

Planning topics such as wills, powers of attorney, advance directives, long-term care and document locations.



A starting point for trusted information, organization and planning

Resources available online and accessible to all employees.

Cigna Caregiver Bridge Program

Support for caregivers of aging loved ones and adults or children living with acute or chronic conditions.



ELIGIBILITY

Available only to U.S. employees enrolled in Cigna coverage.



PERSONAL SUPPORT Caregiver coaches

- Emotional support for stress, anxiety and loneliness
- Guidance based on individual needs
- Support through crises and everyday challenges



PRACTICAL GUIDANCE Caregiver resources

- Trusted information and local programs
- Financial and legal caregiving guidance
- Tips for day-to-day caregiving



CONNECTED SUPPORT Digital app

- Message and stay in contact with a coach
- Share documents, images and links
- Schedule appointments and activities

Connect with a
Caregiver Coach



(877) 852-6139



9 AM–5 PM CST, Monday–Friday



Program information and digital
resources available 24/7/365

MENTAL WELLBEING • CIGNA BENEFIT

Headspace for Cigna Healthcare

Everyday tools to help you reset, recharge and build healthier routines.

Available at no additional cost through your Cigna Healthcare plan



FIND YOUR CALM

Guided meditations and quick exercises for everyday stress.



SLEEP & FOCUS

Sleep support, focus music and tools to help you recharge.



PERSONALIZED SUPPORT

Programs, recommendations and emotional check-ins tailored to you.

**GET
STARTED**

1. Log in to myCigna
2. Select Perks & Programs
3. Select Headspace for Cigna Healthcare



Serco People Fund

Unexpected caregiving circumstances can sometimes create financial strain.



Potential assistance

The fund may provide assistance to employees experiencing qualifying financial hardships.



Caregiving impact

Unexpected expenses or changes in family financial circumstances may create additional strain.



Eligibility applies

Review current Serco program information for available support and application requirements.



A RESOURCE WORTH KNOWING ABOUT

Assistance may be available when a qualifying financial hardship occurs.

WHAT TO REMEMBER

- Know the resource exists
- Review current eligibility
- Explore application details

Knowing this resource is available may help you or a colleague during a difficult time.

Vacation Donation Program

Eligible employees may donate available leave to coworkers experiencing qualifying circumstances.

A workplace resource worth knowing about



Donate leave

Eligible employees may be able to donate available leave.



Receive support

Eligible coworkers may receive donated leave during qualifying circumstances.



Create flexibility

Time away may help with appointments, care coordination or unexpected changes.



Eligibility and participation requirements apply.

Review current Serco guidance for complete details.

Protect Your Wellbeing

Practical strategies for navigating stress and strengthening wellbeing

Recognizing Caregiver Stress

Recognizing the signs early can help caregivers protect their health and seek support sooner.

64% of caregivers report emotional stress

Caregiving in the U.S. 2025

COMMON SIGNS

● Overwhelmed

● Fatigue

● Anxiety

● Sleep problems

● Difficulty concentrating

● Irritability

● Isolation

● Emotional exhaustion



Stress may also appear in less obvious ways

Postponing personal care • withdrawing from others • giving up enjoyable activities • managing everything alone

Recognizing stress is not failure. It is a signal that additional support may be needed.

Self-Care is Part of Caregiving

Self-care supports your ability to continue caring for someone else.

Self-care does not have to be a major commitment.

- | | |
|------------------------------------|---|
| ● Take a short break | Create a brief pause in the day. |
| ● Keep your appointments | Protect your own healthcare routines. |
| ● Stay connected | Maintain relationships with friends and family. |
| ● Ask for specific help | Share one manageable responsibility. |
| ● Speak with a professional | Use support when additional guidance is needed. |

The goal is not another task. It is a realistic way to protect your health and energy.



serco

Impact
a better
future