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HR CONSULTING FIRM RAISES AWARENESS OF CAREGIVING AND ITS IMPACT ON EMPLOYEE WELLNESS

KGA Inc.’s Employee Assistance Program (EAP) Addresses the Effect of Eldercare Responsibilities on Employees and Job Performance

FRAMINGHAM, Mass. – The potential responsibilities are dizzying and oftentimes daunting: attending doctor’s appointments, hiring a home-care employee, organizing finances, managing family relations, etc. Caring for an elderly loved one can strain a person’s physical and emotional resources and consequently affect job performance. KGA Inc. (www.kgreer.com), a human resources consulting firm based in Framingham, Mass., through its personalized 24/7 EAP service, offers advice and solutions to ease the demands on caregivers in the workplace.

“People who have aging parents are often distracted by their changing situations, which can go on for a long time while an elder is declining—sometimes years. It can affect almost any aspect of job performance, including attendance and productivity,” explains KGA President Kathleen Greer.

“Eldercare is a responsibility that can creep up on you. You are not prepared for that particular role by society as much as entering into parenthood, for example,” adds COO Liz Hahn. “For me, personally, it started with going to doctor’s appointments with my mother to act as an extra set of ears, and led to me almost living with her a few years later. The requirements increased incrementally, almost silently.”

Through its EAP, KGA Inc. offers client businesses an Eldercare Outreach Program, which helps with a range of concerns, from wondering what to do with a parent who can no longer drive to supporting a loved one who is acting angry or depressed. Any client employee can call the 24/7 EAP and access support and resources arranged by a team of licensed counselors, lawyers, and financial planners. The EAP can:

- Research and provide information on nursing homes, assisted living communities, and in-home care providers
- Offer ideas of how to talk to loved ones about options and support them in making difficult decisions
- Supply resources specific to elders on issues related to finances, depression, anxiety, or alcohol abuse
- Provide access to counselors who can support elders and their loved ones adjust to changes along the way
- Consult regarding estate or other legal issues

The number of callers using the EAP for eldercare research, referral, and support is on the rise, according to Greer. “This is probably due to demographics with the aging baby boomer population. Boomer managers are becoming more empathetic and flexible about employee issues related to eldercare because they are facing them, too.”

To learn more about KGA’s Eldercare Outreach Program, visit the Featured Articles section at www.kgreer.com.

About KGA Inc.: Founded in 1982, KGA Inc. is a comprehensive human resources consulting firm that assists organizations with employee retention, manager performance, change management, diversity management, and wellness management. These areas are supported via a family of five high-touch services, including a personalized, highly effective EAP (Employee Assistance Program); training; coaching; consulting; and wellness.

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