

ISO 25551:2021-11 (E)

Ageing societies - General requirements and guidelines for carer-inclusive organizations

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Principles	4
4.1	General	4
4.2	Guiding principles	4
5	Carer-inclusive program	5
5.1	General	5
5.2	Top management commitment, support, and leadership	5
5.3	Worker consultation and participation	6
5.4	Carer-inclusive organization policy	6
5.5	Regulatory and other requirements	7
5.6	Social responsibility	7
5.7	Review of internal practices and available supports	7
5.8	Identify gaps and barriers	8
5.9	Objectives and targets	8
5.10	Confidential disclosure of working carers	9
5.11	Awareness, competence, and training	9
5.11.1	General	9
5.11.2	Training	9
5.12	Communication of available services	9
5.13	Carer culture	10
5.14	Actions by organizations to provide necessary supports for working carers	10
5.14.1	General	10
5.14.2	Suggested actions	11
5.15	Response to unplanned or emergency caregiving situations	11
5.16	Monitoring and measurement	12
5.16.1	General	12
5.16.2	Documentation	12
6	Management review and continual improvement	12
6.1	Review process	12
6.1.1	General	12
6.1.2	Review input	13
6.1.3	Review output	13
6.2	Continual improvement	13
Annex A (informative)	Sex-/gender-based lens	15
Annex B (informative)	Sample internal review checklist	17
Bibliography		20