

DIN ISO 25551:2023-11 (E)

Ageing societies - General requirements and guidelines for carer- inclusive organizations (ISO 25551:2021)

Contents		Page
National foreword.....		3
National Annex NA (informative) Bibliography		4
Foreword.....		5
Introduction.....		6
1	Scope	10
2	Normative references	10
3	Terms and definitions	10
4	Principles	13
4.1	General.....	13
4.2	Guiding principles.....	13
5	Carer-inclusive program	14
5.1	General.....	14
5.2	Top management commitment, support, and leadership.....	14
5.3	Worker consultation and participation.....	15
5.4	Carer-inclusive organization policy.....	15
5.5	Regulatory and other requirements.....	16
5.6	Social responsibility.....	16
5.7	Review of internal practices and available supports.....	16
5.8	Identify gaps and barriers.....	17
5.9	Objectives and targets.....	17
5.10	Confidential disclosure of working carers.....	18
5.11	Awareness, competence, and training.....	18
	5.11.1 General.....	18
	5.11.2 Training.....	18
5.12	Communication of available services.....	18
5.13	Carer culture.....	19
5.14	Actions by organizations to provide necessary supports for working carers.....	19
	5.14.1 General.....	19
	5.14.2 Suggested actions.....	20
5.15	Response to unplanned or emergency caregiving situations.....	20
5.16	Monitoring and measurement.....	21
	5.16.1 General.....	21
	5.16.2 Documentation.....	21
6	Management review and continual improvement	21
6.1	Review process.....	21
	6.1.1 General.....	21
	6.1.2 Review input.....	22
	6.1.3 Review output.....	22
6.2	Continual improvement.....	22
Annex A (informative) Sex-/gender-based lens		24
Annex B (informative) Sample internal review checklist		26
Bibliography		29