



## CURRENT CHALLENGES

Unnur's parents are getting old. Her mother has Alzheimer's and is in a nursing home, but her father still lives at home.

His health has been deteriorating lately and Unnur has had to take care of him a lot. She is practically maintaining two households. She shops for him, cooks for him and takes care of the cleaning. The municipality services have just recently began helping and now her father's apartment is cleaned once a week and he is also to be bathed once a week.

Unnur regularly takes him to the doctor and sometimes he has to go to a specialist in Reykjavík. He is also in rehabilitation once a week.

She feels that she alone has all the responsibility on her shoulders, and she feels that she gets little help from her siblings.

She is often tired at work and has difficulty concentrating on tasks. She also feels bored and annoyed with her family as she feels that she is very much the only one worrying and doing all the work.

# UNNUR

## Payroll Clerk

**AGE** 57

**GENDER** Female

**FAMILY SITUATION** Married with three grown children and 8 grandchildren. Has elderly parents. Unnur lives in a small town out in the country

**JOB/CAREER** Payroll Clerk

## ATTITUDES AND EMOTIONS

- Unnur is tired lately and finds it difficult to concentrate on her tasks. She also feels irritable both at work and at home.
- She sometimes finds that it is unfair that her colleagues get days off because of their children, and she does not get the same flexibility when she must take care of her parents.
- Unnur is dreading the conversation she needs to have with her boss about more flexibility to take care of her father and get enough rest. She feels like she's heading for a burnout.

## MOTIVATIONS

- She wants to do better at work and finds that she is not performing as well as before. She really wants to get back to her optimal performance

## WORK SITUATION

- Unnur has always been very efficient at work and has rarely had sick days. Since she has grown children, she is not taking time off for her children's illnesses like some others who work with her.

## Manager's questions

- Can I accommodate Unnur somehow?
- Can she work more from home?
- Remote work?
- Can I set the example of registering her paid leave x hours per week?
- How can I overcome the frustration that has developed in the group?

## Peers/colleagues' questions

- Why is Unnur so upset lately?
- Do you think there is something difficult going on with her?
- Why does she have to constantly fuss and squirm when we're discussing popping off for parenting interviews and other things related to the kids?
- She enjoyed the same when she had young children.



## Individual's questions

- Why are there no paid days off for taking care of my parents like there is for children?
- Like x hours per year?
- Should I downsize to take care of them better?
- What rights can I exercise?

## Policymakers' questions

- Can we be more flexible with staff who are caring for elderly parents?
- What limits should we set?
- Can we go beyond the current collective bargaining agreement?
- What would it cost the company?
- Government: Caring for the elderly. How does this affect individuals?

