

# Vertex Pharmaceuticals: Care for Every Life Stage

How **Care for Business** is Helping  
a Leading Pharmaceutical Employer  
Create an Equitable Benefit Strategy



# About Vertex Pharmaceuticals:

As one of the pharmaceutical industry's [top places to work](#), Vertex Pharmaceutical is home to more than 4,000 researchers, scientists, engineers, and corporate employees in Boston and more than 15 countries around the world. Their [mission](#) is to support the cystic fibrosis (CF) community by discovering and developing medicines that treat the underlying cause of this devastating disease, and help improve patient's lives. Vertex has a "we-first" attitude and believes in the fearless pursuit of excellence.

## Why Vertex Cares

Vertex views their employees as the lifeblood of their organization. The company believes the company's success is fueled by their people and the diverse perspectives they bring to the table every day to create medicines that treat people with serious diseases.

- More than half of the company's workforce are women, with 41% of women holding roles at the vice president level or higher.
- Vertex employees represent every life stage. They have employees raising a family, actively caring for an aging or ill loved one, or caring for a pet—all while taking care of their own well-being.

Vertex leadership is conscious to not assume that an employee's life stage is necessarily tied to their age alone. As a result, the company is focused on creating a benefits strategy designed to meet the needs of all employees, no matter their age or whether they're caring for a child, parent, or pet (or in many cases, all three).

"We know that benefits aren't one-size-fits-all and we want to make sure we have a wide array of benefits to support all our employees," said Jennifer Aylwin, Associate Director of Benefits at Vertex Pharmaceuticals.

In addition to offering fertility and adoption assistance, financial wellness counseling, and an on-site fitness center, Vertex saw an opportunity to further support employees and the ones they love with family care benefits.

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## How Vertex Cares

Vertex leadership knew they wanted to help employees worldwide to be able to show up to work as the best version of themselves. Inadequate access to child care costs businesses [\\$13 billion a year](#) in lost productivity. There's an even bigger cost when it comes to workers showing up, but not able to function as their best self. The cost of employees who are working below their potential due to health issues, stress, or distractions (like a need for care) is estimated to be [\\$150 billion per year](#).

Vertex decided the best, and most equitable, way to support employees was with an intuitive, reliable solution to help with short- and long-term caregiving needs for every

member of the family. After evaluating their options, they chose to partner with Care for Business to offer employees:

- **Unlimited access to a [Care Membership](#) to find care for children, adults, pets, tutoring, housekeeping, and more in more than 17 countries worldwide**
- **[Backup Care](#) for children and adults—to use when regular care falls through**
- **24/7 guidance, support, and advice with [Care Specialists](#)**

“We were looking to provide resources for our employees as it relates to family caregiving in a meaningful way and help them when their normal care has fallen through to alleviate concerns on suitable child care,” said Aylwin. “We also wanted to focus on other areas to provide an inclusive solution that covers a multi-generational workforce.”

Vertex said its employees like the flexibility of Backup Care with options for how they choose care for their loved one, including in-home care, in-center care, care through the employee’s personal network, and even camp.

Working caregivers face so many obstacles and unknowns—often carrying the pressure to care for their loved ones while balancing their careers. With the addition of Care Specialists, Vertex provided employees with around-the-clock access to experts who can advise and support them and their families with any daily distraction or major life event, including:

- Finding child care or senior care options
- Breastfeeding support
- College application guidance
- Moving and relocation support
- Planning a vacation or respite support
- Getting access to mental health services

When partnered with an expert—including former teachers, master’s-level social workers, and paralegals—employees receive vetted provider recommendations, concrete action plans, and guidance for the whole family. The assistance and level of service provided to employees who utilize the Care Specialist benefit helps to relieve a lot of stress, save time, and allows them to focus more on their day-to-day duties.

The HR team at Vertex specifically noted a large uptick in requests for long-term assistance options for employees’ senior loved ones during the pandemic. “We’ve heard a lot of positive feedback from our employees about Care Specialists,” said Deidre Donohue, Senior Benefits Analyst at Vertex Pharmaceuticals. “Our employees have busy lives, and this addition of this benefit has helped save them a lot of time.”

# The Impact of Care

Care for Business has partnered with Vertex for more than 10 years, and nearly 40% of their employees are enrolled in their Care benefits.

Vertex reported that child care is the most utilized care category for their employees, followed by housekeeping, and pet care. The long-term impact that care benefits have had at the company can be seen in the utilization growth of each care service.

For example, in the past five years Vertex employees have used more than 800 days of Backup Care. And since the start of the pandemic, their use of Backup Care has grown year over year. In 2020, employees utilized 182 days of Backup Care, which ticked up to 195 in 2021.

Over just the past nine months on the Care program:

- Close to 500 Vertex employees have tapped into their employer-sponsored Care Membership to find background-checked child caregivers, pet care providers, and housekeepers.
- More than 150 employees have posted jobs for caregivers on Care.com.
- Over 160 employees have engaged in a session with a Care Specialist. On average, every Care Specialist engagement saves employees 13 hours of productivity at work.
- Employees missed 110 fewer days of work thanks to having access to Backup Care.

“That we are able to provide a meaningful resource to our employees when they need it, and that we can help alleviate any stressors to help with their overall well-being, is very important to us,” said Donohue.

Vertex says they are happy with the depth and breadth of Care’s services, and how it helps them achieve their goal of offering benefits that can assist the diverse needs of its employee base.

“Having access to family care benefits has been paramount to our employees and helps with overall productivity as employees know they have premium access where they can easily arrange care for their family, pets, and their homes,” says Aylwin. “This allows them to focus on themselves and the patients we serve.”

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