

FAMILY CARE OFFICE
Annual Report
July 1, 2004 - June 30, 2005

Introduction

The Family Care Office (FCO) was created in December 1993. It is funded jointly by the University's operating budget (through the Office of the Vice President Human Resources and Equity and the Office of the Vice President and Provost) and by St. George campus students (through the Student Services fee). The Family Care Office is a service that provides guidance, information, referrals, educational programming and advocacy for the University of Toronto community. Through all its functions, the FCO aims to raise awareness of family care issues and of quality of life issues central to the achievement of educational equity and employment equity at the University of Toronto.

The FCO adopts a highly collaborative approach to educational programming and works with partners across the University on joint initiatives. It maintains a resource centre comprised of practical material on topics ranging from pregnancy and infant care to lesbian and gay parenting issues, bereavement and caring for elderly family members. The Office acts as an advocate and liaison on behalf of University families with government and community agencies, University departments and employee and student organizations. The Office consults regularly with these organizations to ensure that it is meeting the needs of the University population and that a high quality of service is being maintained. The Director of the Family Care Office reviews University policy, procedures and publications for their impact on those with family responsibilities and makes recommendations for revisions or for further development. In addition, the Office coordinates the Faculty Relocation Service (FRS) and assists with the University's recruitment of faculty by providing relocation assistance to prospective and recently appointed faculty.

Throughout its history, the Family Care Office has emphasized an inclusive definition of family. Thus, any member of the University community is entitled, for the purposes of the office, to define family, as it is most appropriate for his/her own circumstances. The Office is committed to providing culturally sensitive service to clients. Referrals are offered to a wide array of resources including those that have a specific faith or cultural perspective. This has always been an important factor for students and staff and has enhanced our ability to assist in the recruitment of faculty.

Staffing

The office is staffed by a Director, Education and Resource Coordinator, Information and Outreach Coordinator and an Information Officer who works on a nine month sessional appointment. The Office continues to provide several unique work/study opportunities for students interested in undertaking research or career-related projects in family care or community services.

This year was the first year with the additional sessional staff member and it proved to be a much more effective structure for the office given the current workload.

Case and Programming Overview

Since its inception in December 1993, the Family Care Office has experienced a steady increase in demand for its services. This year the office again handled just over 1700 cases, which is a 1% increase, compared to last year's case load.

The types of services requested by individuals and departments are broadly defined under child care and elder care but certainly extend beyond these categories. Clients request comprehensive family care, including: assistance with budgeting and time management; referrals to family lawyers, counsellors and physicians; access to a complex web of community services (including food and clothing banks, parenting classes and housing); and support groups. Departments also benefit from consultations about policy and about unique family-related situations involving individual employees and students.

Over 1500 people attended the 69 workshops/events and 3 support groups sponsored or co-sponsored by the office this year. Overall, the Office was able to provide 9 more workshops/events this year compared to last year. The office has been able to provide 50% more workshops/events compared to two years ago and our new staffing structure has allowed this to occur. The workshops focus broadly on child care options, maternity leave planning, balancing family/work and studies, budgeting concerns, separation and divorce issues, parenting and elder care.

Case Work, Education and Training and other Direct Service

Case Work

From May 1, 2004 to April 30, 2005, the Family Care Office handled 1705 cases: 640 students (13 part-time undergraduates, 357 full-time undergraduates and 270 graduate students), 881 employees (350 staff and 531 faculty members), 18 post-doctoral fellows and 166 other which includes University departments, visiting faculty, other institutions, alumni and members of the community [see Table 1]. While UTM or UTSC students do not fund our office through the student service fee, we did provide service to these students if they approached our office for assistance. This year of the total number of students we assisted, 1.9% was from UTM and 1.3% was from UTSC. The office also took part in various student orientations, set up our display booth, and addressed student needs directly on site. It should be noted that case load is not the only indicator of the impact of the Family Care Office's activities. In terms of service to students and staff, the impact of the education and training programs and of the website is as significant as that of individual casework.

As in previous years, student concerns centered primarily around issues such as child care availability (including access and quality), children's programs, family financial planning, parenting, legal assistance, pre-natal health and maternity and parental leave. Employees requested assistance with child care and children's activities, summer and emergency programs for children, as well as family care leaves (i.e. maternity leave, parental leave and part-time leave

for family care), relocation (including moving, housing assistance, schools and referrals to health care professionals and other community resources), health issues, elder care, personal counselling, parenting, legal issues and concerns around work problems and work/family balance [see Table 2- Types of Inquiries]. Sample case descriptions can be found in Appendix 1.

Inquiries concerning child care options and subsidies while very frequent tend to be the least time consuming cases. However, often a client calls us in distress when they cannot locate any child care option that will fit their situation and so these cases obviously take more time and research. In terms of staff resources, emergencies involving student families, elder care cases and faculty relocation cases are generally the most challenging, complex and time consuming.

Departments consulted with the Office on a range of family care issues, including maternity and parental leave arrangements, elder care arrangements, information on pregnancy resources for students, part-time leave for family care purposes, and referrals to internal and external counselling for students and staff.

The Family Care Office tries to address in its programming many of the concerns that arise more frequently such as requests for resources to support aging family members and their caregivers, student parents seeking support groups, assistance with finding child care as waiting lists continue to be daunting, legal information on separation and divorce, as well as parenting advice and support.

Education and Training

This year we were able to sponsor or co-sponsor 69 workshops/events and 3 support groups for students, staff and faculty. New workshops were offered, including: *Queer Parenting: The Conversations We Rarely Have*, *Emotional Aspects of Separation and Divorce*, *Making Home cooked Food for your Baby*, *Juggling Work, Home-Life and Caring for an Aging Relative*, *Understanding Learning Disabilities*, and *Anger Management for Parents*.

We continued our Elder Care Lunchtime Series and offered workshops such as *Taking the Mystery out of Retirement Living*, and *Stress Management for Caregivers*. The elder care workshops and Caregiver Discussion Group meet the need of many students, staff and faculty who are trying to cope with the challenges of caring for an aging relative.

The office offered a "Family Cooking on a Budget" workshop a few times this year for various groups including graduate students for the graduate conference organized by Student Services and for first year students as part of the Student Services FYI program. The Family Care Office co-sponsored the annual symposium for women graduate students interested in pursuing an academic career.

We continued to offer the popular Father's Group. The Father's group has established a good presence on campus with student, staff and faculty fathers who appreciate the chance to meet and discuss parenting concerns. While our former Office Manager who facilitated this group no longer works for the Family Care Office, he continues to facilitate this group while working with Student Affairs and this was a joint effort.

For a second year, we were able to offer a Caregiver Discussion Group for individuals caring for an elderly parent, relative or friend to exchange ideas, offer support and share experiences. This group was facilitated by a staff member from Family Services Association and was funded through the EFAP. The individuals attending this group are generally facing very difficult caregiving scenarios and appreciate the opportunity to talk to others in a similar situation.

We built on the fledgling Student Parent Discussion Group that was initiated in January 2004 and established a year round Student Parent Discussion Group. This group is facilitated by the Information and Outreach Coordinator and meets every two weeks at OISE/UT. It is a mixture of undergraduate and graduate students and these students use this opportunity to share ideas with other parents, offer support and to find out about resources for families on-campus. The Office continues to refer students to the two student parent groups on campus (largely attended by mothers) and to provide support to these groups as requested.

This year we participated in Achieving Work-Life Balance Month during October and November. Two staff members sat on the organizing committee that was chaired by the Special Assistant to the VP Human Resources and Equity and Quality of Work-Life Advisor. The Office assisted with the development of the programming and organized additional workshops to occur during this month. This was a successful event and awareness around work-life issues and the role of the Family Care Office as a service for staff and faculty was raised.

The Office provided orientation and training sessions for CALSS interns, students from TYP, international students at the Rotman School of Management, and for SGS administrative staff. This year the office co-organized an orientation for partners and spouses of new faculty members and provided training to administrative staff involved with faculty recruitment. We also organized a HRSDC training session on maternity, parental, sickness and compassionate leave for Human Resource staff members. The Director participated in the facilitation and design of the course 'The Healthy Workplace' for three different training programs offered through Staff Development Centre.

Other Direct Service

The Office held a Family Care Open House to introduce the FCO services and offered free pizza to student parents, face painting for children, a storytelling time, and invited the Family Resource Centre to set up in our office. We invited organizations on-campus and in the community who offered family-related services to set up display booths in the Koffler mall area. This was a very successful event. It not only gives student parents access to groups such as Toronto Public Health, Toronto Community Care Access Centre, Baby and Me Fitness, the Athletic Centre and the on-campus daycares, but it also is a very visible event that raises the awareness amongst the U of T community that a student parent population does exist on-campus. The organizations are also of interest to staff and faculty.

The Family Care Office feels it is important to provide inexpensive on-campus activities for students, staff and faculty and their families. Students especially appreciate having the opportunity to bring their children on-campus.

The Family Care Office co-sponsored four Family Nights with the Athletic Centre so that families could watch Varsity basketball and hockey while socializing with other U of T families. In addition, the Office helped to co-organize a children's movie day with the student group CINSSU at Innis College. These events were well attended by faculty, staff and students.

Staff worked with Student Family Housing to ensure student families are aware of our programs and services. This year we set up a display booth in the front lobby of both the buildings. The Office held events at Student Family Housing, such as Family Cooking on a Budget and organized for Campus Police to do a bike and street safety workshop. The Family Care Office participated in the Welcome Party and re-opening of the Green Roof Garden hosted by the Community Development Office with Student Family Housing. The Office surveyed the students in Student Family Housing and the results will be used to help guide the service we provide to these students next year.

This year our office co-organized 'Take Your Daughters and Sons to Work Day' with the Office of the Vice President Human Resources and Equity. This was a very successful day of activity for the children of staff and faculty and the Family Care Office assisted with all aspects of the planning and coordination of the day. Over 260 children registered with their parents.

A complete list of workshops/events and support groups can be found in Appendix 2.

Resource Centre

The Resource Centre contains many books on topics ranging from infant care and gay and lesbian parenting to elder care and balancing work and family. Approximately 55 new titles were acquired this year to increase the depth and breadth of our resources and the Office was able to continue to have a short term borrowing policy. The Office continues to order and obtain information guides and brochures from local community services.

The Office distributed a newsletter in September and January discussing family issues and advertising the Family Care Office activities. This provided another avenue to promote family care concerns within the U of T. It also assists with the office outreach.

Web site and Listserv

The Family Care Office website is well used, but unfortunately, our server host was not able to provide usage statistics this year that could be used to compare with last year. We have explained the importance of these statistics and have asked that this problem be corrected for next year.

A very popular service on our web site is the on-line summer day camp directory and the winter and March break camp directories. We also continue to provide on-line access to our 'Babysitting Listing Service' for current students, staff, and faculty. We verify the student or employment status of any individual making a request to use our listings before providing her/him with access to our listings of babysitters.

We continue to rely on our listserv as a direct and effective way of communicating and promoting our activities to students, staff and faculty. The number of people in the U of T community who have joined our listserv has increased by 10% this year.

Outreach

The Family Care Office makes use of the broadest possible range of promotional tools from our web site and email listserv, campus mail, posters, advertisements and announcements in University publications to public displays, presentations, and class announcements. As mentioned above, we have developed a newsletter that we have used as an outreach tool. This year, the Education and Resource Coordinator developed a more colourful and informative office brochure that was well received by the community and we had to make an additional order as we ran out mid-year.

We make use of our display booth at orientations, special events and in high traffic areas throughout the year to try and reach the students who might be interested in our services. For example, this year our display booth sites have included the Student Family Housing building lobbies, OISE/UT, New College, University College, Sidney Smith and the Health and Well-Being Open House.

We meet directly with student groups, student governments, registrar offices and departmental staff to promote our services and to arrange for collaboration on events when possible. This year we made presentations at the four divisional SGS Executive Committee meetings, the Arts and Science Advising Network, New College Mothers Group, and attended a brown bag lunch for SGS administrators to list some of our outreach meetings. This year we have also compiled promotional binders that are available at most of the college registrar's offices.

We hold our workshops at various locations on campus such as OISE/UT, the Early Learning Centre, and Woodsworth College to try and reach a wider audience.

Even with our continued efforts to improve our publicity and promotions protocol, the Office finds that communicating effectively in such a large and diverse institution is a constant challenge.

Student Advisory Committee

For the first time a student advisory committee was formed to provide suggestions and advice on our programming and outreach, and on our Operating Plan for 2005/6. They also provided insight into what their family concerns were as students at the University. This group met three times during the academic year and was representative of the users of our service, and so the advisory members included a participant in the Woodsworth College Single Parent Support Group, a Student Family Housing parent, an international student, a student from First Nations House and a former TYP student. This group of students was a wonderful resource and we will form a new advisory committee for next year.

Faculty Relocation Service

The Faculty Relocation Service (FRS) is a program, operating from within the Family Care Office, with funding from the Office of the Vice President and Provost. This highly successful initiative has provided deans, chairs and search committees with assistance in meeting their goals in an intensely competitive recruiting environment. The program has helped newly-appointed faculty and their families to relocate and transition smoothly to life within the University and Toronto communities.

The program's goals are to:

- a. Ensure that those involved in academic searches are aware of and can easily access information on relocation issues that can enhance their ability to attract and hire the best candidates.
- b. Ensure that the process of relocating newly-appointed faculty and their families to the University and the city is comprehensive, efficient and welcoming.
- c. Provide support to the Office of the Provost in its efforts to retain faculty in a highly competitive environment.

The Faculty Relocation Service provides assistance to prospective and recently appointed faculty by meeting with these individuals to discuss their relocation concerns such as housing, moving arrangements, care for children and elderly family members, banking and referrals to ethno-cultural and religious communities and lesbian and gay communities. The Office is the contact point for the distribution of faculty recruitment kits and maintains the FRS website.

In its sixth year, the office was in contact with 236 prospective and newly appointed faculty (in person, via email, by telephone or a combination of methods) compared to 178 last year. There were 37 more searches occurring in 2004/5 and this was reflected with a 33% increase in appointments. While a few of these cases may have only involved the exchange of a few emails, most consisted of a 30 minute to 1 hour appointment with a staff member, often with follow up. At least a dozen cases were sufficiently complex that they involved a few days of staff time primarily spent on researching resources. The FRS raised awareness of the importance of equity issues (ethno-cultural and faith issues, disability issues, LGBTQ issues, maternity/parental/adoption leaves and other 'family-friendly' policies) and their relevance to recruitment efforts. Furthermore, "quality of life" factors have proven to be particularly significant in attracting sought after candidates.

From July 1, 2004 to June 30, 2005, the Office of the Provost informed us that 182 searches had occurred. A review of the departments and faculties who were recruiting compared to those who contacted us for appointments or kits reveals that almost all had utilized our services. We met with candidates from all three campuses, though, for UTSC it is agreed that only if time permitted and if the candidate had a complex family-care situation would they meet with both FRS and UTSC Human Resources.

Faculty recruitment kits continued to serve as a valuable tool produced and distributed by our office with approximately 675 faculty recruitment kits requested by departments.

The Director of Faculty Renewal was on a leave of absence this year and so FRS at times needed to liaise with the Office of Vice President and Provost staff to consult on a few individual faculty recruitment cases. The Office looks forward to liaising with Sara-Jane Finlay the new Director of Faculty Renewal next year to ensure the service we offer is meeting the Office of the Vice President and Provost's goals. The FRS also maintains close contact with other individuals who provide faculty recruitment programs such as Donna Deak (tax consultations), Ellen Brikaras (UHIP), Rachel Kasimer (immigration), Grace Angellotti (Faculty Housing) and Beverly Kahn (non-academic spouse/partner employment assistance).

FRS Outreach

This year all deans and chairs were sent a letter and information on the FRS service in the fall and were informed of training for their administrative staff.

The Director presented at the Faculty Recruitment Integration and Retention session within the Orientation and Training for Newly Appointed Academic Administrators. Our office made presentations for the Faculty of Arts and Science dean representative training throughout the year. We also sent up a display at the new faculty orientation.

In the fall, we held a training session for administrative staff involved in the recruiting process for their departments. This was an opportunity for these individuals to meet the FRS staff and learn about the FRS resources and function.

Additional Service

In September, the staff of FRS co-organized an Orientation for Spouses/Partners of New Faculty.

The office also attempted to facilitate a Newcomer Spousal/Partner Network. This was to be a discussion group that would deal with newcomer adjustment issues such as housing, neighbourhoods, entertainment options, and children's programming, and allow for general sharing of adjustment tips. However, not enough individuals signed up to make this a worthwhile endeavour.

This year we also organized or co-organized two additional workshops for new faculty members: *How to Own Your Own Dream Home* and *An Introduction to Tax Basics*

Student Financial Aid Assistance

The Office often assists student families with information on resources they can access for child care assistance or other family-related expenses. Staff members provide information on available student financial aid available through the university. The Office also provides information on municipal child care subsidies and held an information session with a municipal child subsidy worker. The Information and Outreach Coordinator creates information sheets that assist students looking for second hand stores and free or inexpensive family activities. Workshops that are offered such as Family Cooking on a Budget are designed to help student families who want to know more about nutritious meals that can be prepared inexpensively.

The annual “Financial Survival for Student Families” workshop, co-organized by the Family Care Office, Admissions and Awards, Woodsworth College, School of Graduate Studies, Student Services, SAC, GSU and APUS attracted over 60 attendees. This year, the Manager of Financial Aid, Admissions and Awards, felt it was one of the best sessions we had organized over the years.

The Information and Outreach Coordinator assisted the Food and Clothing Bank by actively participating on the steering committee and volunteering some staff time at the Bank. She also set up a display booth twice during the year during the food bank hours to assist students who may have needed family care assistance.

The Family Care Office worked collaboratively with Admissions and Awards, Students’ Administrative Council (SAC) and Student Affairs to distribute the SAC Dollars for Day Care funds. The Office ensures this grant is widely advertised. Through this program, 79 applications were received, out of which 73 were approved for grants totalling \$30, 049.

This year the office also sat on a committee to distribute the Charles St. bursary that was provided through Student Affairs. We helped advertise the availability of this bursary for international students living in Student Family Housing who needed assistance with the costs of the Charles St. daycare. Through this program, two applicants received assistance for a total of \$7220.

Child Care

Child care continues to be an issue of critical importance to faculty, staff and students alike. Its provision is essential to the achievement of educational and employment equity. Our Office assists students, staff and faculty to understand what child care options are available to meet their individual situation. There is a chronic shortage of government funded child care subsidized spaces, infant and toddler day care spaces, part-time spaces and evening spaces. This leads to long wait lists for most daycare spots and a parent must plan well in advance for child care. The cost of child care is high and for those individuals, such as international students who are not eligible for municipal child care subsidies, the ability to use licensed child care becomes very difficult.

The University of Toronto Early Learning Centre continues to have a very long wait list, as it is often the first choice for daycare for students, staff and faculty. The ELC staff will be spending more time with individuals inquiring about the daycare so that the individual understands the wait list procedures and the likelihood of a receiving a spot when needed. The Family Care Office staff is also ensuring through our workshops and through individual consultations that the U of T community member is well aware of all child care options and the necessity of exploring them all.

Campus Community Cooperative Day Care moved into a newly renovated site last fall and signed a new occupancy agreement with the University. This daycare also has a long wait list

and this year has worked closely with the Family Care Office to ensure that U of T families fill most vacancies. The Director began to sit on the board of this daycare in December 2004.

By this fall 2005, the renovation of the daycare in Student Family Housing (35 Charles St. W.) should be completed and infant spots will be offered at this site. There is already a wait list for these new infant spots. The majority of users of this daycare, who are given first priority for any openings, are tenants of Student Family Housing.

The Director of the Family Care Office has been consulted by students and student groups who would like to start a child minding service for students on the UTM campus. While this is an ambitious project, the students are exploring all avenues to set up a quality service. It is also encouraging to note that the UTM administration is examining the feasibility of a permanent child care centre on the UTM campus.

The Family Resource Centre opened for the first time this year and was a very welcome addition to the St. George Campus. The Family Care Office worked with the Resource Coordinator throughout the year and assisted with advertising the Centre's hours and activities. Our office held workshops in the Resource Centre and worked together on purchasing books and obtaining resources. The Centre also began to offer a child minding service to which we have referred students, staff and faculty.

This year, the University of Toronto decided to work with kids + Company, a private childcare provider, to offer an emergency backup childcare program for U of T staff and faculty. While the take-up was small at less than 25 families, the university will offer the service again next year and our Office will continue to assist with monitoring staff and faculty satisfaction with the service.

The Family Care Office produces and distributes a child care brochure to inform the university community about the on-campus child care centres. We also continue to provide a Babysitter Listing Service to make it easier for students, staff and faculty to find casual child care assistance. We have created a tip sheet on choosing child care, child care subsidies and community family resource centres.

Balancing Work/Study and Family: Pregnancy, Maternity, Parental, Adoption, Primary Caregiver and Family Care Leaves

Pregnant Students

Students frequently feel judged, misinformed and cast adrift when they become pregnant in the middle of their academic programs. The Family Care Office continues to offer information and referrals to students who wish to balance pregnancy, parenthood and studies, and to provide guidance for staff in supporting the students' decisions. Relevant information was again included in the student handbook, "Getting There". A tip sheet for pregnant students is available and the staff will meet with students in appointments to discuss their pregnancy.

Staff and Faculty

The Office provided advice to staff and departments on maternity, parental, adoption and primary caregiver leaves, particularly on the discretionary aspects of the leaves for faculty members, and promoted best practices. The office offers a maternity leave planning workshop for staff and one for faculty. This year we also offered a Parental Leave workshop for male staff and faculty during the Achieving Work-Life Balance Month. The Office provides information kits to employees on the various leaves provided by the university and this year 181 kits were distributed.

The Director worked with the Quality of Work Life Advisor to promote and monitor the emergency backup child care program offered by kids+Company for staff and faculty. This type of service is welcomed by the employees at U of T who do not have many options when their regular child care arrangements fall through. Most often, the registration for a service such as this takes a few years to build up and we expect increased participation next year. The Director is also exploring whether a pilot project that would allow PhD students to use this program can occur for next year.

This year the Director attended the annual conference for College and University Work/Family Association (CUWFA), a US-based organization. She continues to be a member of CUWFA's Members Liaison Committee and Election Committee.

The Director is currently participating on a Human Resources committee to examine a new Orientation workshop for staff and faculty. This is an opportunity to ensure the message that the University is striving to be a family-friendly employer is received by all new employees.

Equity Issues and Family

Since its inception, the Family Care Office has strived to ensure that services and programs reflected the experiences and needs of the different ethno-cultural, religious and lesbian and gay members of the University community. The content and language of workshops is designed to be inclusive.

The office has held workshops to address specific equity concerns. This year with the Office of Lesbian, Gay, Bisexual, Transgender, Queer Resources & Programs and with the LGBT Parenting Network (FSA Toronto), the Family Care Office co-organized the panel: Queer Parenting – The Conversations We Rarely Have. We also had a workshop for parents who suspect their child might have a learning disability. The Office also provided funding for the Second Annual Anti-Homophobia and Anti-Racist Educators Conference.

A graduate student brought to our attention some inequities with the process of distributing the annual funding package for single parents in her faculty. As a result, the Director along with the Status of Women Officer has scheduled a meeting with the Acting Dean of her faculty to discuss the issues.

The Office continues to provide advice on policies and practices related to families and children. We assisted international students with children with the procedures and policies around fees and admission to Toronto District School Board schools. We also received good news in May 2005, when the provincial government announced it had changed its policy for international students, and will no longer charge tuition fees for the children of international students.

The Director worked with the other members of the Equity Issues Advisory Group to develop an operating structure that will be effective for this group in light of the new Equity Advisory Board and new equity infrastructure at U of T.

The Family Care Office also participated in the coordination of the Interim Room (a refuge room for those students leaving violent or threatening situations). The Education and Resource Coordinator volunteers to do intake for the Interim Room and assisted with the development of a protocol for assisting a student parent who may need assistance to remove themselves and their children from a violent situation.

Employee and Family Assistance Program (EFAP)

The Family Care Office and the Family Services Employee Assistance Program have developed an effective working relationship. The feedback on referrals to and from the EFAP staff has been on the whole positive. As anticipated, the introduction of the EFAP has not resulted in a decline in demand for the services offered by the Family Care Office, more accurately, the two services complement one another. This year the Family Care Office used EFAP funding to sponsor three of our elder care workshops and a Caregiver Discussion Group.

Postdoctoral Fellows

Since the mandate of the Family Care Office is broadly defined to include almost all members of the University community, we have always provided services to postdoctoral fellows. In the past, due to their unique status, postdoctoral fellows failed to qualify for many of the benefits or for the protection accorded to either students or employees. However, because of new university policy, postdoctoral fellows will now receive recognition as significant contributing members to U of T's academic mission. A new Postdoctoral Office was set up within the School of Graduate Studies in December 2002 to assist postdoctoral fellows with their concerns. The FCO continues to meet with the new Coordinator of this office to facilitate better referrals between our services and to assist with the development of family and relocation resources for postdoctoral fellows. The Family Care Office still expects to provide some assistance and service to these individuals as they settle in Toronto and have concerns with child care and other family issues but will also be able to direct many of these individuals directly to this new office. This year we did see fewer postdoctoral students compared to last year, so the new office is having a positive effect.

Priorities and Initiatives 2005/2006

Through all of its functions, the Family Care Office aims to raise awareness of family care issues and of quality of life issues central to the achievement of educational equity and employment equity at the University of Toronto. The following initiatives will be undertaken in 2005/2006.

- Implement new strategies for meeting the needs of family housing students based on the 2004/05 survey.
- Re-assess the Babysitting Bulletin Board project and start discussions with the Family Resource Centre to see if it can be expanded or broadened in its mandate.
- Develop a joint committee with partners across the university dealing with family care issues in various functions, so that a university wide understanding of the concerns can be developed through shared discussions.
- Examine the possibility of developing a Mentorship program for new student parents. This would involve pairing new student parents with student parents who have been studying at the university for a few years.
- Organize a one day conference for student parents on various topics including parenting, time management, child care options etc.
- Assist the Quality of Work-Life Advisor with research into family leave options and also investigate home-based elder care and child care services that are available
- Develop a brochure for use in Human Resources that provides guidance around the steps to take when an employee dies
- For the Faculty Relocation Service:
 - Expand the training session for the administrative assistants involved with new faculty recruitment.
 - Review the contents and update the materials for the Faculty Recruitment Kit

Acknowledgements

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Kaye Francis, Director
Family Care Office and Faculty
Relocation Service
June 30, 2005

APPENDIX 1: Sample Case Summaries

A student requested help in locating a service that would conduct an educational assessment of her child who she thought was gifted.

The Office was consulted by an employee and by Human Resources to determine how the Parental Leave policy would apply for a faculty member

A pregnant graduate student contacted the Office to outline various options on how to successfully complete her degree, apply for E.I. and defer her scholarship funding.

A prospective faculty member required further information on how the TDSB would handle her child's special learning needs.

A graduate student needed a counselling referral and advice around community support services as she was trying to assist her mother who had a mental health problem.

An undergraduate student needed a referral to a local ethno-cultural service to help his brother who was not adjusting to Canada and was failing high school.

A staff member contacted our office when his wife was diagnosed with cancer. They had recently had a baby and he needed to understand what was possible in terms of parental leave and U of T policy.

A staff member needed information and advice on the services and support that might be available for her elderly mother who was showing early signs of dementia.

A newly hired faculty member was looking for advice on bringing her houseplants through customs when she came to Canada.

A newly hired faculty member was looking for a referral to a medical specialist upon her arrival.

An undergraduate student needed assistance with her financial situation and new child care arrangements as a result of leaving her partner.

A male single parent student was concerned with using a day care centre. A staff member discussed with him how a day care centre operates, the training of day care staff and the possible benefits for a child's development. He was also given information on locating a parent support group and family resource programs.

A staff member wanted to understand her options in using flexible work arrangements and part time leave for family care, as she was caring for her elderly aunt whose health was failing.

A first year undergraduate student required assistance with balancing her studies while caring for her one year old and husband. As she was new to Toronto and her husband new to the country, she had no family or friends to provide support.

APPENDIX 2: Family Care Workshops, Events and Support Groups 2004/05

Workshops

Maternity Leave Planning for Staff
Maternity Leave Planning for Faculty/Librarians
Parental Leave Planning for Faculty and Staff
Choosing Child Care That Works for Your Family

Anger Management for Parents
Balancing Home/Work/School: A Parents Guide
Budgeting for Student Parents
Building and Strengthening your Blended Family
Childcare Subsidy Information Workshop
Children's Nutrition
Effective Involvement in your Child's School
Eliminating Power Struggles
Emotional Aspects of Separation or Divorce
How to Deal with Bullying
The Impact of Separation or Divorce on Children
Information Session on Adoption
Kid's Safety Workshop
Legal Aspects of Separation and Divorce
Managing Family Conflict
Midwifery Care
Queer Parenting: The Conversations We Rarely Have
Raising Your Child's Self-Esteem
Understanding Learning Disabilities

Caring for Aging Relatives – The Legal Issues
Juggling Work, Home-Life and Caring for an Aging Relative
Navigating the System
Stress Management for Caregivers
Taking the Mystery out of Retirement Living
Understanding the Role of the CCAC (Scarborough)

Family Cooking on a Budget
Financial Survival for Student Families
How to Own Your Dream Home
Introduction to Canadian Taxes
Making Home Cooked Food for Your Baby
Positioning Yourself for a Career in Academia for Women Grad Students
Welcome and Orientation Program for Partners and Spouses of New Faculty Members

Support Groups

Father's Group
Student Parent Discussion Group
Caregiver Discussion Group (Elder Care)

Events

Family Care Office Open House

Family Day at the Athletic Centre

Family Day at Varsity Arena

Take Your Daughters and Sons to Work Day

Movie Day at Innis College

Mothers and Daughters Wendo Course

TABLE 1: Direct Service — May 1, 2004 - April 30, 2005

Undergraduates (part-time)	13
Undergraduates (full-time)	357
Graduate students	270
Post doctoral fellows	18
Staff	350
Faculty ¹	531
Departments ²	118
Other ³	48
TOTAL	1705

1. All inquiries on behalf of an individual prospective or new faculty member are counted as one case per year, regardless of the number of contact hours.
2. Most cases involving departments are listed under the relevant employee or student category.
3. 'Other' includes alumni, researchers, visiting faculty, journalists, general public and queries from the University community not directly related to family care.

TABLE 2: Types Of Inquiries — May 1, 2004 - April 30, 2005

Child care facilities/subsidies/children's programs/schools	37.4%
New faculty/relocation	20.1%
Maternity/parental leave	15.4%
Relationships/support groups/counselling	7.8%
Medical	5.3%
Financial Aid	4.6%
Housing	3.2%
Legal Assistance	2.5%
Balancing work/study/family; flexible work arrangements	2.2%
Elder care	1.6%
Parenting	0.6%
Emergency Assistance; abuse	0.2%
Other (incl. student pregnancy, babysitting bulletin board, resource library, general information, etc.)	14.7%

Note: An individual case is counted in each category that applies, with the exception of an inquiry from a prospective or newly appointed faculty member. This inquiry, regardless of content, would be listed in the 'new faculty/relocation' category only. All inquiries on behalf of an individual prospective or newly appointed faculty member are counted as one inquiry per year.