

FAMILY CARE OFFICE

Executive Summary for the 2001-2002 Annual Report

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 the Office of the Vice President and Provost) and by St. George campus students (through the Student Services fee). The Office reports directly to the Director of Student Services and to the Quality of Work Life Advisor & Special Assistant to the Vice-President, Human Resources. It has been a member of the Equity Issues Advisory Group since 1993.

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.

Overview of Services

Last year, the Office handled almost 1500 cases from students, staff and faculty compared to 1258 cases in 2000-01. The primary areas of concern involved child care options, funding for child care, children's programming, schools, maternity and parental leaves, parenting, elder care, relocation issues and housing, requests for counselling and legal referrals frequently involving separation/divorce, financial aid, balancing work/study/family and flexible work arrangements. We provide educational programming and offer a variety of workshops, support groups and events to address these family care issues. This year our attendance doubled from 600 in 2000-01 to over 1200 participants this year. We also have a library of practical resource materials.

The Family Care Office also houses the Faculty Relocation and Support Program (FRSP). This program was designed to provide deans, chairs, search committees with assistance in meeting their goals in an intensively competitive recruiting environment. The scope of this program has included examining recruitment, integration, and retention strategies. The program also helps newly-appointed faculty and their families relocating and adjusting to U of T and Toronto through individual consultations.

The Director of the Family Care Office was also responsible for reviewing University policy, procedures and publications for their impact on those with family responsibilities and made recommendations to vice presidents, deans, registrars and other administrators.

Objectives for 2001-02

The major priorities and initiatives set out for 2001-02 were accomplished this year even though the office went through significant change as a result of an organizational review which was one the key objectives for the past year. Subsequent to this organizational review, staffing and service changes were implemented as of May 1, 2002. The Director of the Family Care Office is now the Director, Faculty Renewal within the Office of the Vice President and Provost, and a Coordinator was hired for the Family Care Office. The Faculty Relocation and Support Program was modified to become the Faculty Relocation Service and its mandate was changed. This service will continue to operate as it has in the past by providing assistance to prospective and recently appointed faculty by meeting with these individuals to discuss their relocation concerns and family care issues. However, the service will no longer provide spousal employment assistance and will no longer be directly involved in training and strategic initiatives with deans, chairs and search committees around recruitment, integration and retention.

Another change in the office mandate will be in the area of policy review and recommendations. The office will provide policy recommendations to the Quality of Work Life Advisor and Special Assistant to the VP Human Resources and to the Director, Student Services, but will no longer be directly providing these recommendations to vice presidents, deans, registrars and other administrators.

These changes, while significant, did not unduly affect the ability of the FCO to reach its objectives for the year. Faculty recruitment activities were enhanced, family orientated events such as Family Nights with the Athletic Centre and a Family Care Open House were held, a special web feature on Children with Disabilities was created and the FCO website was completed in the summer to list a few of the objectives that were achieved. The office continued to provide advocacy support for those students applying for child care subsidies and assisted in administering the SAC Dollars for Day Care funds. We also worked collaboratively with other U of T services and the community to sponsor workshops such as *Positioning Yourself for a Career in Academia for Women Grad Students* and *Who Says Gay Men Can't Have Children*.

Key Issues for 2001-02

- The lack of infant and toddler day care spaces, long waiting lists, and the cost of child care is an ongoing concern for staff, students, and faculty. Our office provides workshops and guidance around choosing child care.
- Financial aid for student families is also an ongoing concern. The office continues to direct students to potential sources of funding and support on and off campus.
- Ensuring the university community is aware of the existing policies available for flexible work arrangements, and for maternity and parental leave; and providing the administration with information on programs and procedures supportive of a "family friendly" working and learning environment.
- Ensuring parents have access to parenting supports on and off-campus, as well as promoting family events on-campus.
- Improving faculty recruitment activities through training programs, focus groups to help inform the direction of the FRSP program and working collaboratively with Human Resources to improve the information provided to new and prospective faculty.

Key Issues for 2002-03

- The high costs of child care, and limited availability of infant and toddler spaces are issues the office will continue to raise, and the office will continue to provide students, staff, and faculty with the information they need to make appropriate child care decisions for their situation.
- To help address short term or unexpected child care needs, launch a babysitting registry.
- Conduct focus groups of student parents to assist with our understanding of the additional supports they require to balance studies and family life.
- Working closely with the Quality of Work Life Advisor and Special Assistant to the VP Human Resources, survey staff and faculty on their concerns around dependant care assistance and flexible work arrangements.
- With the re-organization of the office, ensure the Faculty Relocation Service fulfills its mandate and continues to be an important element in the faculty recruiting strategy for the University.
- Examine the office's staff complement and roles to ensure the office is using its resources effectively.
- Increase the educational programming to address the information needs of students, staff and faculty. Additional resources would allow us to utilize outside expertise and speciality in the broader community when necessary for some of the workshops, support groups and training we would like to provide.

FAMILY CARE OFFICE
Annual Report
July 1, 2001 - June 30, 2002

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 the Office of the Vice President and Provost) and by 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 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. On an ongoing basis, the Director of the Family Care Office reviews University policy, procedures and publications for their impact on those with family responsibilities and makes recommendations to vice presidents, deans, registrars and other administrators.

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

From July 1, 2001 to April 30, 2002, the Family Care Office consisted of the Director, a Resource and Program Consultant, an Office Manager and contract staff working on specific programs. However, as a result of an organizational review of the Family Care Office and the Faculty Relocation and Support Program, changes were made to both the staffing and services the Office will now provide. The Director of the Family Care Office has now become Director, Faculty Renewal within the Office of the Vice President and Provost, and an Acting Coordinator was hired for the Family Care Office. The Faculty Relocation and Support Program has been modified to become the Faculty Relocation Service and its role has been modified [see the

'Faculty Relocation and Support Program' section and Appendix 3]. These changes, while significant, did not unduly effect the ability of the Office to provide its services this year. Programming increased from last year and the Resource and Program Consultant continued to provide enhanced elder care consultations. The Office Manager provided a more effective link to financial aid resources for students and strengthened this aspect of our service. The Office continued to provide several unique work/study and volunteer opportunities for students interested in undertaking research or career-related projects in family care or community services.

Case Overview

Since opening in 1993, the Family Care Office has experienced a steady increase in demand for its services. The case load has grown from 142 cases in 1993/94 and 419 in 1994/95 to almost 1500 cases this past year. The types of services requested by individuals and departments have extended beyond the child care and elder care functions envisioned when the Office was created. 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 benefit from consultations about policy and about unique family-related situations involving individual employees and students.

Faculty Relocation and Support Program

The Family Care Office houses the Faculty Relocation and Support Program (FRSP). 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 relocate and adjust smoothly to life at the University and in Toronto. This year, the FRSP again experienced growth in demand for its services, both by prospective faculty and those arriving in Toronto to begin their academic appointments.

As a result of the organizational review of the Family Care Office, effective May 1st, 2002, the service has been renamed the **Faculty Relocation Service** and its mandate has been modified. The service will operate as it has in the past by providing assistance to prospective and recently appointed faculty by meeting with these individuals to discuss their relocation concerns around housing, moving, care for children and elderly family members, banking and referrals to ethno-cultural and religious communities and lesbian and gay communities. However, the service will no longer provide spousal employment assistance and will no longer directly be involved in training and strategic initiatives with deans, chairs and search committees around recruitment, integration and retention. The Office will remain the main contact point for the distribution of faculty recruitment kits. [see Appendix 3]

Direct Service

From May 1, 2001 to April 30, 2002, the Family Care Office handled 1495 cases: 537 students (37 part-time undergraduates, 216 full-time undergraduates and 284 graduate students), 51 post-doctoral fellows, 705 employees (278 staff and 427 faculty members) and 202 others, including University departments, visiting faculty, journalists, other institutions, alumni and members of

the community [see Table 1]. Hundreds more attended group presentations, panel discussions and displays in which the Office took part. 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 around issues such as child care availability (including access and quality), children's programs, family financial planning, parenting, legal assistance, housing, 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 child care purposes), relocation (including moving, housing assistance and referrals to health care professionals and other community resources), health issues, elder care, personal counselling, legal issues and concerns around work problems and work/family balance [see Table 2]. Sample case descriptions can be found in Appendix 1.

Inquiries concerning child care programs and subsidies tend to be the least time consuming cases. In terms of staff resources, emergencies involving student families, elder care cases and faculty relocation cases are the most challenging, complex and time consuming.

Certain types of cases arise more frequently, such as requests for resources to support aging family members; advice on advocacy for parents of children with disabilities; student parents seeking support groups; assistance with finding child care for infants and toddlers as waiting lists continue to increase for this age group; advice on Toronto schools and the school system; and registering children for Toronto schools if the parent is not a Canadian citizen. Legal, counselling and health care referrals, guidance on creating flexible work arrangements, and housing and spouse/partner employment for post doctoral fellows are also ongoing questions. The Family Care Office tries to address many of these concerns in its programming.

Departments consulted the Office on a range of family care issues, including maternity and parental leave arrangements, part-time leave for family care purposes, development of policies and practices governing the use of University facilities by families and children, mediation support and referrals to external counselling resources for staff.

The Office has continued its efforts to enhance its website and other forms of electronic communication, particularly as these media become a more significant factor in the lives of members of the University community. Special web features covered on our site this year included: Talking to Your Children About Traumatic Events, Working with Your Child's School, and Children with Disabilities. The website also includes background and follow-up materials for workshops, a comprehensive annotated summer day camp directory and links to useful off-campus resources. This year, the website redesign was begun and input was canvassed from University department staff, website administrators and students to develop the content. The new web design is scheduled for completion by August 2002. Usage of the Family Care Office website has continued to increase as new resources are added [see Table 3A]. The Family Care Office makes use of the broadest possible range of promotional tools, from email listservs, campus mail, posters, advertisements and announcements in University

publications to public displays, presentations, class announcements and departmental newsletters. 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 one of our most significant challenges.

Education and Training

Over 1200 people attended the 36 workshops/events and 3 support groups sponsored or co-sponsored by the Office this year, which is double the number of participants compared to last year. New workshops were offered, including: *Raising Your Child's Self Esteem* (with Woodsworth College's single parent group), *Childproofing Your Home*, *Body Image Issues for Mothers and Daughters*, *Youth and Drugs: A Workshop for Parents*, *Who Says Gay Men Can't Have Children* and *Helping Students in Crisis* (in collaboration with the Student Crisis Response Coordinator). This year a highly successful lunch series was launched entitled: "Caring for Aging Family Members." Four workshops were offered with a light lunch and the attendance averaged between 30-40 participants. Other sessions offered this year included: *Birth Alternatives: The Role of the Midwife*, *Dealing with Aging Parents*, *Help! I've Got Teenagers*, *Choosing Child Care that Works for Your Family* and *A Parent's Guide to the Internet*. Our Summer Camps 2002 web feature was expanded this year and we initiated our first on line workshop and chat room for Working with Your Child's School. A complete list of workshops can be found in Appendix 2.

The Family Care Office co-sponsored the fourth annual symposium for women graduate students interested in pursuing an academic career. As part of the Student Services conference for graduate students, "Surviving and Thriving," the Office offered a panel on balancing graduate studies and family responsibilities.

The Director was elected to the Board of the College and University Work/Family Association (CUWFA), a US-based organization. She was also a member of the program committee for the 2001 College and University Work/Family Association Conference and offered a well-received session on meeting the work/life needs of a diverse population.

The Office continued its participation in orientation/training/information sessions for new academic administrators; SHOP volunteers; CALSS interns; students from TYP, SGS, Political Science, Social Work and the Institute of Medical Science; as well as new faculty members in Arts and Science. These invitations to speak to new faculty continue to be a valuable tool in raising awareness about Student Services.

Training sessions were conducted for Human Resource staff on maternity/parental leaves and on unique consequences of these leaves for faculty, and the office also provided advice to HR management on this issue. Training was also provided to new campus police recruits on the use of support services such as the Family Care Office, Student Services and the Employee Assistance Plan.

Faculty Renewal

The Faculty Relocation and Support Program (FRSP) is a separate program, operating from within the Family Care Office, with funding from the Office of the Vice President and Provost. Its goals are to:

- a. Ensure that those involved in academic searches are aware of and can easily access tools that enhance their ability to attract and hire the best candidates.
- b. Ensure that the process of integrating newly-appointed faculty and their families into 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.

In its third year, the FRSP continued to be challenged with handling the significant increase in demand for its services with existing staff levels. Staff were in contact with 175-200 prospective and newly appointed faculty (in person, via email, by telephone or a combination of methods) to respond to inquiries concerning a wide variety of issues, including: housing, spouse/partner employment, health care, education, child care, lesbian and gay issues and ethno-cultural programs and services. Although some of these cases involved only the exchange of a few emails, most required several hours of staff time. At least a dozen cases were sufficiently complex that they involved days of staff time. The Director advised deans and chairs on recruitment efforts, particularly with senior appointments and highly sought-after candidates, and was involved in the decanal search in the Faculty of Social Work. The FRSP 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) to recruitment efforts. "Quality of life" factors have proven to be particularly significant in achieving a successful end to several searches. The FRSP also provided individual consultations to new and junior faculty who were experiencing difficulty with adjustment issues.

In collaboration with the Office of the Provost and various academic divisions, the Director created training programs for academic administrators and administrative staff to enhance their effectiveness in recruiting excellent and diverse faculty. The FRSP also developed best practice documentation and sample itineraries. The FRSP advised Human Resource staff on their development of pension materials for prospective faculty and on the design and implementation of a new program to provide comparative tax information to faculty candidates and academic administrators. The Office also developed and piloted three new cost of living scenarios for faculty.

This year, the Office expanded the recruitment, outreach and support efforts of the FRSP, most notably at Engineering and UTM where several sessions were held with administrators. A focus group was conducted with newly appointed faculty at UTM. The resulting assessment was provided to UTM management so that it might inform future recruitment and orientation efforts.

The Director also made presentations to: the Academic Vice Presidents of the Canadian G10 universities; new faculty in Arts and Science; chairs in Engineering and Arts and Science; the Principal's groups at Scarborough and Mississauga; and assessors on search committees. The Director also met with senior staff in the Faculty of Law to enhance the recruitment process.

An important component of the process of relocating new faculty is the provision of services, inside and outside the University, in a manner that minimizes disruption and confusion, thereby saving the faculty member time and aggravation. It is also important to consider the needs of spouses and partners who accompany the faculty member. In order to facilitate employment opportunities for spouses and partners, the FRSP developed links across the University (deans, associate deans, governors), at other institutions (Ontario College of Art and Design, hospitals), within regulating bodies of professions, as well as at external professional firms. Links with the University of Toronto Real Estate Office were enhanced to better serve new faculty. The FRSP staff expanded the real estate referral options offered to new faculty and monitored the performance of realtors. The Director had discussions with the V.P. Business Affairs to lobby for programs that would benefit employees, particularly new faculty. Based on requests from faculty, the FRSP continues to enlarge its resources for health care and other personal need referrals.

The Fourth Symposium for Women Faculty at the University of Toronto was co-sponsored by the Family Care Office. This year's sessions included panels on research, and gender issues in teaching, as well as a workshop on time management. The Director also participated in the Women in Arts and Science Committee.

The number of users accessing the FRSP website continues to be high with an average of 1499 hits per week [see Table 3B]. The username and password were removed from the site as it was no longer a useful protection and created a level of frustration amongst users that was unnecessary. Faculty recruitment kits were a valuable tool produced and distributed by our office with more than a thousand kits requested by departments.

Student Issues

Aid for Student Families

The annual "Financial Survival for Student Families" workshop, co-sponsored by the Family Care Office, Admissions and Awards, Woodsworth College, SAC, GSU and APUS, attracted over 100 students. The Office continued to benefit from its current Office Manager's previous experience with financial counselling to provide enhanced financial aid counselling for student families and improve links with student financial aid providers across campus. The Office assisted the Food and Clothing Bank by attending the committee meetings and by writing the work/study job applications. Working collaboratively with Admissions and Awards, SAC, Student Affairs and parent groups, the Office assessed applications for awarding the SAC Dollars for Day Care funds.

The Family Care Office participated in a variety of initiatives focussed on improving student life, including the Family Interim Room (a refuge room for those fleeing violent or threatening situations) and assisted in developing a resource manual for this project.

Pregnant Students

Students frequently feel judged, misinformed and cast adrift when they become pregnant in the middle of their academic program. The Family Care Office and the Community Health

Coordinator developed a pregnancy support document and protocol. This year the information was incorporated for use at the University-wide don training session. The goals were to offer information and options to students who wished to balance pregnancy, parenthood and studies, and to provide guidelines for staff to support the students effectively in their decisions. This information was again included in the student handbook, "Getting There" and was given to Student Services Promotions. The result has been an increase in the number of students approaching the Family Care Office and the Health Service at an early stage of pregnancy and returning for assistance throughout the period prior to the birth of a child. This is exactly the type of response that had been hoped for since it enabled the students to plan their lives and reduce the disruption in their studies.

Access, Employment and Equity Issues

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. There is a chronic shortage of government funded child care subsidies, infant and toddler day care spaces, part-time spaces and evening spaces. International students encounter severe hardships due to their ineligibility for child care subsidies.

The University has started building the University of Toronto Early Learning Centres, which is scheduled for completion in July 2003. This new child care centre will house the programs from Margaret Fletcher Day Care Centre and Nancy's Part-Time Child Care Centre and will provide an increased number of spaces. The Family Care Office provided advice and support on the issue of child care, particularly in the areas of child care planning and construction, to the Director of Student Affairs, the Director of the Student Housing Service, the Vice President Human Resources and various University administrators and committees. However, even with the construction of this new centre, the lack of infant and toddler day care spaces will still be significant, and students, staff and faculty are all facing very long waiting lists.

The Office advocated on behalf of faculty, staff and students needing child care subsidies, and part-time and off-hours child care. Changes in government child care funding policies were monitored and appealed when they ran counter to the interests of members of the University community and their children.

The Family Care Office worked collaboratively with Admissions and Awards, Students' Administrative Council (SAC), Student Affairs and parent groups in designing and implementing a mechanism for distributing the SAC Dollars for Day Care funds. Particularly critical was the Office's role in surveying the needs of student parents to ensure that the funds benefited the greatest number of families. Through this program, 23 applications were received, out of which 22 were approved for grants totalling \$33,730.

The Office produced and distributed a new child care brochure to market the University centres to our population. Office staff were consulted by University child care centres on a wide range of issues. This year, the Office was also asked to moderate discussions between government and

two University child care centres concerning accommodations necessary to meet the needs of children with disabilities.

Maternity, Parental, Adoption, Primary Caregiver and Family Care Leaves

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. A significant portion of those taking maternity leave attended the planning workshops offered by the Office and over 135 of our leave kits were requested.

The Family Care Office continues to serve as a resource in the implementation of flexible work arrangements for individual employees, particularly when the use of the “Part-time Leave for Family Care” policy is being considered. It is gratifying to see how significantly employees and departments have benefited from the use of flex-time, telecommuting and part-time leave agreements.

Equity Issues and Family

Throughout its history, the Family Care Office has strived to ensure that services and programs reflected the experience 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 Family Care Resource Centre is updated regularly with new materials involving sexual orientation and family. This past spring, a workshop was co-sponsored by the Office entitled, “Who Says Gay Men Can’t Have Children.” A staff member was part of the Multifaith Centre Project Planning Committee. The Office works collaboratively with the Coordinator of LGBTQ Resources and Programs on providing specialized assistance to prospective and newly appointed lesbian and gay faculty and their partners.

Staff worked collaboratively with Human Resources and staff from several areas on a new initiative to deal with the need for flexible work arrangements and dependant care assistance. The Director organized a session for FIAG members on university governance and decision making for the Fall 2002.

Parenting and Families on Campus

The Office held an Open House for student parents (over 140 attended) to introduce them to the FCO services and distributed children’s books collected in a previous year’s book drive. To provide fathers with a place to meet and share insights and concerns, the Family Care Office initiated a fathers’ group for members of the University community. It meets twice a month and is well attended. A new discussion and support group for parents of children under five was also created, though it did not generate the same interest level and so was discontinued. The Office continued to refer students to the two student parent groups on campus (largely attended by mothers) and to provide support to these groups as requested. The Family Care Office co-sponsored two Family Nights with the Athletic Centre for University families. These events were attended by faculty, staff and students, many of whom had never previously attended a University athletic event. Staff worked closely with the Student Housing Service to provide comprehensive services and programs to student families and held events at 30 and 35 Charles Street, such as Family Cooking on a Budget (in collaboration with Hart House’s Community

Kitchen), A Parent's Guide to the Internet and a workshop on Home Child Care. This year we have installed display cases in each elevator to advertise our upcoming workshops and events to all student families in the 30 and 35 Charles Street buildings.

The Office continues to provide advice on policies and practices related to families and children. This year, Toronto District School Board (TDSB) procedures and policy around fees and admission for the children of international students attending TDSB schools continued to be monitored, and the implications and procedures were communicated to other services and administrative offices. The Director worked with the Acting Status of Women Officer and administrators at UTSC to improve services for students with family responsibilities and awareness of their issues as members of the UTSC community. Finally, the FCO continues to ensure strong links with Student Services and this year sponsored a breakfast for ISC staff to encourage collaborative efforts for the benefit of student families. The FCO also held a joint planning session with the Student Family Housing staff.

Employee Assistance Plan (EAP)

The Family Care Office and the Family Services Employee Assistance Plan have developed an effective working relationship. The experience with referrals to and from the EAP staff has been positive. As anticipated, the introduction of the EAP has not resulted in a decline in demand for the services offered by the Family Care Office; rather, the two services complement one another. The Director of the Family Care Office continued to be an active member of the EAP Implementation Committee. Based on the feedback received by the Family Care Office from its clients, the EAP is proving to be a significant benefit to University employees and their family members. The Family Care Office will investigate possible joint projects with the EAP in future.

Post Doctoral 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 post doctoral fellows. Due to their unique status, post doctoral fellows fail to qualify for many of the benefits or for the protection accorded to either students or employees. They tend not to receive a general orientation to the University. They have unmet needs in the areas of housing, child care, spouse/partner employment and immigration concerns. The University Task Force on Post Doctoral Fellows released its report last year, recommending that improved services and benefits be provided to post doctoral fellows. In September 2002, a new policy for post-doctoral fellows should come into effect. The policy will give post doctoral fellows recognition as significant contributing members to U of T's academic mission. It is expected that a central office will be set up in the School of Graduate Studies, a new website will be launched and workshops including career planning sessions will be offered. This will be a promising first step, and should assist in the University's effort to recruit new faculty as new faculty often expect that they will receive assistance in attracting and relocating post doctoral fellows.

Priorities and Initiatives 2002/2003

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 2002/2003.

Launch a babysitting registry. This service will bring together students willing to offer short term informal child care with student parents and other members of the University community who might require such care.

Provide new support groups for individuals dealing with separation and divorce and for those dealing with the loss of a partner/spouse. Increasingly, our office has been receiving requests for support groups and the preference would be that the FCO hold such groups on campus as opposed to making referrals to groups in the community. The Office will investigate the possibility of using the EAP as a partner for these initiatives.

Continue to use available technology to promote the Family Care Office and to use it more effectively as an educational tool. Writing regular features on parenting, elder care and other family care issues for the newly designed FCO website. Creating a listserv through Information Commons which would be a more sophisticated method of communicating by email with our regular users.

Provide the Director of Faculty Renewal with suggestions and input to strengthen the University's faculty recruitment and retention efforts. Obtain more resources to better assist new and prospective faculty with accessing information on different ethno-cultural and faith communities, as well as the lesbian, gay, bisexual and transgender communities. Work with Procurement Services to improve the web site section on 'Moving' to better assist new faculty relocating from the US or overseas.

Encouraging more students, staff and faculty to take advantage of the Family Care Resource Centre by developing a borrowing policy that would make it more convenient for individuals to access our resources.

Investigate the feasibility of having a newsletter covering family care issues for students, staff and faculty that would be produced once each term.

Conduct focus groups of student parents to provide another means of evaluating and enhancing our services to students.

Organize a professional development workshop for the staff at the U of T affiliated child care centres to help improve the quality of child care offered.

Acknowledgements

The Family Care Office would like to thank the staff for their dedication and commitment to the goals of the FCO office: Marsha Bryan, Resource and Program Consultant; Teresa Neves, Resource and Program Consultant (temporary contract); and Nouman Ashraf, Office Manager. The Office would also like to thank Daniela Larocca, Kathe Rogers, Dilani Thurairajah, Shree Prakash, Betty Lee, Angela Handforth, Fran Weintrob and Sofia Saleem, the work/study and casual staff of the Office, for their many contributions.

It is also important to note that while Jan Nolan became Director, Faculty Renewal subsequent to the organizational review this was only effective as of May 1st, 2002. Therefore, the many accomplishments outlined in this report are due to her strong leadership and commitment to the mandate of the FCO.

Kaye Francis
Acting Coordinator
Family Care Office
June 30, 2002

APPENDIX 1: Sample Case Summaries

A student requested help in locating a service that would conduct an educational assessment of the student's child at little or no cost.

The Office was consulted by an employee and by Human Resources to determine whether his newly adopted child would be able to receive U of T benefits and UHIP coverage.

A pregnant student contacted the Office to determine her options on how to successfully complete her degree.

A prospective faculty member required clarification of the immigration implications and assistance in determining whether there were adequate support services in Toronto, for a special needs child before accepting an offer from the University.

A graduate student needed a counselling referral and advice around community support services as she was experiencing extreme stress due to her elder care responsibilities.

An international student was denied a fee waiver to enable his child to attend elementary school. The Office intervened on his behalf and ensured that the school board followed its own protocol.

A staff member experiencing health complications during her pregnancy consulted our office jointly with Human Resources to understand her options around sick leave and long term disability. Advice was also provided on the employment insurance (E.I.) implications in this situation.

A staff member needed information and advice on the housing options available for her mother who could no longer live alone as a result of a mild stroke. She also needed to know about available resources to reduce caregiver stress.

A prospective faculty member was concerned about the school system in Toronto and needed assistance to assess the options available in the public and private system, as well as an overview of how the education system works in Ontario.

Consultations took place with several prospective faculty concerning medical care in Canada. Some had concerns over family members' pre-existing conditions and referrals to appropriate medical health professionals were required.

An undergraduate student needed assistance with her financial situation as a result of a medical emergency and was able to receive a grant. She then needed supporting documentation and advice from our office on how to launch an appeal when her child care subsidy was jeopardized as a result of receiving the grant.

A student parent was in urgent need of child care for her toddler and was also attempting to find a child care centre with programming that was gay positive.

APPENDIX 2: Family Care Workshops, Events and Support Groups 2001/02

Workshops

Maternity Leave Planning
Choosing Child Care That Works for Your Family

Birth Alternatives: The Role of the Midwife
A Parent's Guide to the Internet
Workshop for Parents at Family Housing – Home Child Care
Childproofing Your Home
Building Your Child's Self-Esteem
Help! I've Got Teenagers
Youth and Drugs: A Workshop for Parents
Body Image Issues for Mothers and Daughters
Who Says Gay Men Can't Have Children?

Dealing with Aging Parents
How to Advocate for Elderly Family Members
Elder Care Lunch Series:
 Family Caregiving: A Plan of Action
 Depression in Seniors
 Legal Information for Caregivers
 Helping Seniors Stay at Home

Family Cooking on a Budget
Financial Survival for Student Families

Positioning Yourself for a Career in Academia for Women Grad Students
Helping Students Through Crisis, Sessions I and II

Support Groups

Father's Group
The "Under 5" Set: Noon Hour Discussion Group
Alzheimer Disease: Caregiver Support Group

Events

Family Care Office Open House
Family Day at the Athletic Centre
Family Day at Varsity Arena

APPENDIX 3: Faculty Relocation Service

The Faculty Relocation Service (FRS) provides assistance to prospective and recently appointed faculty with most aspects of relocating to Toronto. The Faculty Relocation Service can enhance the recruitment efforts of your department/division and save you time and effort by providing candidates with accurate timely information on the quality of life issues that have a significant impact on a candidate's decision to accept an offer from the University. The staff are knowledgeable concerning Toronto's various ethno cultural and religious communities and the lesbian and gay communities. They meet with candidates to discuss housing, moving, care for children and elderly family members, banking and many other issues. They can provide a general orientation to life in the greater Toronto area and at the University of Toronto. To arrange an appointment for a candidate or to consult with the Coordinator or other staff members, please call (416) 978-0951 or email faculty.support@utoronto.ca. The Faculty Relocation Service operates as a separate program within the Family Care Office at the Koffler Student Services Centre at 214 College Street.

Faculty Relocation Website

Most junior faculty indicate that the Internet is their primary point of contact with other universities. Accordingly, the Faculty Relocation Service has developed a website containing much of the information relevant for prospective and newly-appointed faculty members. Through its links, this website provides "one-stop shopping" for answers to questions on everything from support for new researchers to housing assistance, from getting a driver's license to equity offices at U of T. You may find it useful to have members of the search committee visit the website for background information. A flyer describing the website and the Faculty Relocation Service is included later in this section. If you would like an electronic version to email to candidates, contact the Faculty Relocation Service at faculty.support@utoronto.ca. The faculty relocation website is located at www.library.utoronto.ca/faculty-relocation. Please note that this site is no longer password protected.

Faculty Recruitment Kits

The Faculty Relocation Service has developed a kit for distribution to prospective faculty members. The kit contains both promotional and practical information about the University of Toronto (e.g. Maclean's ranking edition, material on research and on the library). Divisions are free to add their own materials to the kit. Each candidate on the short list should receive a copy well in advance of the visit. The kits are revised regularly throughout the year. Kits should be ordered at least one week in advance by sending an email to faculty.support@utoronto.ca. If you require large quantities, more advance notice is required.

TABLE 1: Direct Service — May 1, 2001 - April 30, 2002

Undergraduates (part-time)	37
Undergraduates (full-time)	216
Graduate students	284
Post doctoral fellows	51
Staff	278
Faculty ¹	427
Departments ²	83
Other ³	119
TOTAL	1495

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, 2001 - April 30, 2002

Child care facilities/subsidies/children's programs/schools	37.1%
Maternity/parental leave	17.4%
New faculty/relocation	17.2%
Medical	5.0%
Relationships/support groups/counselling	5.3%
Housing	5.8%
Financial Aid	4.1%
Legal Assistance	2.5%
Parenting	1.9%
Elder care	1.5%
Balancing work/study/family; flexible work arrangements	0.9%
Emergency Assistance	1.2%
Other (incl. work problems, general information, etc.)	17.9%

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' category only. All inquiries on behalf of an individual prospective or new faculty member are counted as one inquiry per year.

Table 3A & Table 3B: Website Statistics

The following statistics for both the Family Care Office and the Faculty Relocation and Support Program websites are based upon reports produced by Access Watch, a website traffic analysis tool.

Definition of Terms Used in Table 3A and Table 3B

- **Unique Hosts** – This measure assumes that every computer is unique to one person, so it is not exact (due to multi-user systems, public computer labs, etc.). However, most people do use a desktop system of their own, so ‘unique hosts’ gives a fairly accurate approximation of how many people are viewing the website.
- **Unique Visits** – A ‘unique visit’ is a unique host active during the period of an hour. This measure gives you an indication of user interest in the website.
- **Accesses** – An ‘access’ is a request for an HTML page on the server.
- **Hits** – A ‘hit’ is any request on the server, including text and graphics.

Table 3A - Family Care Office Website Statistics (April 28, 2001 – May 3, 2002)

	Unique Hosts	Unique Visits	Accesses	Hits
Average (per week)	305	536	1896	3627
Total	16 168	28 417	100 487	192 221

Table 3B – Faculty Relocation and Support Program Website Statistics (April 28, 2001 – May 4, 2002)

	Unique Hosts	Unique Visits	Accesses	Hits
Average (per week)	257	346	924	1499
Total	13 637	18 316	48 985	79 449