

FAMILY CARE OFFICE: 2016 HR & EQUITY REPORT

FAMILY CARE OFFICE

214 College Street, Toronto ON M5T 2Z9
416-978-0951; www.familycare.utoronto.ca
M,W,R,F: 9-5 and T: 9-6
Summer Hours- M,W,R,F: 9-4:30 and T: 9-6

The mandate of the Family Care Office (FCO) is to support students, staff, faculty, postdoctoral fellows (CUPE 3902, Unit 5) and their families with any family care related issue by providing information, guidance, referrals and advocacy. Through all its functions, the 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.

Services and Programs Provided:

We support students, staff, faculty and postdoctoral fellows with family responsibilities by assisting to remove barriers to their academic and work success through:

- Case work: concerns centered primarily on issues such as child care availability (including access, subsidies, and quality), pregnancy and maternity/parental leave, relocation issues, family financial planning, balancing work/study with family, counselling and mental health, and elder care. (please see Table 2 in the appendix)
- Workshops, family events, discussion groups and a peer mentorship program.
- Maintaining a website and a resource library comprised of practical material on topics ranging from pregnancy and infant care to lesbian, gay and trans parenting issues, bereavement and caring for elderly family members.
- Maintaining a web-based babysitter listing service and a U of T Parents Exchange Facebook group.
- Providing embedded drop-in hours every Thursday afternoon to students living at Student Family Housing; providing on-site office hours every 4- 6 weeks on the UTM campus for students, staff and faculty.
- Outreach to departments/colleges to raise their level of awareness of students with family responsibilities and to educate on services available to students through the FCO.
- Advocating on behalf of University families with University departments, student organizations, and government and community agencies.
- Providing recommendations to the Director, Family Programs and Services in the Office of the Vice-President Human Resources and Equity, as it works with existing university policy, procedures and publications for their impact on individuals with family responsibilities.

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Current Staffing:

- 4 FTE staff appointed; 5 students under the Fall/Winter Work Study Program and 1 student under the Summer Work Study Program; 2 USW casual staff members
- Provided an academic service learning opportunity in the Winter 2016 term for a graduate student in LHA1122: Practicum in Adult Education and Community Development at OISE. The student assisted with the coordination of our Women's Wellness Program which is provided to the residents of Student Family Housing. This included organizing the workshops and evaluating the program.
- Provided a Community-Based Service-Learning (CBSL) placement to two undergraduate medical education students. Students are engaged in and contributed to the work of the Family Care Office by participating in ongoing activities that support our mission and by developing a program that aimed to educate parents of young children about the importance of developing coping skills, and its connection to parental resiliency.

Significant Changes and Achievements in 2016

- Developed a new outreach publication for undergraduate students – [Guide for Undergraduate Students with Family Responsibilities](#)
- Created a new family-friendly URL based on the U of T Map - St. George Campus Map of Family-Friendly Locations. The map features child care centres, breastfeeding locations, baby change stations, Student Family Housing, and family resource centres. This map was made available on our web site in September 2016.
- The Family Care Office has created a LibGuide, an interactive electronic resource, hosted by the U of T Library system, which makes potential visitors aware of the books we hold in our collection and provides information about them. Our LibGuide contains our complete library collection of over 500 books and allows our visitors to search for books by subject, browse through virtual book covers and titles, and participate in interactive online polls.
- In June, the CUPE 3902: Notification of Maternity / Parental / Adoption Leave and the Notification of Family Medical Leave, Family Caregiver Leave or Critically Ill Child Care Leave forms were made available to staff and faculty on the Human Resources and Equity website.

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Programming Highlights for 2016

- In the Fall and Winter terms the FCO offers a six session Expectant Parents Group. This is a bi-monthly group for U of T expecting parents. This program is a collaborative initiative between our office, the Lawrence Bloomberg Faculty of Nursing and Toronto Public Health.

The group has been offered from 2009 to present, and participation has increased significantly over the years from under 40 participants in Fall and Winter 2010 sessions to over 150 participants in Fall and Winter 2016 sessions.

- Participated in a Role Model Moms outreach event with a number of student life offices on-campus including the Community Health Placement Officer with the Faculty of Medicine, Hart House, Centre for Community Partnerships, and First in the Family. The Family Care Office also recruited several student parents to participate in this event. This was an outreach program aimed at prospective students who have family responsibilities and are currently enrolled in a GED program sponsored by the Toronto City Mission. Planning took place in Spring 2016 and the final event occurred in May. There were 42 students with their children who attended, and learned about the possibility of attending a post-secondary institution.
- A workshop was organized for the St. George and UTM campuses to support caregivers dealing with mental illness in a family member, and to provide professional development for staff working in this area. The workshop was facilitated by a staff member from Family Association for Mental Health Everywhere (FAME)
- Offered on all three campuses and together with the ODLC, we offered the session - **Developing Your Career While Raising a Family** (staff only)
- Organized 'Bike Mechanics for Kids' on a P.A. day, and children came to campus to learn how to keep their bikes in top condition, including bike maintenance and safety. This event was a collaboration with BikeChain, a not-for-profit cycling organization based at the University of Toronto.
- Co-sponsored with the Multi-Faith Centre, First Nations House, Centre for Women and Trans People and the Sexual Gender and Diversity Office the event: **Learning to Mother Ourselves: A Storytelling Cypher**
- Requested the development from the EFAP the webinar - **Helping Children Cope with Separation and Divorce (Webinar)**

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- Offered **Working and/or Studying while being a Sole Support Parent: Panel Discussion**

Training, Outreach and Information Sessions

- Outreach presentations were made to students in rehabilitative medicine, dentistry, political science, and to the staff of the UTM Registrar Office, which increased our capacity across campus. One outcome has been a connection between the students of rehabilitative medicine and dentistry, and we hope an informal parent support group will begin in the Fall 2016 amongst these students.
- Participated in a USW presentation on maternity and parental leave planning in Fall 2016
- Participated in the U of T at Scarborough Benefits Fair in Fall 2016.

Performance Indicators

Participation:

- This year the office handled **1989** cases: **606** students (123 undergraduate students and 483 graduate students), **1098** employees (498 staff and 523 faculty members, and 77 postdoctoral fellows), **218** department consultations and **67** other which include visiting faculty, other institutions, alumni and members of the community. (please see Table 1 in the appendix)
- This year 81 workshops, 12 family events, 4 events and 3 discussion groups were sponsored or co-sponsored by the FCO. These activities were attended by just over 1900 students, staff, faculty and postdoctoral fellows.
- Approximately 53 students, staff and faculty used the Student Parent Lounge and/or used the FCO for breastfeeding/pumping. Caretaking staff have also made use of the computers in the FCO on a regular basis.
- The Child Care Reimbursement for Extra and Co-curricular Activities fund was accessed 3 times by students.
- There has been a 12% increase in our blog users in 2016 and a 18% increase in our e-newsletter subscriptions. Our Twitter followers has also increased by 17%. (please see Table 4 in the appendix)

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Faculty Relocation Service

The Office also coordinates the **Faculty Relocation Service (FRS)**. This highly successful initiative provides deans, chairs and search committees with assistance in meeting their goals in an intensely competitive recruiting environment. The program helps newly-appointed faculty and their families to relocate and transition smoothly to life within the University and Toronto communities. In its 16th year, the Office met by appointment with **267** prospective and newly appointed faculty and followed up **31** times with these individuals before they received an offer or were hired. Working in conjunction with the office of the Vice Provost, Faculty and Academic Life, the Office also participates in an orientation session for new academic administrators, and assists with events for new faculty such as a welcome/orientation reception.

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Appendix

TABLE 1: Direct Service - January 1 to December 31, 2016

Undergraduates	123
Graduate students	483
Post-doctoral fellows	77
Staff	498
Faculty*	523
Departments	218
Other**	67
TOTAL	1989

* 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.

** "Other" includes alumni, researchers, visiting faculty, media, and the general public

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TABLE 2: Types of Inquiries - January 1 to December 31, 2016

Child care facilities; children's programs; schools; babysitting	24%
Maternity; parental leave	24%
New faculty; relocation	15%
Balancing work, study, family; flexible work arrangements; academic problems	6%
Medical; health	4%
Housing	4%
Financial aid; child care subsidy	3%
Student pregnancy	3%
Relationships; support groups; counselling	3%
Library	3%
Elder care	1%
Legal assistance	1%
Parenting	1%
Emergency assistance; abuse	0.2%
Other (general information and services etc.)	7%

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TABLE 3: Kit Stats - January 1 to December 31, 2016

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 provides information kits to employees on the various leaves provided by the University and this year approximately **330** kits were distributed electronically.

Type of Leave Kit	Number of kits distributed
Maternity Leave Kits for Faculty & Librarians	42
Maternity Leave Kits for Staff	202
Parental Leave Kits for Faculty & Librarians	19
Parental Leave Kits for Staff	60
Adoption Leave for Faculty & Librarians	4
Primary Caregiver & Adoption Leave for Staff	3

Faculty Recruitment Booklets

The Office is the contact point for the distribution of faculty recruitment booklets. Faculty recruitment booklets continued to serve as a valuable tool with approximately **560** booklets requested during this year.

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Table 4: Social Media and Website Inventory of Users from 2013 to 2016

Social Media	2013	2014	2015	2016
Twitter Followers	524	623	713	857
Facebook Likes	156	204	257	301
FB Parent Exchange	268	340	453	501
Blog Users	2,583	3,805	5361	6065
E-Newsletter Subscription	820	1282	1814	2225