

FAMILY CARE OFFICE: 2014 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 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, 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 on-site 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 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; 7 students under the Fall/Winter Work Study Program and 2 students under the Summer Work Study Program; 1 MSW Year 1 Practicum student (winter term);
- Provided an academic service learning opportunity in the Winter 2014 term for a graduate student in the Leadership, Higher and Adult Education program at Ontario Institute for Studies in Education.

Significant Changes and Achievements in 2014

- The Family Care Office was a primary contributor to the successful application recognizing the University of Toronto as one **of Canada's Top Family-Friendly Employers for 2015**.
- Partnered with the HRIS team to launch a new on-line event registration system which has streamlined administrative processes and made registration more efficient
- Celebrated the Family Care Office 20th anniversary and created a '20 Family Friendly Years at U of T' poster that was distributed to all three campuses.
- Coordinated and facilitated a Student Parents Group with Woodsworth College
- Re-examined our Peer Mentorship Program for delivery improvements after its first year of implementation and re-launched in Fall 2014
- Partnered with the Academic Success Centre to strengthen our Life Management Series of workshops
- As a result of the Washroom Inclusivity Project, have updated our list of baby change stations on the St. George campus.
- Initiated a partnership with the Office of Student Life and the Gradlife Programs with joint programming beginning in 2014

Programming Highlights for 2014

In partnership with the **Sexual and Gender Diversity Office**, the following session was offered:

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Talking To Your Child About Sexual Orientation

This workshop was a conversation about the many ways we talk about sexual orientation with our kids, and how you can create a more inclusive and hopefully welcoming environment for your child to learn both personally and about the diversity of lived experience in their communities and their city. Facilitator: Cory Silverberg

In partnership with the **Equity & Diversity Office at UTM**, the following session was offered at UTM:

Queer and Trans Family Planning

This session started a conversation about some of the practical, emotional, social and legal issues involved with becoming an LGBTQ parent. Topics that could be discussed included family planning, fertility, home and clinic insemination, sperm banks, adoption, co-parenting, single parenting, non-biological and social (non-biological) parenting, surrogacy, family configurations and family recognition.

In partnership with **Accessibility Services**, the following sessions were offered to assist families who have children with a learning disability or an Autism Spectrum Disorder:

- A workshop titled: **'Parenting a Child with a Learning Disability - What's Available and What's Possible'**
- A panel discussion intended for University of Toronto students, staff, and faculty children with a learning disability or an Autism Spectrum Disorder. These children and their U of T parents were able to meet with current U of T students who are registered with Accessibility Services.
- The office also offered a workshop titled **'Navigating Special Education in the Public School System'**, and coordinated a discussion group for parents with children with a learning disability.

A unique Family Event was offered during the March Break for the U of T community and their children.

Talk, Dance and Engage: Making Friends in Nunavut

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The Family Care Office broadcasted a live video chat with an Inuit school in Nunavut. Participants had the opportunity to interact directly with children from Netsilik School (Taloyoak) and learn about Canada's diverse First Nations cultures. This was followed by a friendship dance and sharing circle.

In partnership with the **Organizational Development Learning Centre (ODLC)** the following workshops were offered:

Developing Your Career While Raising a Family

Sibling Rivalry presented by Alyson Shafer

Examples of FCO programming that plays a role in student, staff and faculty mental health

- Workshops/groups that address topics such as stress management, avoiding parental/caregiver burnout, healthy caregiving, separation and divorce, and mindful parenting
- Family Events in conjunction with GradLife, Hart House and the Athletic Centre provide opportunities for community building
- Advice and guidance on family matters and referrals to counselling services on and off campus
- Student Peer Mentorship Program
- Student Parents Group (@ Woodsworth College and @ Student Family Housing)
- Coordinated an opportunity for Parents of Multiples (twins and triplets) to meet and network.

Community Involvement

Partnered with the City of Toronto Public Health department for their breastfeeding campaign - *It's Ok to Breastfeed in Public*.

We were one of the locations that highlighted the importance of breastfeeding and displayed a cut out of woman breastfeeding from October 1-7, 2014.

Performance Indicators:

Participation:

- This year the office handled **1751** cases: **587** students (134 undergraduate students and 453 graduate students), **997** employees (441 staff and 487 faculty members, and 69

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post-doctoral fellows), **134** department consultations and **33** other which include visiting faculty, other institutions, alumni and members of the community.

- This year **90** workshops, **12** family events and **10** discussion groups were sponsored or co-sponsored by the FCO. These activities were attended by over **2100** students, staff, faculty and postdoctoral fellows.
- Approximately **51** students used the Student Parent Lounge and/or used the FCO for breastfeeding/pumping.
- The **Child Care Reimbursement for Extra and Co-curricular Activities** fund was accessed **13** times by students.
- Blog- **Intersections: Where Work, School and Family Meet**
 - We had just over 3800 followers/likes
- Currently have over **1200** subscribers to our e-newsletter

Social Media Statistics	2013 Followers/Likes	2014 Followers/Likes
Twitter	524	623
Facebook	156	204
FB Parent Exchange	268	340
Blog Users (new and returning)	2,583	3,805

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 14th year, the Office met by appointment with **221** 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

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administrators, and assists with events for new faculty such as a welcome/orientation reception.

Training and Information Sessions to increase Capacity

- Provided training on family leaves to the business officers in the Division of Student Life and the Faculty of Arts and Science
- Presented at a workshop in March organized by the GSU – ‘Graduate Students: Know Your Rights’
- Presented at a staff meeting for the Office of Student Life

Testimonials/Quotes

Thank you for the information and again for coming to speak to the Faculty of Information students. I know I have immediately benefited from this and I know others will benefit from the knowledge when they are in need. --**PhD Student, Faculty of Information**

Thank you so much for listening to my situation and for providing a wealth of things to think about and consider. I find your customer service amazing and your help absolutely invaluable. – **UTSC staff member**

Thanks so much for this session, I think it has changed my life. – **St. George Campus staff member who attended Social Networking Safety for Parents**

I have to say our last meet-up is the best event I have been to in U of T. I feel more positive about my pregnancy and become less [worried] about after giving birth. I feel I am so lucky to meet you and know about all these events to share positive ideas. -- **Parents of Multiples Meet-Up participant and faculty partner**

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Appendix

TABLE 1: Direct Service - January 1 to December 31, 2014

Undergraduates	134
Graduate students	453
Post doctoral fellows	69
Staff	441
Faculty*	487
Departments	134
Other**	33
TOTAL	1751

* 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, 2014

Child care facilities; children's programs; schools; babysitting	33.4%
Maternity; parental leave	19%
New faculty; relocation	14%
Financial aid; child care subsidy	4.3%
Medical; health	5.1%
Housing	3.1%
Relationships; support groups; counselling	4%
Elder care	1.5%
Balancing work, study, family; flexible work arrangements; academic problems	4.4%
Student pregnancy	2.9%
Legal assistance	1.9%
Parenting	0.5%
Emergency assistance; abuse	0.2%
Other (includes resource library, general information, etc.)	5.6%

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TABLE 3: Kit Stats - January 1 to December 31, 2014

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 **251** kits were distributed electronically and by campus mail.

Maternity Leave Kits for Faculty & Librarians	43
Maternity Leave Kits for Staff	147
Parental Leave Kits for Faculty & Librarians	25
Parental Leave Kits for Staff	34
Adoption Leave for Faculty & Librarians	0
Primary Caregiver & Adoption Leave for Staff	2

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 **465** booklets requested during this year.

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TABLE 4: Website Statistics - January 1 to December 31, 2014

Family Care Office Website Statistics

	Unique Visitors	Number of Visits	Pages	Hits
Average (per week)	1210	1709	3122	31 793
Total	62 922	88 869	162 341	1, 653, 214

1. Unique Visitor: A unique visitor is a host that has made at least 1 hit on 1 page of a web site during the current period shown by the report. If this host makes several visits during this period, it is counted only once.

2. Visits: Number of visits made by all visitors. Think "session" here, say a unique IP address accesses a page, and then requests three others without an hour between any of the requests, all of the "pages" are included in the visit; therefore you should expect multiple pages per visit and multiple visits per unique visitor (assuming that some of the unique IPs are logged with more than an hour between requests).

3. Pages: The number of "pages" logged.

4. Hits: Any files requested from the server (including files that are "pages").