

# My Family Care™

# WORK+ FAMILY space

Making work+family work

Frequently Asked Questions

The University of Cambridge provides access to My Family Care services for eligible staff to support employees with caring responsibilities. My Family Care can be accessed via the **Work+Family Space**:

<https://www.myfamilycare.co.uk/cambridge>

### **Why has the University of Cambridge decided to partner with My Family Care?**

The University has a number of policies and provisions for staff with children and other dependents. These include 'enhanced' maternity and shared parental leave, the right to request flexible working and a new network and website - Supporting Parents and Carers @ Cambridge (SPACE). The University is looking to increase the portfolio of benefits that are available through CAMBens.

The University has joined My Family Care to help support staff if emergency or additional care for dependants is required. A child's or dependant's illness is a top priority for staff who will take leave as appropriate. However, there are times when planned meetings or events can still take place if staff are able access to backup care via My Family Care.

### **What staff are eligible to access My Family Care services?**

My Family Care will be available to all employees who have a contract of employment with the University and who are listed on the University Payroll System.

### **How can employees access My Family Care?**

To access My Family Care services, employees need to register to the **Work+Family Space**:

<https://www.myfamilycare.co.uk/cambridge>

**Please note** when registering, employees need to provide their **Personal Reference Number** to be verified as a University of Cambridge employee. This can be found either via the Employee Self Service website or on payslips.

### **What services are available?**

From 1 May 2017, if an employee registers with the **Work+Family Space** they will have access to:

- Emergency Childcare: to help find last minute nannies, nurseries and childminders.
- School Holiday Cover: to access nationwide holiday clubs etc.
- Backup Adult & Eldercare: to access domiciliary care for elderly relatives, or any adult dependent.

Employees also have access to the following services within the **Work+Family Space**:



1. Webinars: quarterly webinars cover a broad range of work and family topics, helping working parents and carers combine work commitments and family life.
2. Speak to a Work and Family Expert: employees are able to arrange a phone call with My Family Care's friendly experts, to help with any work and family challenges. Examples of the sorts of topics My Family Care can help with include:

- Flexible working issues
- Adult and eldercare challenges
- Combining work and family
- Being a good parent
- Child development



3. **Insider Guides:** this library of invaluable, detailed guides makes it easy for employees to access information on a range of work and family issues.
4. **On Our Minds:** employees can access a collection of news stories and other articles of particular interest to working parents and carers.
5. **Nanny Share:** sharing a nanny can be a great, cost effective and flexible childcare solution. Employees receive free membership to [www.nannyshare.co.uk](http://www.nannyshare.co.uk) via a link on their **Work+Family Space** dashboard.



### **What age children is child care backup available for?**

My Family Care can provide options from the early years, pre-school, primary school and 11+ Teens. The types of backup care available could be tailored e.g. school holiday cover gives instant access to holiday clubs across the UK and is ideal for older children.

### **Can I use my child care vouchers to pay for the cost of the My Family Care sessions?**

No. My Family Care is unable to accept Child Care Vouchers as this is a separate employee benefit.

### **I feel reluctant to leave my child with a child care provider I have not had an opportunity to meet; can I list a preferred provider?**

My Family Care actively encourages parents to recommend their preferred nurseries and childminders, so that their choice of childcare can be booked in an emergency. Effective backup childcare needs to be trusted. My Family Care's booking team work hard to understand specific requirements and provide reassurance at all stages of the registration, booking and follow-up process. My Family Care reassure parents that their network of highly vetted and experienced nannies can provide them with the care and peace of mind they need.

### **What vetting has My Family Care completed to work with the care providers?**

My Family Care nannies are qualified, experienced, and referenced, with enhanced DBS disclosures and first aid certified to ensure the highest level of service. MFC has a large network of nurseries and childminders - all regulated by Ofsted, the SCSWIS or CSSIW.

### **If my child is unwell, am I expected to use My Family Care rather than take emergency domestic leave to care for them myself?**

No. The University of Cambridge recognises that this may not always be the appropriate solution and other leave arrangements may be more practical for you. This would be an individual decision and if you have

concerns it would be advisable to discuss them with your line manager, Departmental contact or HR Schools Team. However, if a child is unwell and would not be accepted by the usual care provider, the backup care available through My Family Care can provide an alternative solution.

**Would it be possible to book backup care in the future if it is known that an existing arrangement will not be available?**

Yes, backup care can be booked 3 months in advance where there is a planned requirement for cover.

**What if my child or dependent has an underlying health condition which may require more specialist support from a carer?**

It is advisable to contact the My Family Care team once you have completed your registration to discuss the specific circumstances and to seek advice and guidance on whether a home assessment or other specialist care provision may need to be arranged.

**What does backup adult and eldercare involve?**

Care may be required for a relative returning home after a minor operation or for an elderly parent requiring additional day-to-day help. Backup care can also be used to provide care at home for the individual employee if required.

My Family Care works with fully regulated agencies across the UK to provide appropriately trained and qualified carers and to arrange home assessments and create a 'care plan' as quickly and efficiently as possible. Depending on the level of care that may be required and any underlying health conditions to be considered, it may take longer to secure the appropriate care for an adult or elderly dependent. A mandatory home assessment needs to take place.

**How much does the service cost?**

Prices and full terms and conditions are available on **Work+Family Space**. Payment is made directly on the system by credit/debit card.

**Who should I contact if I have questions?**

If you have any questions, the My Family Care customer service team is available on [support@myfamilycare.co.uk](mailto:support@myfamilycare.co.uk) or **0345 241 5306** (Monday-Friday, 7:30am to 7:00pm, excluding Bank Holidays).

For more information about other policies and provisions for staff with children and other dependents please contact the HR Administrator in your HR Schools Team.