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Making work+family work

Information for employees

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**As part of our commitment to wellbeing and supporting employees with caring responsibilities the University of Cambridge has partnered with My Family Care. My Family Care is the UK's leader in delivering family-friendly backup care and will give employees access to a network of child, adult and eldercare across the country at short notice.**

The University's partnership with My Family Care commences on 1 May 2017. This will be a one-year pilot, as recommended by the University's Equality & Diversity Committee. Employees who have a contract of employment with the University can register with the My Family Care **Work+Family** website at: [www.myfamilycare.co.uk/cambridge](http://www.myfamilycare.co.uk/cambridge)

It is recommended that you register to the website before you may need to access the backup care service, so that any requests can be processed quickly. Please ensure that you read the terms and conditions and familiarise yourself with the costs associated with the My Family Care service in advance of booking a session.

The website also provides access to a wide range of resources to support employees with their caring responsibilities.

In the majority of emergency situations, such as a child's or dependent's illness, employees may wish to take time out of the workplace by requesting a period of leave as appropriate. However, there may be certain situations where planned meetings or events may still take place with access to backup care. My Family Care can provide emergency or additional care for dependents to provide an alternative solution.

### **Backup Care**

There may be occasions when your current care provider is unavailable. There may also be circumstances when a dependent may be unwell or need additional support. The backup care services offered by My Family Care can facilitate access to a care solution to suit your situation, including:

- Emergency childcare: to help find last minute nannies, nurseries and childminders.
- School holiday cover: to access over 500 activity filled holiday clubs nationwide.
- Backup adult and eldercare: to access domiciliary care for elderly relatives, or any adult dependent.

The University's partnership with My Family Care will provide employees with the following services:

- Emergency Childcare allows you to search for and book an emergency nanny, nursery or childminder across the UK with as little as 2 hours' notice.

- Childcare can be arranged close to home, whilst at a conference, or conducting research elsewhere in the UK.
- Backup care can be pre-booked ahead of time for planned events.
- Sick-child care, providing care in the home when a child would otherwise be excluded from nursery or a childminder.
- Backup Adult and Eldercare, providing a qualified and sensitive carer when your own care arrangements have fallen through or are not yet in place and you need some backup care - quickly. Carers are available all over the UK, however a mandatory home assessment needs to take place.

The website also contains resources targeted for working parents and carers including:

- Speak to a work and family expert
- Webinars
- Insider Guides

To access the service you will need to register, using your 8 digit employee reference number that you can find on your payslip or via Employee Self Service (ESS)

<http://www.hrsystems.admin.cam.ac.uk/systems/systems-overview/employee-self-service-ess>

### **Getting in touch**

My Family Care's customer service team is available to discuss your needs from 7:30am to 7:00pm, Monday to Friday (excluding Bank Holidays). If you have any questions, they can be contacted directly on 0345 241 5306 or at [cambridge@myfamilycare.co.uk](mailto:cambridge@myfamilycare.co.uk)

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.