

Support work-life balance with an online care-finding service

Being a faculty member is not a typical 40-hour-a-week job. Professors often work long hours. They must balance their teaching, research and service responsibilities.

Managing the demands of their professional and personal lives can be a huge challenge, especially if they have young children or care for elderly parents. And making sure older family members who live across the country get the care they need can be particularly difficult.

That's why a service like Care.com can make a big difference in your faculty members' productivity and job satisfaction. And it's a great benefit to tout to faculty candidates.

Faculty identify caregiving challenges

Officials at Santa Clara University in California discovered the Care.com service during a two-year project funded by the American Council for Education to strengthen work-life balance for faculty members, said Ed Ryan, assistant vice provost for academic affairs.

The project's goal was to give faculty members more flexibility for scheduling and to revise policies to improve work-life balance.

Administrators held a series of lunches for professors to discuss the issues they faced. The concerns that came up clustered around child care and elder care, Ryan said. Faculty members wanted a resource that would help them find providers. They suggested an Internet bulletin board of some type.

Officials started researching outside providers. They liked Care.com because it provided elder care information, Ryan said. The other services they considered didn't offer that assistance. They were also impressed with the comprehensive background and reference checks the service provides, he added.

The screenings include the use of national databases, said Chris Duchesne, vice president of workplace solutions at Care.com. The company conducts daily checks to ensure that the status of caregivers hasn't changed. It also considers negative media accounts, even if they haven't been adjudicated, he said.

Users offered a range of services

SCU uses three services provided by Care.com:

➤ **Provider website.** Faculty and staff members can look up caregivers around the country. Users can choose child care providers associated with the institution, and SCU officials encourage students to register to babysit. They can also find emergency backup sitters through the service. And they can find

child care when they travel, Duchesne said. For example, single parents who need to attend conferences can find a babysitter in the location of the meeting.

➤ **Workshops.** A licensed social worker explains the issues family members should consider as they explore elder care options.

➤ **Senior care counseling.** Users can email or call the service with details about the type of care they are seeking. A counselor will respond within 24 hours with information about five to 10 elder care facilities in the area where they need it. They include information about services provided and costs.

Faculty and staff members have been very positive about the service in the 18 months SCU has used it, Ryan said. They have used it most extensively to find options for elder care. That's probably because it's harder to find people who can recommend senior care help than it is to find someone who can recommend a babysitter, he said.

The institution provides the service to faculty and staff members as a work benefit, and there's no cost to them to use it, Ryan said.

The cost to the institution is based on the number of individuals included on the plan, the workshops the institution chooses, and the services chosen, Duchesne said. Besides the options SCU chose, Care.com also offers help finding tutoring, pet care referrals, moving assistance, and help with personal business such as picking up dry cleaning, he said.

Contact Ed Ryan at eryan@scu.edu and Chris Duchesne at cduchesne@care.com. Learn more about Care.com at www.care.com. ■

Quantity Discounts

Quantity subscriptions for *Dean & Provost* are available at the following discounts:

Number of subscriptions	Price each subscription	Discount
1–4	\$222.00	0%
5–9	\$155.40	30%
10–29	\$144.30	35%
30–49	\$133.20	40%
50–99	\$111.20	50%
100–249	\$88.80	60%

For more information, contact Customer Service at (888) 378-2537 or jbsubs@wiley.com.