WORKPLACE PRACTICES IN RESPONSE TO COVID-19 —
SPRING 2021 UPDATE

Special Considerations for Dependent Care and Family Obligations

Working remotely poses particular challenges to families with dependent-care and family obligations whose regular care arrangements have been disrupted. As we plan for return to campus, infection-control measures mean that schools, child care centers, and care arrangements for older adults may still not return at the same capacity or structure as before.

Under non-emergency circumstances, engaging in substantial non-Harvard activities is not permitted when teleworking. In the current circumstances, Harvard understands that employees must balance family caregiving tasks with work tasks and that these activities will therefore continue to be integrated to some extent. For more information on flexwork at Harvard, please visit Harvard’s flexwork guidelines.

Employees with family-care responsibilities may also investigate available back-up dependent care and distance-learning support resources.

Your Care @ Work benefit includes new services and reduced copays:

- **Care.com’s online database of learning facilitators and tutors** — Through your Harvard membership, you have unlimited and free use of Care.com’s online database of caregivers and other services. This self-service tool has always included babysitters, nannies and eldercare providers, but has now been expanded to help families find one another and create a nanny-share or a learning pod, or find providers who can serve as distance-learning facilitators or tutors. There is no limit to the number of days or types of care procured via this site. More information on these services can also be found here. Please note: Because caregivers on the digital, self-service platform are not necessarily licensed or fully background-checked, you should learn about making wise hiring choices in Care.com’s Safety Center and read about additional background checks available for purchase.

- **Reduced copays for In-home back-up child care** — Available through Care@Work, this in-home back-up care service differs from the self-service Care.com database; Care.com has represented that these caregivers are specifically trained, experienced, and vetted to provide in-home back-up care. When an employee uses in-home back-up care, they are gaining access to a smaller pool of caregivers and the professional placement services of Care @ Work.
  - Through June 30, 2021, Harvard is further subsidizing the hourly rate: For care that is booked after July 1, 2020, and takes place between July 1, 2020 and June 30, 2021, benefits-eligible employees will pay $3, $6 or $10 per hour, according to their Harvard benefits salary bracket. These copays will be automatically updated within the Care.com portal once you have created an account and logged into the portal.
  - Days of this service count toward the overall number of days per benefits-eligible faculty or staff member. The total number of days available to each employee has also been temporarily increased, from 20 to 25, through June 30, 2021. Read more here, and see Care.com’s coronavirus guide for caregivers and parents.
• **Back-up adult care** — Also available through Care @Work, this service will send a vetted and qualified senior caregiver to your family member’s (or your own) home. **Reduced Copays are the same as those outlined above for child care.**

• **Senior Care Solutions** — This service helps faculty and staff navigate the demands of caring for an aging family member or other adult by connecting you (and others such as family members), free of charge, with a professional senior care advisor (a licensed clinical social worker who is an expert in adult and elder care). The program also provides referrals and access to vetted services around the country.

A new service provides benefits-eligible Harvard faculty and staff with a **personal education advisor**:

• **Ed Navigator** — EdNavigator connects families with personal education advisors (“Navigators”). Navigators include award-winning teachers, veteran school leaders, and other education professionals who know schools and systems across the greater Boston area. They support families of all backgrounds with students in all types of schools, and can provide practical advice and support whether your child is excelling or struggling.

Other dependent-care benefits and services available through Harvard include:

• **The SOURCE Program** — SOURCE (Subsidy for Occasional, Unplanned, and Respite Care Expenses) Program is a reimbursement program that helps income-eligible employees work when child or adult care is unavailable. Learn more at the [SOURCE Program’s page](#) on HARVie.

• **Child Care Scholarships** — Harvard offers child care scholarships to eligible faculty, staff and postdocs that help defray the cost of child care. Based on need, these programs have annual application periods open over the summer and fall depending on your employee group.

• **Harvard’s Employee Assistance Program** — [Harvard’s EAP](#), provided by KGA, Inc., is free, confidential, and has counselors available 24/7 to help:
  - KGA’s clinicians can consult with employees on wide range of family-care issues, providing both counseling services and practical resources. Note: KGA is now offering both telehealth counseling and chat options, and has developed a webpage dedicated to [COVID-19 resources](#).
  - KGA can also assist in identifying local care child care providers to meet both regular and back-up care needs. Register on their [website](#) for articles, resources, tools, and training programs.
  - The EAP is just a phone call away: 877-327-4278 (877-EAP-HARV).

• **Mindfulness and Mindful Parenting** — Mindfulness resources, including online Mindful Parenting seminars, are available through Harvard’s Office of Work/Life and through Harvard’s [Center for Wellness and Health Promotion](#). Harvard staff and faculty are also now eligible for a free membership to the [Ten Percent Happier app](#), which offers guided mindfulness meditation, practical teaching, and a 30% discount for family members of subscribers.

• **Harvard’s updated flexwork guidelines** — Even as we plan for return to campus, flexwork, including telework and remote work, will continue to be a strategic tool at Harvard. This underscores the need for employees and managers alike to become familiar with the [revised flexwork guidelines](#) and approaches to balancing family caregiving and work tasks.