

Resources for Back-up Care and the SOURCE Program

Now that we have all survived the first few days, however bumpy the journey, we want to share some resources and programs that focus on back-up care, support from the Employee Assistance Program, and tips for enhancing your initial telework experience.

Back-up Care

As you manage work and whatever caregiving responsibilities you may have — whether for young children, elders, other adults, and even yourself — you are probably making complex calculations about safety. If you feel it is right for you and your family, and you choose to hire an in-home caregiver beyond your own personal network, you may want to look at Harvard's [WATCH](#) portal, which is a Harvard-only site listing Harvard parents and Harvard caregivers. Subsidized in-home back-up care through [Care@Work](#) is also available, although their pool of caregivers is under high demand. As you decide, please read about what [Care@Work](#) offers and how they are approaching safety in the context of coronavirus. And remember: [pre-registration](#) is required to use any of their programs.

The [SOURCE program](#) is a separate, small subsidy available to employees earning under \$75K FTE to help reimburse back-up care expenses (for a child or adult dependents) and for self care. The process is straightforward: you pay someone from your personal network or any of the resources described above. Then you and they complete the pdf claim form and send it to the [Office of Work/Life](#). No printer at home? No problem; just use a digital signature on the pdf.

Harvard's Employee Assistance Program

During this period of severe disruption, please know that you and other adult household members can call Harvard's [Employee Assistance Program](#) (1-877-327-4278) for confidential services including options like telecounseling, chat, and telephone consultations, resources and referrals, budget and debt counseling, legal consultations, and much more. All of these are free services and are available during office hours. Crisis/counseling support is available 24/7. They also have a robust website of resources, self-assessments, online tools and training, and a webinar archive.

March 2020

How to make telework work (better)

If you need additional help adjusting to remote work, you can also refer to Harvard's newly developed [Telework Continuity Toolkit](#) and guidelines. You will find suggestions about maintaining social connections with your team/manager, how to set your daily priorities, and to approach numerous new challenges with a spirit of creativity and goodwill.

Thank you for your efforts to protect the health of yourself, your families, your friends, and your colleagues, as well as the important work that you do for the University. Some of us are on campus, and some of us are in other locations. Wherever you are and whatever you do, the new normal of social distancing can be daunting. So try approaching it with the idea of *physical spacing* and *social connection*. The new normal is anything but normal. We'll figure it out — together.