Do you have questions about caring for an aging loved one or planning for your own future? Do you need an easier way to store and access information about a loved one’s care? Do you need to work but a family member needs transportation to a doctor’s appointment? Your Senior Care Solutions benefit through Care@Work provides you with the support you need.

**Personalized guidance from a Senior Care Advisor**
Our Advisors are Masters-level social workers with expertise in adult and senior care. They can provide guidance and support for your specific care need from facilitating family discussions to how to pay for long-term care, and much more. Please call 855.781.1303 to speak with a dedicated Advisor.

**National credentialed network of providers**
If your loved one needs an assisted living community, nursing home, or even help modifying their existing home to help them age in place, our team can identify numerous providers nationwide that are vetted and matched to your specific needs.

**Family Care Hub**
This technology platform provides access to the tools you need for ongoing coordination and communication regarding your loved one’s care needs. You can invite family, friends, or paid providers to participate by creating and assigning tasks related to your loved one’s care. The Hub also allows you to securely store and organize important information as well as access senior care guides, helpful tips, webinars, and more.

**Your benefit year:**
November 1–October 31

**Cost of the program:**
The cost of this program is fully subsidized by your employer.

**Reasons people use the benefit:**
- Gain an understanding of senior care options and costs
- Get help finding vetted senior care provider options
- Develop a plan for care for your loved one
- Learn what to do when a parent doesn’t want help
- Get help coping with the stress of being a family caregiver
- Manage safety concerns at your loved one’s home
- Learn more about dementia and how it impacts your loved one
- Helping family members come to a caregiving consensus
Frequently Asked Questions

How can Care.com’s Senior Care Advisors help me?
We know that each family’s situation is unique and that is why we approach everything in a highly personalized manner. Whether you need help adjusting to the new responsibility of caring for a parent who can no longer care for themselves, or if you need a trusted expert to research and locate the right type of providers for your loved one based on your needs, assisting families and seniors in navigating the ever-changing world of senior care is what we do. We do this through creating personalized care plans with clear steps and strategies so you can focus on what’s most important—spending time with your loved one and getting some respite for yourself. And, with a vast network of screened providers and resources on hand, we deliver solutions to meet your individual needs.

What types of providers are part of your network and how are they screened?
Depending on the kind of care you need, we can connect you with home care agencies, senior housing communities (assisted living communities, nursing homes, continuing care homes), aging life care managers, adult day programs, transportation companies, and more. Our screening process is extensive, and we ask these providers to go through a multitude of checkpoints in addition to discussing the care needs of your loved one to ensure they’re a good fit. We don’t provide any identifying information unless you ask us to and we are often able to negotiate rates with providers on your behalf when private pay is involved.

Who can I invite to join the Family Care Hub?
You can invite anyone who’s part of your loved one’s care team. That may include family, friends, or caregivers who work with your loved one. You have the option to invite people to the entire project or restrict their access to specific tasks or documents. It’s up to you.

Can I access the Family Care Hub on my phone or computer?
Yes, the Family Care Hub is available on desktop and your mobile device.

Is my data safe on the Family Care Hub?
All of your data is stored securely, and you have complete control over who you share it with. You can download your data at any point while you have an active project or account.

What is your privacy policy?
Your privacy is of utmost importance to us. The information you share with us is not communicated to your employer. We only share it with potential providers we identify with your consent. To review our privacy policy, please visit care.com/privacy.

How it works

1. Enroll at wvu.care.com or in the Care@Work app.
2. Log into your account in the Care@Work app or at wvu.care.com. You can also call 855.781.1303.
3. Schedule a call with a Senior Care Advisor to discuss your caregiving needs and next steps. You can then set up your Family Care Hub to keep everyone up-to-date with your loved one’s care.
4. Not ready to schedule a call? You can still set up your Family Care Hub where you’ll be able to invite family, friends, or caregivers to participate, create tasks or upload documents.
5. Give us your feedback. Answer a brief survey that will be sent after you connect with your Senior Care Advisor.