The Family Care Hub
(for you and your family)

Managing the ongoing care of a loved one can be challenging and confusing. And, if a crisis occurs, it can make it even more difficult. Your employer offers a benefit to help you manage the care of your loved one by storing and accessing their important information in one location. The Family Care Hub through Care@Work provides you and your family access to a secure care coordination platform to easily organize and access information regarding your loved one’s care.

**Keep everyone up-to-date**
Invite family, friends, caregivers, or anyone who is involved in your loved one’s care to participate. Permission settings allow you to choose who can see tasks, documents, and communication about your loved one’s care. Instead of important information being shared via text messages, emails, and phone calls, the Family Care Hub allows you to keep all communication organized.

**Secure document storage**
Easily store and access your loved one’s important documents in one secure location. Utilize permission settings to determine who can view and access documents.

Documents may include:
- Schedules
- Care team contact information
- Power of Attorney form
- Health Care Proxy form
- Will or other advanced directives

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

**Cost of the program:**
The cost of this program is fully subsidized by your employer and you get unlimited use of the Family Care Hub.

**Reasons people use the benefit**
- Coordinating transportation, meal prep, personal care help, appointments, etc.
- Maintaining up-to-date records
- Communicating about changes in care or the needs of your loved one
- Accessing articles and other informative content to support you in your caregiving journey

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Frequently asked questions

What does the Family Care Hub allow you to do?
The Family Care Hub allows you to coordinate, organize and store information related to your loved one’s care—all in one place. You can invite multiple members of their care team to join, create, and assign tasks and communicate on the platform. You can even upload and store important documents so you know where everything is and can easily access this information when you need it.

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 only to specific tasks or documents. It’s up to you.

How many people can I invite to participate?
There is no limit to the number of individuals you can invite to have access to the Family Care Hub. And, since you can set different permission levels for each participant, they will only view information that you choose.

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 kind of content is available through the Family Care Hub?
We have a large base of topics related to senior care. They include everything from best practices on caring for seniors and guides on long-term care options, to information about working with individuals with Alzheimer’s and dementia. Whether you prefer to read articles, reference fact sheets, or listen to webinars, you can access information in the way that works best for you.

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. Follow the prompts to create a Family Care Hub where you’ll be able to add your care recipient and invite family, friends, or caregivers to participate.
4. Create and assign tasks, communicate through the platform, upload documents and share information with those who you choose.