



Employers' Quarterly

Fall 2003

YOUR CHILD CARE RESOURCE FOR WORK/FAMILY DEVELOPMENT

How the 100 Best companies compare with other companies in the U.S.:

- 100% of 100 Best offer flextime vs. 55% companies nationwide.
- 99% of 100 Best offer an employee assistance program vs. 67% nationwide.
- 98% of 100 Best offer elder-care resource and referral services vs. 20% nationwide.
- 96% of 100 Best offer child-care resource and referral services vs. 18% nationwide.
- 94% of 100 Best offer compressed workweeks vs. 31% nationwide.
- 93% of 100 Best offer job-sharing vs. 22% nationwide.
- 77% of 100 Best offer therapeutic massages vs. 11% nationwide.

...Continued on page 2



Providing Resources that Strengthen and Support Children and their Families

Sandia National Laboratories named Livermore Family Friendly Employer of the Year

On September 25, 2003, at the beautiful Tenuta Vineyards in Livermore, Sandia National Laboratories was recognized with the Family Friendly Employer of the year award. Council Member Lorraine Deitrich presented the award before the Livermore Chamber of Commerce Luncheon attendees.



Robert Petro and Livermore City Council Member Lorraine Deitrich

Robert Petro, Benefits & Health Services Manager, accepted the award on behalf of Sandia. He spoke about how he had benefited from the wonderful programs while raising his children. He expressed words of praise and appreciation for the company that allowed him to be there for his children.

For more information about Sandia National Laboratory benefits, please see employer profile on page 2.

4 California Companies Make 100 Best Companies For Working Mothers List

Working Mother Magazine unveiled it's 2003 Best Companies for Working Mothers List in September. The list identified 4 California companies including Cisco Systems, Inc., Intel Corporation, Patagonia, Inc., and Wells Fargo & Company.

The magazine also chooses a company for the "Best in Class" recognition for 6 categories including Representation of Women, Advancing Women, Total Compensation, Child Care, Flexibility and Family Friendly/Company Culture. Best in Class for Child Care went to IBM Corporation. IBM sponsors 63 full-time on- or near site child care centers, serving 2,324 employee children. Other forms of company sponsored child care include before and after school
...Continued on page 2

What's Inside

Family Friendly Employer Profile	page 2
Family Friendly Policies	page 2
Electronic Etiquette	page 3
How to Make Time for Yourself	page 3
Family Friendly Employers Wanted!	back page

Family Friendly Employer Profile

Sandia National Laboratories

Livermore Employees: 950

Company Type:

Government Research and Development

The following are just a sampling of the benefits and community programs offered that benefit children and working families.

Benefits:

- Dependant Care and Health Care Reimbursement Spending Accounts
- Child Care Leave of Absence (up to 1 year from date of birth)
- Sickness Absence Plan (Full pay during the pregnancy disability period)
- Paid Personal Absence Time (to care for ill household, attend school activities or care for newborn or newly adopted child)
- Telecommute alternative work schedules
- Flexible and Compressed work schedules
- Child/Elder Care Resource and Referral Contract Services
- Access to LLNL Child Care Center
- Adoption Assistance Program
- Employee Assistance Program
- On-site support groups

Community Programs:

- Week of Caring
- Habitat for Humanity
- Open Heart Kitchen
- Tri-Valley Haven

Source: Sandia National Laboratories

Continued from page 1...

care, family child care homes and summer programs. Last year the company's child care resource and referral service was used by 12,219 employees. "Best of Class" for Family-Friendly/Company Culture winner Wachovia Corporation trained 2,178 managers last year on work/life issues and 2,083 on flex scheduling; 7,200 employees used the company's employee assistance program, and 6,053 used the elder care resource and referral service. While the company did not conduct an employee opinion survey last year, it conducted three in the last five years.

For the complete list, please visit www.workingwoman.com

Continued from page 1...

- 47% of 100 Best sponsor sick-child care vs. 7% nationwide.
- 44% of 100 Best offer before/after school care vs. 4% nationwide.
- 39% of 100 Best offer paid paternity leave vs. 12% nationwide.
- 27% of 100 Best offer paid maternity leave beyond the short-term disability period vs. 14% nationwide.

Source: National figures based on the Society for Human Resource Management's 2003 Benefits Survey)

Living the "Good Life"

A World Health Organization survey conducted by Michael Power, Ph.D., from the University of Edinburgh in which adults from Seattle, Washington to Harare, Zimbabwe were asked: What are the most important factors for a satisfying, comfortable life? The top four responses were:

1. Being able to go about the activities of daily living independently and free of physical burdens
2. Being able to see and hear well
3. Having energy
4. Having mobility

Source: *Work & Family Life*, February 2003

Family Friendly Policies

Do family friendly policies make business sense?

As employers begin the new business culture of the 21st century they are asking the question: Do family friendly benefits make sense? The answer is a resounding yes! In order to attract and retain employees, employers must make the bottom line case for family support at work. In order to compete in a global economy, employers are looking for ways to be more efficient. Look no further- family friendly policies make bottom line sense by creating a more committed and productive workforce, reducing absenteeism and lowering turnover. For a growing number of employers and employees, taking care of business also means taking care of family needs. Family Friendly Policies make good business sense for any size company.

Source: www.childcare.org

Electronic Etiquette

Email, faxes, conference calls and cell phones can create a veritable landmine of professional etiquette. Just because you have the capability to reach someone 24/7, it doesn't mean you should.

Email is so prevalent in many of today's companies that the transmission of jokes, spam and personal notes often constitute more of the messages employees receive than actual work-related material. Remember that your email messages are an example of your professional correspondence. Professional correspondence does not include smiley faces or similar emoticons.

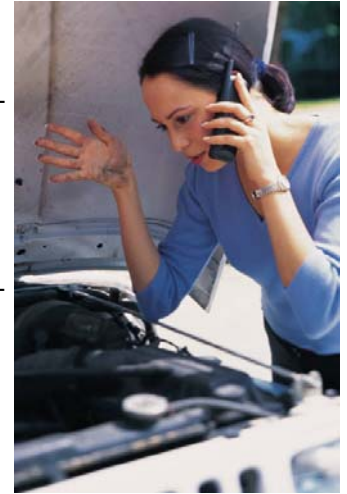
Faxes should always include your contact information, date and number of pages included. They should not be sent unsolicited -- they waste the other person's paper and tie up the lines.

Conference call etiquette entails introducing all the participants at the beginning of the call so everyone knows who is in attendance. Since you are not able to see other participants body language and nonverbal clues, you will have to compensate for this disadvantage by communicating very clearly. Be aware of unintentionally interrupting someone or failing to address or include attendees because you can't see them. And finally, don't put anyone on speakerphone until you have asked permission to do so.

Cell phones can be a lifesaver for many professionals. Unfortunately, if you are using a cell phone, you are most likely outside your office and may be preoccupied with driving, catching a flight or some other activity. Be sensitive to the fact that your listener may not be interested in a play-by-play of traffic or the other events you are experiencing during your call.

Even if you have impeccable social graces, you will inevitably have a professional blunder at some point. When this happens, Klinkenberg offers this advice: Apologize sincerely without gushing or being too effusive. State your apology like you mean it, and then move on. Making too big an issue of your mistake only magnifies the damage and makes the recipient more uncomfortable.

Source: msn.com, Business Etiquette You Really Need to Know, by Susan Bryant



How to Make Time for Yourself

1. **"Nobody else can do what I do."** Once upon a time, you couldn't do what you do. You had to learn the skills you have now. And if you were able to learn them, undoubtedly somebody else can learn them too. Yes, it will take some time for you to train someone, but it's time well invested and will pay dividends to you down the road. So allow your staff to take over some tasks that needlessly take up your time.

2. **"If I don't do it myself, it won't get done right."** (Doesn't this one remind you of your mother?) It's often true that the first time someone attempts something new, it's not perfect. But (1) everything doesn't have to be perfect, and (2) with practice, people generally perform a given task better, if not perfect. Maybe your staff could use some professional training. Not only will they gain new skills, but as a bonus, they'll feel more valued when they see that you and the company are willing to invest in them.

3. **"My secretary is just a secretary."** Just because your secretary sits and types all day long does not mean that's all that person can do or all that he or she wants to do. The same goes for the rest of your staff. Get to know your people and what they're really capable of. Maybe your secretary is artistic and could help design the visual aids for your next presentation. Maybe the bookkeeper likes to write.

4. **"I can't afford help."** Few of us are in a position to have every distasteful chore done by somebody else while we command from on high. Pity really, but most of us have to prioritize and make do. That does not mean that you put yourself last on your list of priorities.

Source: Bluesuitmom.com, "How to Make Time for Yourself" By Linda Avey Bullock

Child Care Links Services

Child Care Links is your resource for work/family issues. As a smart business owner/manager, you know that safe, quality child care is a concern for today's working parents. Making a decision about how your company will address this issue is important.

Child Care Links, a 501(3)(c) non-profit organization, works to educate business owners/managers about how to support their employees as they balance work and family responsibilities. Child Care Links offers the following services:

- **Enhanced Referrals** (individual support and guidance through the child care search process)
- **"Lunch'N'Learn"** on site at your business on topics such as Choosing Child Care, Parenting, and Child Development

For more information, please contact Shauna Brown at (925) 249-3925.

Family Friendly Employers Wanted!

Child Care Links is seeking nominations for the Family Friendly Employer Award for Pleasanton. A Family Friendly Employer is one which has exhibited excellence in educating their employees about the availability of child care and family resources in the Tri-Valley and offered employees "family friendly" policies and benefits. An employer will be chosen and recognized at the Pleasanton Chamber of Commerce Community Service Awards Luncheon on December 9, 2003.

Livermore and Dublin recipients for 2003 include Sandia National Laboratories and Franklin Templeton Investments. To be eligible, employers must have a location in Pleasanton. Employer size and/or financial commitment are not a consideration.

Nominations for the Family Friendly Employer Award must be received by November 7, 2003. Nomination forms are available online at:

www.childcarelinks.org.

Nominations can be sent to Child Care Links, Attention: Shauna Brown, 1020 Serpentine Lane, Suite 102, Pleasanton, CA 94566, or call (925) 249-3925. E-mail inquiries may be directed to shauna@childcarelinks.org

Employers' Quarterly

*Your Child Care Resource for Work/Family
Development Issues*

Shauna Brown, Child Care Community Specialist
Art Director/Copywriter

Amy Wolfson, Director of Community Services
Copy Editor

Carol Thompson, Executive Director
Editor in Chief

Published by



CHILD CARE LINKS

1020 Serpentine Lane, Suite 102
Pleasanton, CA 94566
Phone: (925) 417-8733
Fax: (925) 417-8740

NONPROFIT ORG
U.S. Postage
PAID
Pleasanton, CA
Permit No. 586

We're on the WEB!
www.childcarelinks.org