



# Family Service

Advice | Support | Connection



Source: berufundfamilie gGmbH, 06/2019

## Caring for family members



Balancing  
study, work  
and family



Ulm University attaches great importance to a healthy balance of study/work and family. This is also reflected in the certificate *audit familiengerechte hochschule* (audit family-friendly university), which we have been receiving since 2008.

The first thing that usually comes to people's mind when they think about 'family' is children. However, the topic of 'care-giving for family members' is an important aspect and affects more and more people as a result of the demographic changes. It is our desire to support you in the best possible way, so we have compiled important information and contact persons in this flyer.

Please get in touch! Together we will find a solution.

### Information and advisory services



- <https://www.uni-ulm.de/family> menu item 'caring for family members'
- **Internal training events**  
caregiving, stress management and occupational health management offers to maintain and promote health
- **Mailing list for employees with caregiving responsibilities**  
for information, updates, surveys.  
If you are interested, please send an email to Maria Stöckle [maria.stoeckle@uni-ulm.de](mailto:maria.stoeckle@uni-ulm.de)
- **Individual confidential consultations**  
Internal contact persons

#### For staff: Care officers

**Maria Stöckle,**  
Family Service, Dept. III-2  
Phone: +49 731 50-25012  
[maria.stoeckle@uni-ulm.de](mailto:maria.stoeckle@uni-ulm.de)



**Renate Löw de Mata,**  
Equal Opportunities Officer  
Phone +49 731 50-22816  
[chancengleichheit@uni-ulm.de](mailto:chancengleichheit@uni-ulm.de)



#### For students:

**Zentrale Studienberatung** (central student advisory services)  
Phone: +49 50 -24444  
[zentralestudienberatung@uni-ulm.de](mailto:zentralestudienberatung@uni-ulm.de)

**We are here for you!**

## First steps in the event of a caregiving situation

- Please contact us. Together we will consider which solutions best support you.
- If the person requiring care is in hospital or a clinic, please contact the social service there. If the care recipient has private health insurance, please call the *Compass Pflegeberatung* (private care consulting service). They also come to the hospital or clinic, if necessary.
- Apply for care insurance benefits from the *Pflegekasse* (care insurance provider) of the person to be cared for. This can also be done by an authorised proxy.
- The *Pflegekasse* also offers consultations with care advisors.
- The *Pflegestützpunkte* (care support centres) provide advice and support as well.
- Once the application is submitted to the *Pflegekasse*, they commission the medical service of German statutory health insurance providers (*Medizinischer Dienst der Krankenversicherung; short: MDK*) or other independent experts to assess the need for nursing care.
- Tip: Keep a care diary in the lead-up to the assessment. Try to assess whether the care can be provided long-term by relatives or other caregivers, and whether you would like the help of a home care service complementarily or exclusively.
- If care at home is not possible – even with the help of local day or night care facilities – you can obtain information and advice about suitable inpatient care facilities.
- And last but not least:  
Remember to also take care of yourself!  
Under ‘caring for family members’ on <https://www.uni-ulm.de/family> you will find tips on ‘care and self-care’.

## Preparing for a care emergency: Power of attorney and emergency folder

The following preparations are advisable before a care situation arises:

Templates and information on suitable powers of attorney (*Vorsorgevollmacht*, i.e. lasting power of attorney, *Patientenverfügung*, i.e. advance healthcare directive, *Betreuungsverfügung*, i.e. advance guardianship directive) can be found on the website of the German Federal Ministry of Justice (in German).

In an emergency there is often no time to gather important information and documents about the person (e.g. existing powers of attorney, ...). Therefore, we recommend the use of the emergency folder (*Notfallmappe*) provided by *berufundfamilie Service GmbH*, which is available for download under ‘caring for family members’ on [www.uni-ulm.de/family](http://www.uni-ulm.de/family). You can complete this emergency folder for yourself as well as for relatives to have all important information on hand in the event of an emergency.

## Creating balance

### Studying: Flexible study arrangements

- Leave of absence
- Extension of time limits
- Adjusting your course of studies
- Compensation for disadvantages (*Nachteilsausgleich*)
- Priority registration for Transferable Skills courses and courses with limited places in certain subjects

You can read up on the respective regulations in the general framework, the admission statutes and in the study and examination regulations.



## Career:

### Flexible work hours and location

- Flexible work hours (workplace agreement)
- Telework (workplace agreement)
- Reduction of work hours/part-time
- Caregiver leave/family caregiver leave
- Unpaid leave, predominantly for longer intensive caregiving phases

### Legal basis for leave of absence

Working relatives of people in need of care can take time off work if necessary, as regulated for non-civil servants by the **Pflegezeitgesetz** (caregiver leave act) or the **Familienpflegezeitgesetz** (family caregiver leave act) and the **TV-L** (collective agreement of the federal states), and for civil servants (incl. civil servant university teachers and academic staff) by the **Landesbeamtengesetz** (federal state law on civil servants) and the **AzUVO** (federal state provision on work hours and leave).

More information about options for leave can be found on [www.uni-ulm.de/family](http://www.uni-ulm.de/family) under 'caring for family members', under the drop-down menu 'Legal matters'.

#### Good to know for academic staff!

Do you have a fixed-term employment contract according to § 2 para. 1 WissZeitVG (law on academic fixed-term employment contracts)? If so, your contract can be extended by any periods of academic leave or work hour reductions of at least 1/5 of the regular work hours that were granted for the care or nursing of other relatives (§ 2 para. 5 sentence 1 no. 1 and sentence 2 WissZeitVG).

### Communicate your care responsibilities openly

- Speak with your supervisors, colleagues and the HR department and describe your situation.
- Identify options for support together with the contact persons at the University, e.g. care officers.
- In the event of scheduling conflicts, make early arrangements with colleagues and your supervisors.

### Further information and contact points (in German)

[www.wege-zur-pflege.de](http://www.wege-zur-pflege.de)  
[www.pflegestaerkungsgesetz.de](http://www.pflegestaerkungsgesetz.de)  
[www.bundesgesundheitsministerium.de/themen/pflege.html](http://www.bundesgesundheitsministerium.de/themen/pflege.html)  
[www.bmfsfj.de/bmfsfj/themen/aeltere-menschen/vereinbarkeit-von-pflege-und-beruf](http://www.bmfsfj.de/bmfsfj/themen/aeltere-menschen/vereinbarkeit-von-pflege-und-beruf)

Care hotline of the Federal Ministry of Family Affairs:  
+49 30 20179131  
*Pflegeversicherung* (care insurance) hotline  
of the Federal Ministry of Health: +49 30 3406066-02

#### Care consultation through the *Pflegkasse* (care insurance provider)

Every health insurance provider offers care consultations as part of the *Pflegeversicherung* (care insurance). They also help with the development of a personalised care plan. We therefore advise that you specifically ask your health insurance provider for a care consultation.

Care consultation for care insurance customers:  
Compass, phone +49 800 1018800

#### Local care support centres (*Pflegestützpunkte*)

For those with statutory care insurance and their relatives, there are also the independent advisory services offered by the local care support centres (*Pflegestützpunkte*). There are only a few *Pflegestützpunkte* in Bavaria. They have what is called *Seniorenberatungsstellen* (advisory service centres for seniors) instead.

**Ulm:**  
~~Grüner Hof 5~~ **Hafengasse 15**  
89073 Ulm  
Phone: +49 731 161-5255

**Landratsamt Alb-Donau-Kreis:**  
~~Wilhelmstraße 23-25~~ **Schillerstr. 30**  
89077  
89073 Ulm  
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