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Center-based child care for well children, in-home child care for well or mildly ill children, and in-home adult/elder care is available. Care recipients may include infants, toddlers, preschoolers, school-age children, teens, adults and elderly family members.

The program gives you access to a nationwide network of high-

Center-Based Back-Up Child Care

All the child care centers in our network — Bright Horizons' centers as well as those we invite to join our provider network — meet stringent quality requirements and are licensed by the state in which they operate. Each center offers a developmentally-appropriate curriculum led by qualified teachers, follows strict health and safety policies, and ensures appropriate teacher-to-child ratios for each age group.

These centers are specifically designed to provide a warm, inviting, and engaging environment where children actively explore and participate. Teachers in back-up care settings are specially trained to tune into your child's needs and interests, to help you comfortably transition at drop-off time, and to help your child feel welcome, secure, and at ease in what is usually an unfamiliar and new environment.

Each child care center in the back-up care network has their own policies regarding medications based on local and state regulation. Please check with the center you will be using should the need for medication administration exist or arise at any point during th

In-Home Back-Up Child and Adult/Elder Care

In-home child care can be used when your child is mildly ill or when you prefer to have care take place in your home rather than a center-based setting.

A mild illness is defined as temporary and non-progressive in nature. For example, the child feels too ill to engage in normal everyday activities; however, does not feel so ill that they need to stay in bed, and may need short rest periods until feeling better. They may have low grade fever controlled by Tylenol or Ibuprofen and able to tolerate food and fluids. Typically, a child is considered mildly ill if they cannot attend school or their normal child care arrangement.

In-home care can also be used when a child is well. One in-home caregiver can care for up to three children.

In-home adult care is available to cover a wide-variety of care needs. In-home care is provided to your adult family member in the comfort of their own home (or assisted living facility) and is available anywhere in the U.S. within established proximity of our in-home care agency partners. Any adult that you have care responsibilities for (relative or non-relative) is covered. Some reasons you may choose to use in-home care for adult/elder family members include:

- f* Companion care can be used when you have an adult family member that lives out of town and you simply want a caregiver to provide companionship to them
- f* Respite care is perfect if your adult family member's normal caregiver is not available, or if your adult relative's primary caregiver needs a day outside the house
- f* In-home care is a great option if your adult family member has had minor surgery and needs someone to be with them for the first few days after they arrive home during recovery

In-home care is designed to provide comforting, individualized care for your child or adult/elder relative in the familiar surroundings of home. Whether your family member is recovering from a mild illness or is in need of temporary care or assistance, our qualified caregivers provide in-home support so you can get to work free of worry.

There is no age limit for in-home care. In-home caregivers are all employed by the agencies Bright Horizons has contracted with and they are professionally trained, screened, and credentialed. Experienced in child or geriatric care, caregivers are carefully selected and meet stringent credentialing requirements, pass extensive background checks and screening processes, and are trained in CPR/First Aid.

As in any situation where third parties have access to your home while you are out, please take reasonable precautions to secure your cash, credit cards and other valuables or information of a financial nature.

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Mildly ill care is defined as temporary and non-progressive in nature. For example, the care recipient feels too ill to engage in normal everyday activities however, does not feel so ill that they need to stay in bed, and may need short rest periods until feeling better. The family member may have a low grade fever controlled by Tylenol* or Ibuprofen and is able to tolerate food and fluids.

*** Please note that caregivers in the UpCare Advantage Program are not able to dispense medication however they can remind your adult/elder dependent when it is time for them to take their own medication**

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You may request to set up a “meet and greet” to meet the caregiver in advance however, we cannot guarantee that the caregiver you meet will be available on a day when you actually need back-up care. When a “meet and greet” is scheduled, your employer’s specific program policies would apply for the caregiver to come to your house (see [Reference Information](#)). All applicable care minimums apply. Please note it is also a requirement for the caregiver to contact you prior to care to introduce themselves, discuss your child and care needs, etc.

When the scheduled care is for a child, an adult (at least 18 years of age) must be present both when the caregiver arrives and departs. The adult must be someone who is willing to take responsibility for the care recipient(s) should the caregiver fail to arrive or otherwise be unable to provide care at the last minute. (This can include, but is not limited to, a parent or guardian, a grandparent, an adult sibling, or a friend of the family). The adult, or adults, must be identified at the time care is requested.

The parent or guardian must take responsibility for greeting and/or releasing the caregiver in the event that the adult designated is unable to perform that function. Adult care recipients generally do not require a designated greet and release individual.

An in-home caregiver can perform light housekeeping as it relates to the care of the care recipient only. Light housekeeping normally includes: cleaning kitchen after meals/snack preparation, straightening up family/living room and children’s room (if the child has played in the room during the day), etc. Light housekeeping does not include the following: vacuuming, laundry, dusting, cleaning of restrooms/bathing areas, etc. (The only time a caregiver may provide any of the above services is when the care recipient has created a mess requiring the above services).

An in-home caregiver can prepare meals as it relates to the care of the care recipient only. Meal preparation normally includes: cooking meals and preparing snacks for the care recipient to be eaten during the hours of care. Meal preparation does not include preparing meals for upcoming days/weeks or

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Yes. Care that takes place at a hotel is provided by our in-home agency network. With approval from you, the caregiver and the care recipient(s) are allowed to leave the room during care. Additionally, the caregiver and the care recipient(s) are allowed to leave the grounds of the hotel during care with written consent from you, which must be provided to Bright Horizons prior to care taking place.

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[Back-Up Care Payments and Reimbursements](#)

In most cases, your employer is subsidizing the cost of care (see [Reference Information](#)).

Any applicable copayments are either collected by Bright Horizons (payable by credit card, debit card, or Electronic Fund Transfer / EFT) or by your employer, typically through payroll deduction. You will need to provide payment information in order to place a reservation request and credit/debit cards will be pre-authorized, as applicable. If copays are collected by Bright Horizons, charges will be processed daily after the services are provided. For your employer's specific policy, please see [Reference Information](#).

Only if this is the policy implemented by your employer (see [Reference Information](#)).

You are required to utilize centers and in-home providers that are contracted with the **BackUp Care Advantage Program**. Back-up care provided outside of this program will not be subsidized by your employer.

As with any child care program, if your child becomes sick while at the child care provider then you will need to remove your child to prevent sickness from spreading to other children. There will be no monetary refund or credit to your number of days used with the **BackUp Care Advantage Program**.

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Back-Up Care Eligibility and Registration

All full-time benefits eligible faculty or staff are eligible to participate in this program.

Care recipients include children, spouses, domestic partners and adult/elder relatives, such as parents, in-laws and grandparents. Employee self-care is also an option.

You and your family member(s) must be registered for the **BackUp Care Advantage Program** before you may make a reservation and use the back-up care services. We strongly recommend that you register in advance so that you are ready to use the **BackUp Care Advantage Program** when you need care. There are two ways to register: Online (see [Reference Information](#) for the website and access details) or by calling the toll-free number at 1-877-BH-CARES (1-877-242-2737). Care Consultants are available 24 hours per day, 7 days a week.

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On the home page, click on the blue "[Create Care Profile](#)" button and follow these steps:

1. Provide your relevant contact and employment information.
2. : Enter your relationship, care location(s), and health information, and download/complete any required care forms.
3. Add any adults (e.g., spouse/partner, grandparent, friend) as an emergency contact and/or authorized to pick up care recipients.
4. Let us know where you will typically need care.

Upon registration, Bright Horizons will verify your eligibility by requesting specific information related to your employment. For that reason, you are required to initiate the registration process online or over the telephone. Once a username and password has been created for your online account, your spouse/partner could complete the registration on your behalf.

Information such as the care recipient name, birth date, any known allergies and emergency contact will be required. When you contact Bright Horizons, a Care Consultant will help you understand the specific registration materials needed.

No. You only have to register once and can do this anytime. However, depending on the care needed, you may need to provide additional information for the unique center or in-home provider you use.

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Back-Up Care Reservations

No. You and your family member(s) must be registered for **the BackUp Care Advantage Program** before you may make a reservation and use the back-up care services. When you contact the **BackUp Care Advantage Program** knowledgeable Care Consultant will help you complete registration. Registration is free, so we strongly recommend that you register in advance so you are ready to use the program when you need care.

Reservations allow our Care Consultants to secure the type of care you need, on specific day(s) that you need care and also alert the care provider to the specific needs of your family so they are prepared for the day of back-up care. You can make reservations for back-up care services up to 30 days in advance of the date care is needed – either online at your program website (see [Reference Information](#)) or by calling 1-877-BH-CARES (1-877-242-2737). When you need to make a reservation for back-up care by phone, a Care Consultant will ask you a few questions to fully understand your needs, such as information about your family member, when you need care, and the location where care is needed. The Care Consultant will review potential options with you and make the arrangements with the provider on your behalf.

Your employer offers a specific number of back-up visits annually – please refer to [Reference Information](#) for

To better support new parents, your employer offers additional back-up days during a child's first year – please refer to [Reference Information](#) for your specific program parameters. To access your additional days, please contact a Care Consultant at 1-877-BH-CARES (1-877-242-2737) and be sure to mention the Infant Transition Program or click on [Special Programs](#) within the Benefits tab, to reserve back up days from your ITP bank.

Yes. Each individual eligible employee receives your own allotment of care days each year.

Evening and weekend care (typically in-home) is available and there are no additional charges. However, you must be working during the time care is needed.

The **BackUp Care Advantage Program** is a service, subsidized by your employer to assist with temporary care for your family members. You are

Overview

Your employer is also providing you with resources to help you secure your own regular, ongoing care needs, including:

- f* Preferred enrollment access at select Bright Horizons child care centers
- f* Discounts off tuitions for full-time care at select participating network child care centers
- f* Online, self-serve and self-pay resources to search for and connect with:
 - +* Babysitters and nannies for regular and weekend care (including children with special needs) and adult/elder caregivers – available through **Sittercity**
 - +* Pet sitters, dog walkers, groomers and more – available through **Sittercity**
 - +* Elder care

Sittercity

The cost of care varies based on geographic region, type, number of children or pets and level of care (i.e., infant care prices often differ from school age children). In the Trust and Safety Center on the Sittercity site, you can use a Rate Calculator to determine the appropriate pricing based on region, number of children and years of experience the caregiver has. Also, when posting a job, you are able to indicate the experience level of the caregiver.

Elder Care

Similar to your membership with **Sittercity**, the **Years Ahead** free online platform connects you with elder care tools and resources – including elder care planning and referrals.

Years Ahead will enable you to take a needs based assessment online of your loved ones needs, will allow you to navigate through elder care options, will provide you resources regarding elder care and provide guidance in finding assistance programs.

Years Ahead

To access these tools and resources, go to your program’s landing page (see [Reference Information](#)) and click on the Elder Care placard under Additional Family Support – and then choose the “Find Care Online” option. This will bring you to your employer’s **Sittercity** homepage where you click 3DP <

Pet Care

As part of your free **Sittercity** membership, you can also easily connect to options for all your pet care needs – dog walking; coordinating check-ins, visits, pick-ups and drop-offs; pet sitters and/or overnight care; bathing, grooming and training resources; and more.

Visit

[Tutoring, Test Prep & Homework Help](#)

Your **BrightStudy**

Yes, all submitted requests for reimbursement, only for approved uses under **My CareAssist** must be submitted within ten (10) business days of the last date of **My CareAssist** care used. You will be provided more information on the timeline and what is required of you at the time you contact Bright Horizons to request care.

At the time you contact Bright Horizons to request care and receive authorization to use **My CareAssist**, you will be sent instructions, including a Confirmation & Release Form and a Request for Reimbursement Form, to complete according to the instructions. Once received, Bright Horizons will process reimbursement and a check will be sent to the address listed on the Request for Reimbursement Form within 2 to 3 weeks. Details on the process will be provided to you when requesting care.

Please contact Bright Horizons at 1-877-BH-CARES (877-242-2737). The call center is staffed 24/7/365.

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The Family Matters Webinar Series