



## PARTNERS HEALTHCARE

### In-Home Backup Childcare

Parents in a Pinch, Inc. is happy to provide you with excellent, dependable in-home backup childcare as one of your employee benefits. They will help you with your childcare needs, whether they are temporary or ongoing.

## frequently asked questions (2010)

### Q: When is it appropriate to call Parents in a Pinch?

- During school vacations or when daycare is closed
- When your child is a little bit under the weather and you need to work
- When you have to work late or on weekends
- When your nanny goes on vacation or quits unexpectedly
- Anytime you need to work and have a gap in your regularly scheduled childcare

### Q. When are the caregivers available? When can I call?

Childcare is available in your home in the day or evening, seven days/week. The Parents in a Pinch office hours are: Monday – Thursday, 7:00 a.m. – 8:00 p.m. EST, and Friday from 7:00 a.m. – 5:00 p.m. EST. As an employee of Partners HealthCare, you also have access to a customer service representative on Sunday from 5:00 p.m. – 8:00 p.m. EST for care needed the following day. Sometimes Parents in a Pinch can locate a provider for you within an hour or two, but the more time you give them, the more likely they can make a perfect match. Twenty-four hour advance notice is usually sufficient.

### Q. What is the process for arranging childcare?

- Call Parents in a Pinch directly at 617-739-5437, ext. 2 to request care.
- Identify yourself as an employee of Partners HealthCare and provide your employee I.D. number.
- Parents in a Pinch will identify a provider for you who meets your specific needs. You will receive two confirmations:
  1. Parents in a Pinch will call to tell you about your caregiver.
  2. The caregiver will call to confirm the date, time and location of the job.
- When childcare has been completed for the day, sign the timesheet and pay the caregiver directly.

### Q. How much do I pay?

Employees pay an hourly fee directly to the caregiver. In Massachusetts and Rhode Island, the fee is \$15.00/hour. There is a four-hour minimum charge per day. As an employee of Partners HealthCare, you may use up to a total of seven (7) calendar days of childcare per year. (You may want to review information on household employees at <http://www.irs.gov/pub/irs-pdf/p926.pdf>.)

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800.688.4697

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### Q. What if I need childcare not related to work?

You are welcome to use the backup services when your need is not work-related or your needs exceed Partners HealthCare's placements during the year. In these cases, you pay the same rate to the childcare provider, and in addition, your credit card will be charged a placement fee of \$50.00 per day.

### Q. How do you know the childcare providers are good?

The Parents in a Pinch screening process is thorough. Candidates are screened for childcare experience and interviewed. All childcare references are checked by phone and email and Parents in a Pinch also completes a social security verification and criminal background check. Candidates are also required to complete their nationally recognized health and safety training program. Once the caregivers start working, Parents in a Pinch follows up with all clients to ensure that they continue to meet your high quality expectations.

### Q. What if I need to cancel my request for care?

There will be a \$30.00 cancellation fee to your credit card if you cancel once a provider has already been reserved for a job.

### Q. How can I make the transition easy for my children?

- Before the caregiver arrives, let your children know that a wonderful playmate is on the way. Suggest that they show the caregiver their favorite toy or book. When the caregiver arrives, introduce her warmly to the children. If you are nervous, the children will pick up your signals.
- Go over the house rules – TV, snacks, videos, bedtime – with the caregiver and the children together, so that the ground rules are clearly set.
- Review the emergency telephone numbers with the caregiver. At the very least, provide the number where you and/or your spouse/partner can be reached, the pediatrician's name and number, a neighbor or friend to call in case of an emergency, and a list of any allergies that the children may have.
- Never sneak out the door. Say good-bye happily and firmly and leave. Coming back or delaying your departure will increase your children's anxiety.

### Q. When I call next time, can I get the same caregiver? Can I arrange care directly with her? Will she clean the house?

Parents in a Pinch's goal is to have as much consistency in care as possible for your children. They will be happy to contact your last caregiver to see if she is available. And you may ask the caregiver if she can return on another day, BUT you must also inform Parents in a Pinch that you are doing so. All childcare with Parents in a Pinch clients must go through them. Backup caregivers come prepared to make sure your children are safe and happy – but not to do regular housecleaning.

### Q. What happens if my one-time caregiver is able to become my full-time nanny?

Terrific! All you have to do is call Parents in a Pinch and they'll connect you with the long-term placement staff. They will discuss the placement fee and send you a contract. Partners HealthCare employees receive a discount on long-term placement fees. If you find a caregiver on your own, the NannyCheck service can help you with screening and training, for a discounted fee.