



Your in-home Backup Care benefit

Life throws you curveballs, especially when you work and have kids. And some days are more of a challenge than others. That's why your company provides Care@Work Backup Care benefits—to help you when you need help most.

Thoroughly vetted caregivers.

Just call, go online or use the Care@Work app to reserve a vetted Backup Care professional—certified in both First Aid and CPR—to come to your home. All candidates receive health and safety training, and have passed Care.com's rigorous screening process.

Help located in as little as 2 hours.

While we typically prefer at least 24 hours' notice before your date of care, if you're in a pinch you can make a same-day request, which is typically filled within just 2 hours.

Find care for what's ahead, too.

Backup Care isn't just for last-minute emergencies. You can also use your benefit to cover your regular nanny's upcoming vacation, school holidays, spring break, or any other time you need a quality caregiver.

All ages. All hours. All days.

Backup Care is available for any of your children from newborns to teens, 24/7 for work-related issues.

Ways to use your in-home Backup Care

- Sick kids
- Teacher workdays
- Sick nanny
- Early flights or business travel
- Late nights working
- School holidays
- Working from home
- Daycare closures



Frequently Asked Questions

Who are the Backup Care providers?

They're caregivers who are vetted and employed by either Care.com or its network of agencies, and certified in both First Aid and CPR. All caregivers are required to complete orientation and health and safety training, and their screening process includes:

- Child Care Reference Checks
- Video or In-Person Interviews
- Criminal Background Check
- National Sex Offender Website Check
- Name & Address Verification via SSN
- U.S. Work Eligibility Verification

When can I use in-home Backup Care?

Backup Care is available for any of your children from newborns to teens, 24/7 for work-related issues. You are welcome to use the backup services when your need is not work-related, paying the full rate for care. If you need more than the 20 placements during the year, you will be charged for the full cost of care. Care.com Backup Care specialists will discuss costs with you.

How much advance notice must I give?

In-home caregivers can often be located in as little as 2 hours. While that's super-speedy, more advance notice increases the chances of a successful match.

My child is sick. Can I still use Backup Care?

Backup Care can be used as long as your child isn't extremely ill. Some examples include low-grade fever, runny nose, coughing, recovering from a virus such as a stomach bug, or starting an antibiotic for an ear infection but can't yet return to school within 24 hours due to school policy.

Can I talk to the caregiver beforehand?

Yes! Caregivers and parents should feel comfortable with each other prior to the day of care. Caregivers will call prior to care taking place, and we encourage as much dialogue as needed.

Will my backup caregiver do all of the things my regular caregiver does?

Backup caregivers come prepared to make sure your children are safe and happy, and to keep your home in the same condition you left it. They are not expected to do laundry, errands, or house cleaning.

How do I pay for Backup Care?

The credit card on file in your Care@Work account will be charged an hourly co-pay of \$8.00/hour after care takes place. There is a 4-hour minimum charge per day and you may use up to 20 calendar days until the end of the year.

What's the cancellation policy?

Your credit card will be charged \$30 if you cancel after your reservation is confirmed. If your caregiver has already arrived or is on their way, you will be charged \$60.

Can I hire my caregiver long-term?

Care@Work Backup Caregivers are employed by Care.com or one of our network partners and are not available to provide long-term care. However, Nanny Placement Service fees are available for \$3,500 in Massachusetts only.

How it works:

1. All employees at the following hospitals must enroll at their location's portal:

- Partners Healthcare: pchs.care.com
- Massachusetts General: mgh.care.com
- Newton-Wellesley: nwh.care.com
- Brigham & Women's: bwh.care.com
- McLean: mclean.care.com
- Massachusetts Eye and Ear: mee.care.com

All other employees who do not work at any of the aforementioned locations, must enroll at pchs.care.com.

2. Log in through your company's

Care@Work website, the app, or give us a call at 855.781.1303. Then answer some quick questions to help identify the right caregiver, including:

- Date and time you need care
- Emergency contact information
- Allergies, special needs, or other important details
- If you need the caregiver to drive your child(ren)
- Home details, such as pets or available public transportation
- Credit card information

3. **Breathe easy** while our team works quickly to identify a caregiver that meets your specific needs. We'll even try to fulfill requests for specific caregivers if they're available. Once found, a dedicated Care Specialist will contact you directly to answer any questions you might have and confirm the booking.