

Why Backup Care?

Because we know how stressful it can be when your regular care falls through — especially when you need to work. Arrange for vetted Backup Care for children or adults with your Care@Work benefits.

BACKUP CARE FOR CHILDREN:

With kids, you need to be prepared for anything. From school holidays, to the nanny's vacation, or other gaps in care, we have you covered. You have access to in-home or in-center vetted and subsidized care for your children when your regular care is not available.

Use Backup Care for children when:

- School is closed
- Your babysitter or nanny is sick or on vacation
- Your child is mildly ill or has a low-grade fever
- You have to work late or have business travel
- Daycare is closed
- You are working from home and need someone to watch the kids

BACKUP CARE FOR ADULTS:

Maybe you need a ride home from the doctor. Or maybe your parent needs assistance and they live on the opposite side of the country. We all need extra care sometimes—that's why you have Backup Care for adults.

Use Backup Care for adults when you or a loved one need:

- A ride to and from an appointment
- Companion care
- An extra set of hands after surgery
- Senior care when regular care isn't available

Your benefit year:

January 1–December 31

Backup Care days:

Up to 15 days per year

Backup Care rate:

\$6/hour for in-home care
\$15/day for in-center care

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Frequently Asked Questions

When can I use Backup Care?

Backup Care should be used when your regular care is not available during work hours. In-home child Backup Care is available for your newborn to teenage children. In-center Backup Care is available for center-aged children during center hours, which may vary. Adult care is available in either your home or the home of the adult needing care. For new adult care requests, an in-home assessment is conducted before starting care.

How are in-home child Backup Care providers screened?

All caregivers are vetted and required to complete orientation and health and safety training. Their screening process includes: child care reference checks, video or in-person interviews, Criminal Background Check, National Sex Offender Public Website Check, name and address verification via SSN, and U.S. work eligibility verification.

How does Care@Work screen Backup Care centers?

Our dedicated staff thoroughly vets each facility before it becomes an approved Backup Care center in our network. Centers must be state licensed, perform criminal background checks on the teachers and staff they employ, check against the National Sex Offender Registry, check against Central Abuse and Neglect Registry, and confirm eligibility to work in the U.S.

How are adult Backup Care providers screened?

Care@Work's network of adult care agencies maintains a rigorous screening process for care providers they employ. Providers may be certified nurse's aides, home health aides, or experienced elder care companions, and will have at least two professional references and a criminal Background Check in accordance with state guidelines.

How much advance notice must I give?

Backup Care with an in-home provider can be requested up to 90 days in advance, while in-center Backup Care can be requested up to 30 days in advance. It's best to book Backup Care as soon as you know you have a need so care.com can secure a provider or center that meets your needs. Care.com prefers at least 24 hours' notice prior to the date of care, when possible.

Can I talk to the caregiver beforehand?

Yes, this is encouraged. You and the in-home caregiver should feel comfortable with each other prior to the day of care. They will call prior to providing care to make an introduction. You may also contact your Backup Care center prior to the day of care.

How do I pay for Backup Care?

The credit card you have on file will be charged after care takes place. Part of your Backup Care is subsidized, so you are only responsible for your co-pay.

What's the cancellation policy?

For in-home care, 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. If you cancel a center reservation within 24 hours, you will be charged your daily co-pay and it will be counted toward your allotted days.

How does it work?

1. Log in to your account in the Care@Work app or on your company's Care@Work website. You can also call 855.781.1303.
2. Follow the prompts to complete your request for in-home or in-center Backup Care.
3. Our team will work quickly to identify a caregiver or center that meets your needs. A Care Specialist will contact you directly to answer any questions you may have and confirm the booking.
4. Share your feedback. We will send you a brief survey after care is complete.