



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 when you need it most.

While we prefer at least 24 hours' notice before your date of care, we typically respond to requests within 2 hours. Care may be requested up to 90 days in advance.

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.

Have a go-to sitter that's not in our vetted network?

With Personal Network, you can schedule care on your own and get easily reimbursed. Simply arrange care with your go-to provider, make sure to get a receipt, and submit a claim. Note: Personal Network care providers are not vetted by Care.com.

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

Activate your benefits now.
Register at pbenet.care.com

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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.

How much advance notice must I give?

Care may be requested up to 90 days in advance. We typically respond to same day requests within 2 hours, although we do prefer 24 hours' notice prior to the date of care when possible.

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 that might disrupt class, 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 rules.

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 you have on file will be charged after care takes place. Please see your company's service overview for details, or contact your HR department.

What's the cancellation policy?

Your credit card will be charged \$30 if you cancel after your reservation is confirmed.

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 does it work if I have my own sitter?

You can use a caregiver of your choice and be easily reimbursed for a portion of the costs that exceeds your co-pay. Start by booking your caregiver on your own. Reminder: when you use a caregiver from your personal network, you are fully responsible for all vetting. After care is complete, make sure to get a receipt. To get reimbursed, log into your Care@Work account and go to "Reimburse me for care." If you have any questions, email us at backupcare@care.com.

How it works:

1. Register for Care@Work and enter helpful information regarding your children's care.

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 children
- 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.

4. Tell us how it went. Please share your feedback by answering a brief survey that will be sent to you after care is complete.

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