

Back-up Care Advantage Program

Back-up Care Advantage program is designed to provide temporary care for your children or adult/elder family members to allow you to "get to work." Please remember, you may not use the program for non-work related purposes. If you have any questions at all regarding program policies, please contact **Bright Horizons** (<http://backup.brighthorizons.com/>).

Awareness is key...

Safeguarding your child with the facts is necessary. Bright Horizons has pulled together with some experts a quick guide to help you talk to your child about the virus and address their concerns in a way that is developmentally appropriate. To access this guide, navigate to the following page: [Talk to Your Child About COVID - 19 \(novel coronavirus\)](https://www.brighthorizons.com/family-resources/talking-to-children-about-covid19) (<https://www.brighthorizons.com/family-resources/talking-to-children-about-covid19>)

Backup Care Notice: Coronavirus Exposure

We are requiring that YOU DO NOT USE BRIGHT HORIZONS BACK-UP CARE FOR 14 DAYS following the last potential exposure, if any member of your household has (or has been in close contact with anyone else who has):

- A suspected or confirmed case of COVID-19, or
- Recently returned from a *Level 2 or *Level 3 area, as designated by the Center for Disease Control

If, at the end of this 14-day period, no household member has experienced any symptoms, use of back-up care is allowed. If any household member does experience symptoms during that 14-day period, you will need to obtain medical clearance before use of back-up care will be allowed.

Individuals in the same household, including individuals who may not live in the household but may be staying there or are otherwise present in the household on a regular basis (e.g. nannies, caregivers, home health workers, contractors, etc.) are considered to be in close contact.

To keep yourself aware of any changes, please access the Bright Horizons online resource page at www.brighthorizons.com/covid19.

Program Policies

Care for children or adult/elder family members while you recover from surgery or other medical therapies are considered non-work related situations and are therefore not covered. Likewise, care requests so you may get some sleep in order to work the next day are not covered.

To access the Back-up Care Advantage program, call 1-877 BH CARES (242-2737) to contact our Back-up Care Specialists, or [Enroll On-line at Bright Horizons](#) (<http://backup.brighthouse.com/>) to initiate a search The user name is: Verizon; Password is: Benefits4You. Be sure to have specific dates when back-up care will be needed in order for you to continue to work.

What's in it for me (WIIFM)?

Back-up Care Specialists can...

- begin to search for care up to 30 days in advance! For in-home care, specific caregivers cannot be guaranteed but care can be scheduled. In some cases, drop-in care availability may not be known until closer to the date care is required.
- contact all appropriate providers directly to verify availability of care based on the dates needed, ages of individuals requiring care, times of the day or night to be covered, and your specific needs. Therefore, Back-up Care Specialists are not able to provide you with general lists of providers.

Once you make a request for back-up care, Back-up Care Specialists will...

- notify you within 2 hours with a status update as to whether care is available.

NOTE: It may take 4 hours from search initiation for an in-home caregiver to arrive at your home, assuming care is available. These response times apply only to traditional business hours. The response times to calls made to Back-up Care Options during non-traditional hours are dependent upon provider business hours.

Other helpful info...

- The total number of hours that you use care (either in the home or through the drop-in child care centers) will be accumulated toward your annual subsidized allotment.
- As a full time employee, you have a total of 80 hours of Back-up Care, which is renewable each year on January 1.
- Part time employees have a total of 40 hours of Back-up Care, also renewable on January 1.

NOTE: If you enroll more than one child into drop-in care on the same day with the same provider, you will only be assessed the number of hours used by one child toward your annual allotment. For example: 2 children in the same family each use 8 hours of

care in one drop-in center for a total of 8 hours of back-up care counted against your annual allotment.

You should know...

- Back-up Care Specialists will educate you on all appropriate back-up care options to meet your individual needs. For instance, if drop-in care is requested but not available or appropriate for a particular situation, an in-home care option will be explored with you.
- Care is not guaranteed, but every effort will be made by the Back-up Care Specialist to solve the temporary breakdown of care so that you may get to work.
- Back-up Care Specialists will gladly work with you if providers are not readily available or none are located in your area.

NOTE: You must cancel care at least 6 hours before scheduled care is to begin or you may be charged a \$100 cancellation fee.

- If you contact the Back-up Care Advantage program in the morning but care is unavailable, a Back-up Care Specialist will make every effort to find care to cover the second half of the day, or offer to schedule care for the next day so you can get to work.
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- You may also access the Back-up Care Advantage program when taking your family with you for business travel. Because of the national scope of the network, you may request care in your destination city. In some cases, drop-in care may be appropriate and available at local child care centers. In almost all cases, the in-home providers can send a caregiver to the hotel to care for your child or adult/elderly relative.

NOTE: You are responsible for your co-payment. If you are more than 30 days delinquent for your co-payment services may be suspended.

Home Care Agencies

If you are authorized to work from home, and need temporary in-home care for children or adult/elder family members, you may access the Back-up Care Advantage program to allow you to continue to work.

In-home care can be used for all ages, sick or healthy, 24 hours a day, 7 days a week. The co-payment for in-home care is \$4 per hour which covers up to three (3) children or adults in the same home. An additional hourly fee may be charged if more than one caregiver is required to care for all of the individuals in your home.

During inclement weather (snow days, ice or severe storms, hurricanes, etc.) a Back-up Care Specialist will contact the appropriate in-home agencies in the area to determine if they are still sending caregivers out on the road to service cases. If not, you will be notified that it is not considered safe by the agencies to send providers to your home.

In-home care through the Back-up Care Advantage program may be used for an adult or elderly relative of yours, in your home or in your relative's home. Access to care will be determined based on whether you would have to miss work in order to care for the adult/elderly relative. This option can be used for long-distance care giving in special circumstances.

You may request back-up care at any time during the day or night in which you are required to be at work. If you need back-up care beyond your regularly scheduled hours, multiple caregivers may be provided, however you will have to pay the private pay, unsubsidized rate for additional hours.

The in-home program is typically staffed by Certified Nursing Assistants or Home Companions educated and trained in either child or elder care. If a higher level of skilled care is required for a particular situation, you will have the option of paying the difference between the contracted rate and the rate for the higher skilled practitioner. Bright Horizons will invoice you this additional fee, plus any hourly co-payment, after the care has been provided.

You may request the same caregiver from a particular in-home agency but Bright Horizons cannot guarantee that person will be available each time.

Once in-home care has been scheduled, you may request that the caregiver call before coming to your home to discuss their background, training and the specific needs of your family. It is not possible however, for you to interview prospective in-home caregivers before scheduling. Should you decide not to accept a caregiver for back-up care services once the caregiver arrives at your home, you must call Bright Horizons immediately to discuss the problem, and identify an alternative solution.

Child Care Centers

Drop-in care through our network of licensed child care centers, can typically be used for healthy children only, during the normal hours of operation for each individual center. In some locations, sick care centers or 24-hour centers may be available.

The co-payment for drop-in care is \$2 per hour, for each child (available for healthy children only).

Employees may request on-site visits at their local contracted drop-in child care centers by calling the toll-free number and scheduling a visit through the Back-up Care Specialist who will make all of the arrangements between the employee and the center.