

Child & Adult Backup Care

Here when your regular care isn't

Backup Care offers a high quality, subsidized solution when your regular care is unavailable. School closed? Caregiver sick? Senior recovering from a fall? Flexible care options from our large network of vetted in-home or in-center caregivers let you find the right care for kids and seniors.



Requesting Backup Care is easy.

1

Start your request online through the form on your company's landing page or by calling 855-781-1303

2

Choose your preferred option for great care for your loved ones: in-home or in-center.

3

We'll match you to a caregiver, and you save time, stress and money.

“ I booked backup care when my kid's school was closed. ***It was much easier than having to arrange something on my own,*** and the nanny that came to our house was really nice and professional. ”

— Google app store review



90% would recommend Backup Care to a coworker

Visit your landing page to request care today
www.care.com/yourbenefits



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Frequently Asked Questions

When can I use Backup Care?

When your regular care isn't available during work hours. In-home child Backup Care is available for newborn to teenage children. Caregivers come prepared to make sure your children are safe and happy and to keep your home in the same condition that you left it. They should not be used for laundry, errands, or household chores. In-center Backup Care is available for center-aged children during center hours, which may vary. Adult Backup 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 by an agency in Care.com's network before starting care.

How are in-home child Backup Care providers screened?

All individuals performing in-home Backup Care for children are required to complete a Backup Care services orientation and screening process that includes:

- Criminal Background Check in accordance with provisional/territorial guidelines
- Vulnerable Sector Screening
- SIN work eligibility
- Childcare Reference Checks
- CPR/First Aid Training for Infant and Children

How does Care.com screen child Backup Care centers?

Our dedicated staff thoroughly vets each facility before it becomes an approved Backup Care center in our network. Centers must be licensed and complete the same screening process detailed above (please see previous questions).

How are Adult Backup Care providers screened?

Caregivers may be certified nurse's aides, home health aides, or experienced elder care companions and must complete a screening process which includes:

- Criminal Background Check in accordance with provisional/territorial guidelines
- Vulnerable Sector Screening
- SIN work eligibility
- Professional Reference Checks

Can I talk to the caregiver beforehand?

Yes, this is encouraged. The in-home caregiver will call prior to providing care to make an introduction. You may also contact your Backup Care center prior to the day of care.

The person needing care is sick. Can I still use Backup Care?

If the person needing care has a low-grade fever, runny nose, mild cough or has started an antibiotic, you can use In-home Backup Care. For the safety of our caregivers, we can't provide care to children with fevers over 100°F or with highly infectious illnesses like Chickenpox, Cocksackievirus, or Pinkeye. In-center Backup Care is not available for individuals that are sick.

How do I pay for Backup Care?

Care.com will send you a secure payment link to pay your copay before care takes place. All instructions will be included in the email you receive with your booking confirmation.

What's the cancellation policy?

You will be charged a \$30 cancellation fee if a Backup Care request is cancelled within 72 hours of the reservation start time and a provider has already been reserved to fulfill your request. Additionally, if the cancellation occurs within 24 hours of the reservation start time, one (1) day will also be deducted from your yearly allowance.

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