



## Backup Care for Adults: What You Should Know

Maybe you just had surgery and need an extra hand. Or maybe your parents need transportation in a pinch. Balancing work and family can be challenging, but your backup care benefit can help you find the right care, right when you need it.

After you request backup care, our team will work quickly to identify a caregiver that meets your specific needs. A specialist will call to tell you about your caregiver, then your caregiver will call you directly to confirm the details.

### Care.com Adult Backup Care is there for you when:

- Mom and dad need a ride to doctors' appointments
- You or your spouse is recovering from surgery
- You need companion care for your adult child
- You have a gap in your regular adult or senior care
- Specialized support for Alzheimer's and dementia

## Frequently Asked Questions

### Who in my family is eligible to receive care through my adult care benefit?

Your benefit extends to any adult dependent in your family or extended family, including:

- Your parents and your spouse's or partner's parents
- Your spouse or partner
- Grandparents, aunts and uncles
- Your adult children
- Yourself

### What if my loved one lives in another city?

While Care.com can't guarantee a network agency in all locations throughout the country, every effort is made to meet the needs of your adult dependents, wherever they live. Providing information on location and the type of care needed in advance will help ensure the right match.

### When are care providers available?

Adult care is available 24/7, (in either your home or the home of the adult needing care). When making arrangements, calling in advance will help to maximize your care options.

### How are care providers screened?

Care.com's adult care network agencies maintain a rigorous screening process for care providers. Depending on the type of care requested, providers may be certified nurse's aides, home health aides or experienced elder care companions.

All our providers have:

- Prior adult care experience
- Excellent references
- A clean criminal records check
- Social Security verification

### How do I pay for backup care?

Please see your company's service overview for details, or contact your HR department.

### What's the cancellation policy?

For in-home care, your credit card will be charged \$30 if you cancel after your reservation.