



## Backup Care for Children: What You Should Know

The kids get sick. School is closed. Or maybe it's just summer vacation. Balancing work and family can be challenging, but your backup care benefit can help you find the right care, right when you need it.

For more information on company-sponsored backup care, contact your HR department.

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

- School or daycare is closed
- Your child is a little bit under the weather
- You have to work late or on weekends
- Your nanny goes on vacation

## Frequently Asked Questions

### What are my options?

Choose the backup care that works best for you:

- **In-center care** (if provided by your company) for children ages 6 weeks to 12 years, Monday-Friday during center hours
- **Care in your home**, for children from birth to 17 years, 24/7

### How much advance notice must I give?

In-home caregivers can often be **located within 2 hours**. However, more advance notice increases the chances of a successful match. For in-center care, please allow **48 hours** notice.

### How do I know I'll be getting quality care?

Our screening process for backup caregivers is rigorous. We conduct interviews, reference checks, Social Security verification and criminal background checks.

- All candidates are required to complete orientation and a health and safety training
- Centers hire caregivers who are also trained in child development, early childhood education or a related field

### What should I expect after I make a request?

Our team will work quickly to identify a caregiver or child care center that meets your specific needs.

- For in-home care, a specialist will contact you about your caregiver, who will call you directly to confirm the details
- For in-center care, the specialist will confirm your reservation in an email that includes details about the center

### 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?

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.

For center care, your credit card will be charged your daily co-pay if you cancel within 24 hours of the date of care. The day will be counted towards your allotted days of care.

### When can I place a request?

- When school or day care is closed
- When your child is a little under the weather
- When you have to work late or on weekends
- Any time you have a gap in your regular child care