



*A Bright Horizons Solution at Work*

## Frequently Asked Questions

### INTRODUCTION

#### **What is the Bright Horizons Care Advantage Program™?**

The program provides access to back-up care for both your children and adult/elder family members during an unexpected or emergency breakdown in routine care arrangements through the *Back-Up Care Advantage Program*®. In addition, we also offer the most comprehensive online care database with access to regular caregivers, pet care, homework and household help; tuition discounts for full-time care, and more through *Bright Horizons CareDirect*™.

### BACK-UP CARE ADVANTAGE PROGRAM

#### Overview

Examples of when Emory employees and students should access emergency back-up **child care** include:

- Your child is mildly ill and cannot attend school or child care because of a low-grade fever
- The regular afterschool caregiver quits unexpectedly
- Your nanny calls in sick
- School is closed due to inclement weather conditions.

Examples of when you can use back-up **adult care** include:

- Your parents have a regular in-home care provider who is out sick
- Your elderly parent lives out of state and needs assistance while recovering from an illness or injury
- Your mother-in-law is in the hospital and you would like someone to be with her for support.
- The day care program your elderly parent attends is closed due to inclement weather.
- You are unexpectedly in need of care personally and have no one to help you.

The *Back-Up Care Advantage Program* can be used **anytime** you need to be at work, but your family member needs assistance or support.

#### **What type of care is available?**

Center-based child care, in-home child care, and in-home adult/elder care is available. Care recipients include infants, toddlers, preschoolers, school-age children, teens, adults and elderly family members. A care recipient could also be you.

#### **Is there a facility near my home or work?**

The program gives you access to a nationwide network of high quality, licensed child care centers, including hundreds of accredited Bright Horizons child care centers across the country. In addition, the extensive network encompasses thousands of in-home care agencies that have been identified and invited to join the network to support the needs of the workforce across geographies. Care options will depend on the availability of providers in your area and the availability of providers on any given day.

#### **I do not see a local provider on my *Back-Up Care Advantage Program* website. What should I do?**

You should contact the Bright Horizons Contact Center at 1-877-BH-CARES (1-877-242-2737) to determine if there are contracted providers in your local area. The contact center has the most up-to-date access to our contracted network, which may not be reflected on the website.

**What is considered an adult/elder relative?**

It is any adult relative for whom you have care responsibilities. This could be a parent, grandparent, spouse/domestic partner, in-law, adult child, etc.

**Up to what age can a care recipient use the program?** For center care, age limits will vary by location. Most centers can serve children from 6 weeks to 6 years of age; some serve children through age 12. For in-home care, there is no age limit.

**How can I provide feedback regarding my care experience?**

Each employee is given the opportunity to rate their experience via an electronic survey. The survey is emailed to the employee following the last date of care.

**BACK-UP CARE ADVANTAGE PROGRAM*****Center-Based Child Care*****How can I be assured a center is a safe environment for my child?**

All child care centers — Bright Horizons' centers as well as those in our extensive provider network — meet stringent quality requirements. Each center offers a developmentally-appropriate curriculum led by licensed teachers, follows strict health and safety policies, and ensures appropriate teacher-to-child ratios for each age group. Centers are specifically designed to provide a warm, inviting, and engaging environment where children actively explore and participate. Teachers in back-up care settings are all specially trained to tune into children's needs and interests, to help you comfortably transition at drop-off time, and to help children feel welcome, secure, and at ease in what is usually an unfamiliar and new environment.

**Can center staff administer medication?**

Each child care center in the back-up care network has their own policies regarding medications based on local and state regulation. Please check with the center you will be using should the need for medication administration exist or arise at any point during the provision of care.

**Are there child care centers that accommodate sick children?**

While we have several centers in our network specifically designed to accommodate and care for sick children, the vast majority of centers welcome well children only. In the event your child becomes ill during the course of the day in a center, the center staff will contact you and will keep your children comfortable in a quiet area until you arrive to take your child home. Mildly ill child care is accommodated primarily through the in-home care option.

**What information will I need to bring to a child care center?**

Once care is scheduled, an enrollment packet must be completed and submitted to the center. The specific materials will vary based on state and local requirements, but may include birth certificate, immunization records and primary care physician contact information. The enrollment packet is required by state licensing for the safety and care of your child and must be completed and given to the center in order to receive back-up care. Our Care Consultants can provide more details on specific requirements.

**BACK-UP CARE ADVANTAGE PROGRAM*****In-Home Child and Adult Care*****When would I use in-home care for my children?**

In-home child care can be used when your child is mildly ill. A mild illness is defined as temporary and non-progressive in nature. For example, the child feels too ill to engage in normal everyday activities; however, does not feel so ill that they need to stay in bed, and may need short rest periods until feeling better. Typically, a child is considered mildly ill if they cannot attend school or their normal child care arrangement. Our caregivers are unable to administer medication to a loved one. If the adult is capable of taking medication, the caregiver can remind them to take it.

In-home care can also be used when a child is well. One in-home caregiver can care for up to three children.

**When would I use in-home care for my adult family members?**

In-home adult care is available to cover a wide-variety of care needs. Companion care can be used when you have an adult family member that lives out of town and you need a caregiver to provide companionship to them. In-home care is a perfect option if your adult family member has had unexpected minor surgery and needs someone to be with them for the first few days after they arrive home. In-home care is provided to your adult family member in the comfort of their own home (or assisted living facility) and is available anywhere in the U.S. Any adult that you have care responsibilities for (relative or non-relative) is covered. Our caregivers are unable to administer medication to a loved one. If the adult is capable of taking medication, the caregiver can remind them to take it.

**How can I be assured the in-home caregivers provide a safe environment?**

In-home care is designed to provide comforting, individualized care for your child or adult/elder relative in the familiar surroundings of home. Whether your family member is recovering from a mild illness or is in need of temporary care or assistance, our qualified caregivers provide in-home support so you can get to work free of worry.

There is no age limit for in-home care. In-home caregivers are all employed by the agencies Bright Horizons has contracted with and they are professionally trained, screened, and credentialed. Experienced in child or geriatric care, caregivers are carefully selected and meet stringent credentialing requirements, pass extensive background checks and screening processes, and are trained in CPR/First Aid.

As in any situation where third parties have access to your home while you are out, please take reasonable precautions to secure your cash, credit cards and other valuables or information of a financial nature.

**What is the definition of “mild illness”?**

Mildly ill care is defined as temporary and non-progressive in nature. For example, the person feels too ill to engage in normal everyday activities however, does not feel so ill that they need to stay in bed, and may need short rest periods until feeling better. They may have low grade fever controlled by Tylenol\* or Ibuprofen and able to tolerate food and fluids.

*\* Please note that caregivers in the Back-Up Care Advantage Program are not allowed to dispense medication.*

**Can I set up a “meet and greet” with an in-home caregiver prior to needing care?**

You may request to set up a “meet and greet” to meet the caregiver in advance however, we cannot guarantee that the caregiver you meet will be available on a day when you actually need back-up care. You are charged a use and any applicable co-pay. All applicable care minimums apply.

**Who is authorized to greet and release the in-home caregiver?**

An adult (someone who is at least 18 years of age) must be present both when the caregiver arrives and when the caregiver departs. The adult must be someone who is willing to take responsibility for the care recipient(s) should the caregiver fail to arrive or otherwise be unable to provide care at the last minute. (This can include, but is not limited to, a parent or guardian, a grandparent, an adult sibling, or a friend of the family). The adult, or adults, must be identified at the time care is requested. The parent or guardian must take responsibility for greeting and/or releasing the caregiver in the event that the adult designated is unable to perform that function.

Adult care recipients generally do not require a designated greet and release individual.

**Can the in-home caregiver do light housekeeping?**

Light housekeeping is reasonable as it relates to the care of the care recipient only. Light housekeeping normally includes: cleaning kitchen after meals/snack preparation, straightening up family/living room and children’s room (if the child has played in the room during the day), etc. Light housekeeping does not include the following: vacuuming, laundry, dusting, cleaning of restrooms/bathing areas, etc. (The only time that the caregiver will provide any of the above services is when the care recipient has created a mess that would require the above services).

**Can the in-home caregiver prepare meals?**

Meal preparation is reasonable as it relates to the care of the care recipient only. Meal preparation normally includes: cooking meals and preparing snacks for the care recipient to be eaten during the hours of care. Meal preparation does not include the following: preparing meals for upcoming days/weeks, preparing meals for other family members that are not using the benefit.

**Can the in-home provider administer medication?**

In-home caregivers may not dispense prescription or over-the-counter medication directly to any care recipient in their care. Caregivers may apply non-prescription topical ointments to a care recipient in their care. Caregivers are only allowed to remind the care recipient to take his or her pre-measured medication at an assigned time where authorized by the employee. You may make other arrangements for third parties to dispense medications (e.g., a neighbor), provided the caregiver is notified in advance.

In-home care professionals that can dispense medication vary by state regulations, but generally are Registered Nurses (RNs) or Licensed Practical Nurses (LPNs). Medical care must be requested at the time the reservation is placed and an additional fee of \$50 per hour (1 hour minimum) will apply if dispensing of medication and/or certain medical procedures (including wound care) are required for the care provided.

**Can the in-home caregiver provide transportation services?**

Caregivers may not transport any care recipient in a private vehicle. Caregivers are only allowed to accompany a care recipient using public transportation (i.e. taxi, bus, train, or special transit) when required in connection with the care provided and only with the prior authorization of the employee and notification of Bright Horizons.

**Can the in-home caregiver engage in outdoor activities with my family member?**

Caregivers are required to provide care for care recipients in the homes of employees, the adult relative, or other authorized locations. Caregivers may leave the premises only with your prior authorization. Outdoor activities are limited by the transportation policy.

Caregivers may not accompany care recipients to any body of water (public or backyard pools, lakes, etc.) other than in connection with a pre-arranged activity with a third party responsible for the activity (e.g., a swimming lesson with an instructor) and only with your prior authorization.

**Are visitors allowed to come to my home while I am using in-home care?**

No visitors shall be permitted on the premises without your prior authorization. No authorized visitors may be under 18 years of age (not residing in the home). Authorized individuals must provide photo identification in order to be given access to the care recipient.

**If I like a specific in-home caregiver, can I request them in the future?**

Yes. Bright Horizons will work to secure care with your preferred in-home caregiver. However, the caregiver may not always be available if they are confirmed for another family's care request.

**If I am traveling for work and need to bring my child, is care available in my hotel room?**

Yes. Care that takes place at a hotel is provided by our in-home agency network. With written approval from you, the caregiver and the care recipient(s) are allowed to leave the room during care. Additionally, the caregiver and the care recipient(s) are allowed to leave the grounds of the hotel during care with written consent from you and must be provided to the *Back-Up Care Advantage Program* prior to the care taking place.

**BACK-UP CARE ADVANTAGE PROGRAM****Payments and Reimbursements****What does it cost to use back-up care?**

One of the best parts is that Emory has already covered most of the cost of care. Each time the program is used, you pay a co-pay of \$15 per child per day (\$25 per family per day maximum) for center-based care and \$6 per hour per caregiver for in-home care (covers up to three dependents). There is 4-hour minimum co-pay for all care requests.

**How do I pay for the service?**

Co-payments are collected by Bright Horizons and are payable by credit card, debit card, or Electronic Fund Transfer (EFT). You will need to provide payment information in order to place a reservation request and credit/debit cards will be pre-authorized. Charges will be processed daily after the services are provided.

**Can I use payroll deduction?**

No. You will need to keep all financial transactions with Bright Horizons.

**Can I use my current child care and get the discounted price?**

You are required to utilize centers and in-home providers that are contracted with the *Back-Up Care Advantage Program*. Back-up care provided outside of this program will not be subsidized by Emory.

**If my child becomes sick and has to leave the care facility, will I receive a refund for that day of care?**

As with any child care program, if your child becomes sick while at the child care provider then you will need to remove your child to prevent sickness from spreading to other children. There will be no monetary refund or credit to your number of days used with the *Back-Up Care Advantage Program*.

## BACK-UP CARE ADVANTAGE PROGRAM

### Eligibility and Registration

**Who is eligible to participate?**

All benefits-eligible faculty and staff of the Emory University as well as degree seeking students of the Laney Graduate School are eligible.

Care recipients include children, spouses, domestic partners and adult relatives, such as parents, in-laws and grandparents. Employee self-care is also an option.

**How do I register?**

You and your family member(s) must be registered for the *Back-Up Care Advantage Program* before you may access the benefit and use the back-up care services. We strongly recommend that you register in advance so that you are ready to use the *Back-Up Care Advantage Program* when you need care. There are two ways to register: Online at [www.careadvantage.com/Emory](http://www.careadvantage.com/Emory) and enter **username** EmoryEagle and **password** backup. You can also call the toll-free number at 1-877-BH-CARES (1-877-242-2737). Care Consultants are available 24 hours per day, 7 days a week.

**Can I still use the service if I'm on FMLA or on lay-off?**

You may only use the *Back-Up Care Advantage Program* as a current, full-time employee/staff member or Laney Graduate School student.

**Does the family member who needs care have to be covered under my insurance to receive care?**

No. Any care recipient who relies on you as a primary caregiver, or a direct adult relative (i.e. parent, in-law, grandparent) qualifies to receive care through the *Back-Up Care Advantage Program* when there is an unexpected/emergency breakdown in a routine care arrangement. Those eligible care recipients are not required to be covered under your insurance.

**Does my adult family member needing care have to live with me?**

No, the adult family member does not have to live with you. Back-up care is available nationwide, so even if the family member lives in a different community or state, you can still utilize the program.

**Can spouses/domestic partners register?**

Upon registration, Bright Horizons will verify your eligibility by requesting specific information related to your employment. For that reason, you are required to initiate the registration process online or over the telephone. Once a username and password has been created for your online account, your spouse/partner could complete the registration on your behalf.

**What information is needed to register my family member?**

Information such as the care recipient name, birth date, any known allergies and emergency contact will be required. When you contact Bright Horizons, a Care Consultant will help you understand the specific registration materials needed.

**Do I have to register every year?**

No. You only have to register once and can do this anytime. However, depending on the care needed, you may need to provide additional information for the unique center or in-home provider you use. You may register any new family members at any time.

**BACK-UP CARE ADVANTAGE PROGRAM****Reservations for Care****Is registering the same as making a reservation?**

No. You and your family member(s) must be registered for the *Back-Up Care Advantage Program* before you may make a reservation and use the back-up care services. When you contact the *Back-Up Care Advantage Program*, a knowledgeable Care Consultant will help you complete registration. We strongly recommend that you register in advance so that you are ready to use the program when you need care.

**Why do I have to make a reservation?**

Reservations allow our Care Consultants to secure the type of care you need, on specific day(s) that you need care and also alert the care provider to the specific needs of your family so they are prepared for the day of back-up care. You can make reservations for back-up care services up to 7 days in advance [www.careadvantage.com/Emory](http://www.careadvantage.com/Emory) or by calling 1-877-BH-CARES (1-877-242-2737). When you need to make a reservation for back-up care, a Care Consultant will ask you a few questions to fully understand your needs, such as information about your family member, when you need care, and the location where care is needed. The Care Consultant will review potential options with you and will make the arrangements with the provider on your behalf.

**How many times can I use the service?**

You can use the program a maximum of 10 days per employee per calendar year.

**Am I able to use my allotted days of care consecutively?**

Use is restricted to emergencies when care is not available and is limited to no more than 3 consecutive uses. Should there be a need for additional emergency back-up care, documentation of need may be requested; examples include a physician's note stating that a child was ill and could not attend school/child care or documentation of why care provider is unavailable.

**If I do not use all of my allotted days during the year, do they rollover?**

No. The allowance of 10 days of care must be used between January 1 and December 31. Any unused days are forfeited.

**What if I've used all my days and need additional back-up care?**

Please contact the Emory WorkLife Resource Center at (404) 727-800 should questions arise about what resources to use to assist you with your care planning needs. Additional days of Back Up Care Advantage cannot be purchased by faculty, staff, or students.

**Both my spouse/domestic partner and I work for Emory. Do we both receive back-up care?**

Yes. Each individual eligible employee receives 10 days per employee per calendar year.

**If I work non-traditional hours, such as evenings and weekends, can I still use the program?**

Evening and weekend care (typically in-home) is available and there are no additional charges.

**Am I required to use this program?**

The *Back-Up Care Advantage Program* is a service, subsidized by Emory to assist with temporary care for your family members. You are not required to use this program; however, Emory will only subsidize care if it is provided through the *Back-Up Care Advantage Program*.

**Will Emory know that I am using the program?**

Yes, Bright Horizons will provide monthly utilization reports to Emory to show who is registered and has used the program.

**What is the cancellation policy?**

You must cancel by 5 p.m. local time on the business day prior to the day of care. If care is cancelled after 5 p.m. local time on the business day prior to the day of care, you are charged the use against your annual limit and the applicable copayment will be collected.

**BRIGHT HORIZONS CAREDIRECT****Overview**

With *CareDirect*, you get access to:

- On-line, self-serve resources powered by Sittercity, including access to Sittercity's on-line care base to search for:
  - Everyday care (babysitters and nannies) for children and for special needs
  - Adult personal care providers and cleaning services
  - Elder care, planning and referrals
  - Homework help
  - Pet care
- Preferred enrollment access at Bright Horizons child care centers

**BRIGHT HORIZONS CAREDIRECT*****Sittercity and Years Ahead*****What services do I have access to under this program?**

As part of the Sittercity and Years Ahead <portion of CareDirect>, you have access to on-line forums, tools and resources enabling you to self-select caregivers for occasional and everyday child care, care for special needs children, homework and household help, along with a way to find pet care when needed. In addition, you have access to tools and resources to help you find elder care, including elder care planning and referrals. In order to most efficient with your time and employer benefits, Emory strongly encourages you to refer to [The Emory WorkLife Resource Center](#) and WorkLife staff prior to using these sites when you need help with child or adult care responsibilities.

**Who is eligible for care through Sittercity?**

All benefits eligible faculty and staff and degree seeking students of the Laney Graduate School will have premium membership to Sittercity. Since you are responsible for all arrangements and costs, you can use these tools and resources to self-select care through Sittercity for anyone you want.

**How do I access care through Sittercity?**

To access these tools and resources, go to [www.careadvantage.com/Emory](http://www.careadvantage.com/Emory) and click on the Sittercity link. This will bring you to the Sittercity landing page where you will enter a username and password to gain access and begin to search for the solution to your care needs.

**Do I need to register separately with Sittercity, even if I'm registered for the *Back-Up Care Advantage Program*?**

Yes. Simply go to [www.careadvantage.com/Emory](http://www.careadvantage.com/Emory) and click on the link for Sittercity.

**Will use in this program impact the use limit I have for the *Back-up Care Advantage Program*?**

No. Your use of these Sittercity resources does not impact your BUCA use allowance. However, many people find that Sittercity is a great solution for finding care once you have used up your BUCA allowance for the year.

**If I am already a registered Sittercity customer, do I have to re-register?**

No, you do not have to re-register. You can use your existing username and password to access the Sittercity and Years Ahead sites.

**Will I get a refund for fees paid as a retail customer?**

Please contact Sittercity customer service at 1-866-205-5625 for help with receiving a pro-rated refund for 2015.

**What is the typical cost of care on Sittercity?**

Once you hire and contract care, the cost varies based on geographic region, type, number of children or pets and level of care (i.e., infant care prices often differ from school age children). In the Trust and Safety Center on the Sittercity site, you can use a Rate Calculator to determine the appropriate pricing based on region, number of children and years of experience the caregiver has. Also, when posting a job, you are able to indicate the rate preferred per hour and work with caregivers that best fit you financially.

**How are caregivers on Sittercity screened?**

Sittercity requires caregivers to be at least 18 years of age. Prior to being allowed into Sittercity's on-line care base, each caregiver goes through identity verification and is screened through public sex offender registries. In addition, as a Sittercity user, you have access to unlimited basic background checks and can run an up-to-date background check on any caregiver at any time, free of charge. As a Sittercity user, you also have access to caregiver profiles, which may include pictures, references and reviews from other care seekers on the site who have used that caregiver.

**What kind of background checks do I have access to?**

As a Sittercity registered user, you will have unlimited basic background checks available to you. Basic background checks include a national criminal records check for misdemeanors and felonies and a check of the public sex offender registries.

**Can I get a more enhanced background check if I want it?**

Yes. You can get an additional, enhanced background checks at an additional fee (ranging from \$20-\$60).

**What will Years Ahead help me with?**

Years Ahead provides online elder care support. In order to be most efficient with your time and employer benefits, Emory strongly encourages you to refer to [The Emory Caregiver Support Program](#) prior to accessing Years Ahead when looking for adult caregiving support and resources.

**Can I register for Sittercity and Years Ahead under one account?**

No. You must register for Sittercity and Years Ahead separately. However, you are able and encouraged to use the same login credentials for each membership to ensure ease of use.

**BRIGHT HORIZONS CAREDIRECT**  
*Preferred Enrollment Access*

**What is Preferred Enrollment Access?**

Preferred Enrollment Access allows you to gain access to available full-time child care spaces in Bright Horizons centers ahead of the community.

**How do I find child care centers where I have access?**

Go to [www.careadvantage.com/Emory](http://www.careadvantage.com/Emory) and click on the Preferred Enrollment Access link under the CareDirect section of the landing page. This will bring you to the Preferred Enrollment site where you will be able to use the center locator to find center options in your desired area. Additional discounts and priority admissions are available to Emory faculty, staff and students through [The Emory Child Care Network](#)



**Do I have to pay for Preferred Enrollment Access?**

No. Preferred Enrollment Access is offered free of charge to you.

**Do I have to pay a registration fee?**

Yes. You do pay a registration fee. However, that registration fee will be credited toward your second month of enrollment at any participating Preferred Enrollment Access center.

**If I am already registered at another Preferred Enrollment Center location, am I still eligible for the Registration Fee Credit?**

Yes. The Registration Fee Credit is applied when you enter your second full month of enrollment. Therefore, you will be eligible at any participating center where you choose to enroll your child.

**OTHER QUESTIONS**

**Is care available for family members with special needs?**

We make every effort to accommodate care recipients with special needs, which may include physical, emotional, or developmental challenges. Our programs also strive to accommodate parents/guardians with disabilities, so that they can fully participate in our programs and services.

**What if I am in the process of custody arrangements for my child?**

Bright Horizons cannot limit any parent's or guardian's access to their child without legal authority. If you believe any access or custody issues will arise during the course of your child's care, you must provide a copy of a signed court order prior to care.

**Does Bright Horizons provide Emory with any other services?**

Bright Horizons also offers *Bright Connections*, a web resource that provides relevant information for you and your family's caregivers — from articles to webcasts — on caring for infants to adults. To learn more about this valuable resource please visit [www.brighthorizons.com/brightconnections](http://www.brighthorizons.com/brightconnections).