Backup Child Care FAQs

Understanding your child care benefit

Sick kids. School closings. Summer vacation. Balancing work and family priorities can be challenging. Fortunately, you have a benefit that enables you to find the last-minute in-home care you need through Care.com® BackupCare℠. You also have access to the nation’s largest wholly owned and operated network of child care centers through KinderCare Learning Centers® and CCLC® Child Care Centers. So you can rest easy knowing that your family is in good hands.

When do I need backup services?
• During school vacations or when your child care center is closed
• When your child is a little bit under the weather and you need to work
• When you have to work late or on weekends
• When you need care for a child with special needs
• When your nanny goes on vacation or leaves unexpectedly
• Any time you have a gap in your regular child care arrangements

When are the caregivers available? When can I call?
As a George Washington University employee, you have access to two backup care options, based on your preference and situation:
• In-center backup child care, for well children ages 6 weeks to 12 years, with access to approximately 1,600 KinderCare and CCLC child care centers across the nation on a space-available basis
• In-home backup care for children from birth to 17 years
**When is care available? When can I call?**
In-home child care is available during the day or evening, seven days/week. In-center care is available on a space-available basis Monday – Friday during normal operating hours which vary by center.

The Care.com BackupCare office hours are: Monday – Thursday, 7:00 am – 8:00 pm EST, and Friday from 7:00 am – 5:00 pm EST. As an employee of George Washington University, you also have access to a Care.com BackupCare specialist on Sunday from 5:00 pm – 8:00 pm EST for in-home care needed the following day.

Sometimes, a Care.com BackupCare specialist can locate an in-home caregiver for you within an hour or two, but the further in advance you call, the better the chances for a successful match. 24-hour advance notice for in-home care is usually sufficient. For in-center care, please allow 48 hours prior to the requested date of care.

**What is the process for arranging childcare?**
Register and request care at gwu.care.com. You may also call Care.com BackupCare directly at 855-781-1303 to request care.

- When you call, identify yourself as an employee of George Washington University.
- Care.com BackupCare will identify a caregiver or center for you which meets your specific needs.

**You'll receive two confirmations:**
1. For in-home care, a Care.com BackupCare specialist will call to tell you about the caregiver. For in-center care, a Care.com BackupCare specialist will confirm the center reservation.
2. For in-home care, the caregiver will call to confirm the details of the job.

- Your credit card will be charged for the subsidized cost once the hours (in-home) or days (in-center) have been confirmed.

**How much do I pay?**
Employees pay a subsidized rate by credit card of $6.00/hour for in-home care or $10.00/child/day for in-center care after the care is complete and the hours/days have been confirmed. There is a four-hour minimum charge per day for in-home care. As an employee of George Washington University, you may use up to a total of 5 calendar days of backup child care and adult care per year. You may not use this benefit for ongoing care.

**What if I need child care that’s not related to work?**
You are welcome to use the backup services when your need is not work-related, paying the full rate for care. If you need more than your allotted placements during the year, you will be charged for the full cost of care. Care.com BackupCare specialists will discuss costs with you.

**How do I know I’ll get a quality caregiver?**
The Care.com BackupCare in-home care screening process is rigorous: candidates are screened for child care experience; child care references are checked by phone; Social Security verification and criminal background checks are completed; and each candidate is interviewed face to face.
Candidates are also required to complete a health and safety training program, along with an orientation. Care.com BackupCare specialists follow up after every job with an online survey to ensure that the caregivers and their service continue to meet your expectations. KinderCare and CCLC Child Care Centers hire caregivers who are trained in child development, early-childhood education or a related field and conduct criminal background checks. They seek trustworthy staff and passionate teachers to provide excellent care and education for your child. They ensure that their staff and teachers are trained and certified in first aid and CPR.

**What if I need to cancel my in-home request for care?**
If you cancel in-home care once a caregiver has already been reserved for a job, your credit card will be charged $30.00. If you cancel in-center care within 24 hours of the day of care, your credit card will be charged for your daily subsidized rate and you will use your day(s) of care.

**How can I make the transition easier for my children?**
- Before the caregiver arrives at your home, let your children know that a wonderful playmate is on the way. Suggest that they show the caregiver their favorite toy or book. When the caregiver arrives, introduce her warmly to the children. If you’re nervous, the children will pick up your signals.
- Go over the house rules—TV, snacks, bedtime—with the caregiver and the children together, so that the ground rules are clearly set.
- Review the emergency telephone numbers with the caregiver. Give her the number where you and/or your spouse/partner can be reached, your pediatrician’s name and number, someone to call in case of an emergency and a list of any allergies that the children may have.
- When dropping your child off at a center for backup care, you may spend a little extra time in the classroom to help your child ease into their new environment. You are also welcome to call the center anytime throughout the day.
- Never sneak out the door! Say goodbye happily and firmly and leave. Coming back or delaying your departure will increase your children’s anxiety.

**When I call next time, can I get the same caregiver? Will she clean the house?**
Care.com BackupCare strives to give your family as much consistency as possible. A Care.com BackupCare specialist will be happy to contact your last caregiver to see if she’s available. Backup caregivers come prepared to make sure your children are safe and happy, but not to do regular housecleaning.

Visit: gwu.care.com
Call: 877.227.3115

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Backup Adult Care FAQs

Understanding your adult care benefit

Care.com® BackupCare℠ is pleased to provide you with in-home backup adult care as one of your George Washington University employee benefits. Backup adult care services are non-medical and include both companion and personal care services such as meal preparation, light housekeeping, transportation, prompting for medication plus assistance with bathing, dressing and other hands-on care.

When should I call Care.com BackupCare?

- When your parent needs help with dressing or bathing and your regular provider is unavailable
- When you are caring for a senior who is waiting for an opening in an assisted living facility
- When you need a companion for your adult child with special needs
- When an aging parent needs transportation to doctors’ appointments
- When your spouse or partner is recuperating from surgery
- Any time you have a gap in your adult care arrangements and you need to work

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 for whom you have caregiving responsibilities, including:

- Your parents and your spouse or partner’s parents
- Your spouse or partner
- Grandparents, aunts and uncles
- Your adult children
- Yourself
When are adult care providers available? When can I call?
Adult care is available in your home (or home of the adult needing care) 24 hours a day, seven days a week. To initiate care arrangements, call during Care.com BackupCare office hours: Monday – Friday, 8:00 am – 5:00 pm EST. Calling in advance helps maximize your care options. You may also register and request care at gwu.care.com.

What is the process for arranging adult care?
- Call Care.com BackupCare directly at 855-781-1303 to request adult care services.
- Identify yourself as an employee of George Washington University.
- The adult care advisors will identify an adult care network agency which meets your specific needs—and the agency will contact you to finalize arrangements.
- Your credit card will be charged once the care is received and the hours have been confirmed.

How much do I pay?
Employees pay a subsidized hourly rate of $6.00 by credit card, after the care is complete and the hours have been confirmed. (Mileage, parking and tolls for client transportation are not included in the hourly rate, but will be included in the total cost of care. Higher hourly rates may apply on holidays, weekends and for other special circumstances and/or requests.) In most cases, there is a four-hour minimum charge per day. As an employee of George Washington University, you may use up to a combined total of 5 calendar days of adult care and child care per year.

What if my elder lives in another city?
Care.com BackupCare maintains a growing national network of adult care agencies that meets internally established criteria for providing high standards of care. Network agencies undergo a credentialing process that includes gathering information on quality of care, assessing hiring and supervision protocols, verifying insurance and licensure requirements and ensuring high levels of customer satisfaction. While Care.com BackupCare cannot 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 type of care needed in advance will help ensure the right match.

How are care providers screened?
Care.com BackupCare’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 eldercare companions. All providers have prior adult care experience, excellent references and must pass a criminal records check and Social Security verification.

What if I need to cancel my request?
If you cancel after a provider has already been reserved for a job, your credit card will be charged $30.00.