In Home Back-Up Dependent Care

Harvard University has contracted with Care.com BackupCare, provided by Parents in a Pinch, to provide back-up care services for child care and adult care for benefits-eligible faculty, administrative and professional staff, support staff in HUCTW, non-bargaining unit support staff, and postdoctoral fellows.

Care.com BackupCare will provide in-home caregivers at a corporate rate for a maximum total of 20 placements (days) per eligible employee or fellow per fiscal year (July 1 through June 30).

- **Child care:** Provided in the home for mildly ill children as well as healthy children when regular child care arrangements for work time fall through or are otherwise unavailable, i.e., snow days, closed day care, absent nannies. Evening and weekend care are available at the corporate rate **only** for work-related situations. These services are provided by Care.com BackupCare.

- **Adult care:** Provided in the home for elders and/or spouses or qualified domestic partners; companion services to provide socialization on a short term basis when this is necessary for the faculty, staff member or postdoctoral fellow to work or when the family needs some additional support for work/life balance. Adult care services also include “hands on” personal care services, such as assistance with bathing, dressing, and ambulation. This service is contracted through Care.com BackupCare and provided by home care providers that undergo a credentialing process and meet high standards of quality care. While Care.com BackupCare cannot guarantee a provider in all locations throughout the country, they make every effort to meet the needs of your adult dependents, wherever they live. Please note that because adult care may require a care assessment, “emergency” care cannot be guaranteed. Please give Care.com BackupCare as much advance notice as possible for your adult back-up care needs.

**WHO MAY USE THE BACK-UP CARE SERVICE?**
Benefits-eligible faculty, administrative and professional staff, HUCTW staff, non-bargaining-unit support staff and postdoctoral fellows on the regular Harvard payroll may use this service. Please see your program administrator if you have questions regarding your eligibility.

**COST AND PAYMENT**

**Child Care:** In Massachusetts, the cost is $16 per hour, for a minimum of 4 hours per day, payable directly to the provider. In certain metropolitan areas, such as New York City and Washington D.C., higher rates may apply. For children who may need providers with additional experience or a special skill set, this rate may increase: For infant care, or for children whose parents identify them as having special needs, the rate may increase to $17.00 to $19.00 per hour. There are no administrative or registration fees. Transportation fees may apply in certain circumstances.

**Adult care:** In Massachusetts, the rate for adult care is $16 per hour; hourly rates for other locations vary but typically range from $15 to $18.00 per hour. In some situations, there may be a four-hour daily minimum. The fee is payable by credit card after the care is complete and the hours have been confirmed.

**Additional services:** Care over the maximum of twenty (20) placements per fiscal year, or for non-work related situations, may be negotiated by the faculty, staff member or postdoctoral fellow on an individual, non-subsidized basis with Care.com BackupCare. Unused hours from one year may not be carried over to the next.
HOW TO ARRANGE FOR THIS SERVICE

Eligible faculty, staff and postdoctoral fellows must:

• **Pre-register** by faxing or emailing a completed application form and waiver to the University’s Office of Work/Life:  **Fax:**  (617) 495-4124,  **Email:** worklife@harvard.edu. Staff and faculty need only register once and do not need to re-register at any subsequent time.

• **Receive a registration confirmation** by email from the Office of Work/Life. Care.com BackupCare will be provided, on a regular basis, with a list of registered employees. Please note that those not on the list are not covered by Harvard’s contract. They become independent clients of Care.com BackupCare, and will pay the individual, non-corporate rate.

• **Call Care.com BackupCare directly** for child care or adult care at **1-855-781-1303.** We suggest 24 hours notice when at all possible. Calling hours are:
  - Monday through Thursday, 7:00am to 8:00pm
  - Friday, 7:00am to 5:00pm
  - Sunday, 5:00pm to 8:00pm
  - For situations that require a child care provider before 9:00am, you may call as early as 6:00am.
  - Care.com BackupCare may be reached by voice mail or answering service after hours. Please identify yourself as a corporate client through Harvard University.

  o Requests can also be made online at [www.care.com/backupcare](http://www.care.com/backupcare) by using the online request form, but requests will be handled during the above business hours.

*Please keep these instructions for your records.*

Find more information at: [http://hr.harvard.edu/back-up-care-babysitters](http://hr.harvard.edu/back-up-care-babysitters)
Name __________________________ Harvard I.D. __________________________

Email: __________________________

School: __________________________

Department: __________________________

Work Address: __________________________

________________________________ __________________________________________

Please register me for back-up/respite care for (choose one or both):

☐ Child care
☐ Adult care

I need to use the service for the first time (please check one):

☐ Urgently (within 24 hours to four days) -- please register me right away!
☐ Sometime in the future (registrations are usually processed on Fridays)

Signed __________________________ Date __________________________

Release

The undersigned, __________________________, for good and valuable consideration, the receipt and adequacy of which are hereby acknowledged, does hereby, for the undersigned and anyone claiming through the undersigned, remise, release and forever discharge Harvard University, its officers, directors, agents and employees (collectively “Harvard”) from any and all claims, causes of action, damages or demands whatsoever which the undersigned or anyone claiming through the undersigned may now or at any time have against Harvard in connection with any services provided by Care.com BackupCare., or any individual or entity obtained by Care.com BackupCare, Inc. to render services pursuant to a child care and adult care arrangement (the “Program”) offered by Care.com BackupCare, Inc.

The undersigned acknowledges, for the undersigned and anyone claiming through the undersigned, that Harvard University has no obligation or responsibility whatsoever in connection with the selection, approval, training, supervision or other oversight of any individual or entity rendering services in connection with the Program.

Name

______________________________

Date

______________________________