In Home Back-Up Dependent Care

Harvard University has contracted with Care.com Backup Care, 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 Backup Care.

- **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 Backup Care and provided by home care providers that undergo a credentialing process and meet high standards of quality care. While Care.com Backup Care 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 Backup Care 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.

- **Arrange for care** online (go to http://hr.harvard.edu/carecom-backupcare to be connected to Care.com Backup Care) or by calling 1-855-781-1303 (press 2 for backup care for both children and adults). We suggest 24 hours notice when at all possible. Calling hours are:
  - Monday through Friday, 7:00 a.m. to midnight.
  - Sunday, 5:00 p.m. to midnight.
  - Care.com Backup Care may be reached by voice mail or answering service after hours. Please identify yourself as a corporate client through Harvard University.
  - If you call Care.com to request backup care, identify yourself as a benefits-eligible Harvard employee or postdoctoral fellow.

- **Pay for care**: You are responsible for paying the hourly cost of the caregiver. At the end of the backup care service, you will need to sign the provided timesheet, and your credit card will be charged for the hours of care provided.

*Please keep these instructions for your records.*

Find more information at: [http://hr.harvard.edu/carecom-backupcare](http://hr.harvard.edu/carecom-backupcare)
Care.com Backup Care Pre-registration Form

Please fax this page to the Office of Work/Life at 617-495-4124 or email this scanned page to worklife@harvard.edu

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