Backup Adult Care FAQs

Understanding your Harvard University adult care benefit

Care.com® BackupCare℠, provided by Parents in a Pinch, is pleased to provide you with in-home backup adult care as one of your 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, 9:00 am – 5:00 pm EST. Calling in advance helps maximize your care options. You may also register and request care at [www.care.com/backupcare](http://www.care.com/backupcare).

**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 Harvard University. Please register with the Office of Work/Life before requesting adult care services.
- 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 for the appropriate hourly rate once the care is received and the hours have been confirmed.

**How much do I pay?**

Hourly rates vary by location by typically range between $15.00 to $18.00/hour. The rate in Massachusetts is $16.00/hour. (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 Harvard University, you may use up to a combined total of 20 calendar days of adult care and child care per contract year (July 1 through June 30).

**What if my elder lives in another city?**

Care.com BackupCare maintains a growing national network of adult care agencies that meet 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.

Visit: [www.care.com/backupcare](http://www.care.com/backupcare)  
Call: 855.781.1303