Why Child Backup Care?

With kids, you need to be prepared for anything. From school holidays to the nanny’s vacation to last-minute sitter cancellations, it is possible to cover it all and still do your job. You can use in-home or in-center vetted and subsidized care for your children when your regular care is not available.

**IN-HOME CHILD BACKUP CARE:**

Request a vetted Backup Care provider to come to your home. You can book in-home Backup Care up to 90-days in advance. After you request care, a Care Specialist will identify a caregiver that best fits your needs.

**IN-CENTER CHILD BACKUP CARE:**

Choose from our vetted network of centers near your home or workplace when requesting in-center Backup Care. Center care is available Monday through Friday during center hours. In-center Backup Care can be booked up to 30-days in advance.

Use Backup Care for children when:

- School is closed
- Your babysitter or nanny is sick or on vacation
- Daycare is closed
- Your child is mildly ill or has a low-grade fever
- You have to work late or have business travel
- You are working from home and need someone to care for your children

**Your benefit year:**

- Up to 20 days/year

**Backup Care days:**

- Benefit year is July 1-June 30
- Tiered co-pay amounts valid through 8/31

**Backup Care rate:**

- **In-center:** $10/day
- **In-home: based on employee salary:**
  - $0-$55,000: $3/hr
  - $55,001-$99,999: $6/hr
  - $100,000 and above: $10/hr

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WHY CHILD BACKUP CARE?

Frequently Asked Questions

When can I use child Backup Care?
Backup Care should be used when your regular care is not available during work hours. In-home child Backup Care is available for your newborn to teenage children. In-home Backup Care providers come prepared to make sure your children are safe and happy, and to keep your home in the same condition you left it. They should not be used for laundry, errands, or household chores. In-center Backup Care is available for center-aged children during center hours, which may vary.

How are in-home child Backup Care providers screened?
All caregivers are vetted and required to complete orientation and health and safety training. Their screening process includes: child care reference checks, video or in-person interviews, Criminal Background Check, National Sex Offender Public Website Check, name and address verification via SSN, and U.S. work eligibility verification.

How does Care@Work screen Backup Care centers?
Our dedicated staff thoroughly vets each facility before it becomes an approved Backup Care center in our network. Centers must be state licensed, perform criminal background checks on the teachers and staff they employ, check against the National Sex Offender Registry, check against Central Abuse and Neglect Registry, and confirm eligibility to work in the U.S.

How much advance notice must I give?
Backup Care with an in-home provider can be requested up to 90 days in advance, while in-center Backup Care can be requested up to 30 days in advance. It’s best to book Backup Care as soon as you know you have a need so Care.com can secure a provider or center that meets your needs. Care.com prefers at least 24 hours’ notice prior to the date of care, when possible.

Can I talk to the caregiver beforehand?
Yes, this is encouraged. You and the in-home caregiver should feel comfortable with each other prior to the day of care. They will call prior to providing care to make an introduction. You may also contact your Backup Care center prior to the day of care.

My child is sick. Can I still use Backup Care?
If your child has a low-grade fever, runny nose, mild cough or has started an antibiotic, you can use In-home Backup Care. For the safety of our caregivers, we can’t provide care to children with fevers over 100°F or with highly infectious illnesses like Chickenpox, Coxsackievirus, or Pinkeye. In-center Backup Care is not available for children that are sick.

How do I pay for Backup Care?
The credit card you have on file will be charged after care takes place. Part of your Backup Care is subsidized, so you are only responsible for your co-pay.

What’s the cancellation policy?
For in-home care, your credit card will be charged $30 if you cancel after your reservation is confirmed. If your caregiver has already arrived or is on their way, you will be charged $60. If you cancel a center reservation within 24 hours, you will be charged your daily co-pay and it will be counted toward your allotted days.

How does it work?
1. To access Care@Work benefits, you must first complete and submit a release form found at hr.harvard.edu/care-at-work. Once you submit the waiver, you will receive a confirmation email with instructions on how to create your Care.com account. Waiver processing takes 24 hours. After your waiver is processed, go to hu.care.com to enroll in the benefit.

2. When you’re ready to use the benefit, log into your account at hu.care.com or by calling 855.781.1303.

3. Follow the prompts to complete your request for in-home or in-center Backup Care.

4. Our team will work quickly to identify a caregiver or center that meets your specific needs. Once found, a dedicated Care Specialist will contact you directly to answer any questions you might have and confirm the booking.

5. Share your feedback. We will send you a brief survey after care is complete.