

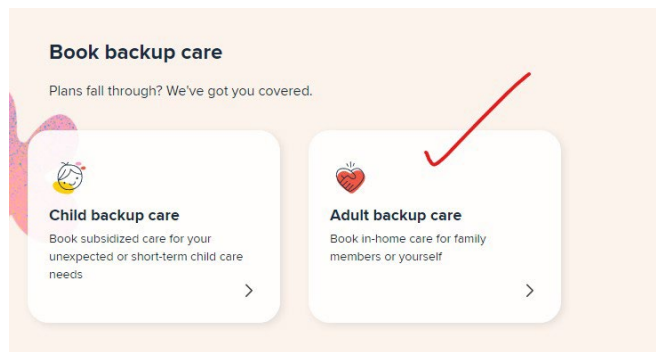
Adult/Elder Care Resources from Harvard University

	CARE.COM PROGRAM
HARVARD PRE-REGISTRATION IS REQUIRED	<ul style="list-style-type: none"> Link to registration instructions to pre-register in PeopleSoft: https://hr.harvard.edu/files/humanresources/files/care.com_waiver.pdf Completed before 5 PM, and it should be processed the same day (Monday-Friday) Employee will receive an automatic confirmation email from the work/life email address, including instructions on how to set up the online portal for the digital platform.
Harvard-specific phone number	<p>Once the employee has registered and receives a confirmation email, they can call Care.com: 800-691-5224 (Monday through Friday, 9:00 a.m. to 8:00 p.m.)</p> <p>Press 1 for membership questions</p> <p>Press 2 for child or adult/senior back-up care</p> <p>Press 3 for an advisor for senior care planning to leave a message (they will respond within two business hours.)</p>
Harvard-specific webpage	<p>Once the employee has registered and receives a confirmation email, they can register for an account on the Care.com Harvard webpage: https://hu.care.com/</p> <p>Will need to register and log in for access to all services. (See helpful tips below)</p>
Helpful Tips When Registering with Care.com	<ul style="list-style-type: none"> When creating an online portal for the first time, only enter the first 8 digits of the Harvard ID to avoid any errors. If the employee already has a personal care.com account and would like the existing account to be merged into the Harvard account, follow these steps: <ol style="list-style-type: none"> Go to https://hu.care.com Click on "Enroll." On the enrollment screen near the top, there is a question, "Are You New to Care.com?" Be sure to click on the tab that says "No." Follow the prompts; it will allow the user to merge their personal portal into the Harvard benefit. This will maintain any previous searches or favorites that the user has with Care.com.
App	Download Care.com from the App Store or Google Play
Back-up Care	<ul style="list-style-type: none"> 20 days per fiscal year (7/1 – 6/30) <ul style="list-style-type: none"> \$6/hour for employees earning a salary of less than \$100k. \$12/hour for employees earning a salary over \$100k. Minimum of 4 hours, maximum of 10 hours (care beyond 10 hours is counted as a second day). For senior/adult back-up care, caregivers are sourced from local senior home care agencies. <ul style="list-style-type: none"> An in-home intake meeting may be required before the caregiver is assigned. Any associated cost is <i>not</i> incurred by the employee or family member. 48-72 hours' notice is advised. Urgent needs will be addressed as available. May not be the same caregiver each day if consecutive days are requested. In-home caregivers are experienced, vetted, qualified, and placed by the agency. Available throughout the USA. To reserve back-up care <ul style="list-style-type: none"> Email: adultbackupcare@care.com Call: 800-691-5224 option 2 You will need to provide details regarding the care recipient (including DOB, address where the care will take place, care dates, capabilities of the care recipient and care needs, etc.) to create an adult back-up care account. Employee may have taxable income considerations due to the subsidized nature of this dependent care benefit. There is a Backup Care Subsidies Information Sheet on HARVie for details.

Care.com Digital Platform Find Regular/Intermittent/ Occasional Care: Self-selected caregivers	<p>Free access to the Care.com digital platform for employees to find caregiver(s) directly for regular or occasional care. Post a job or reach out directly to those whose profiles meet the search criteria. The hourly rate is established between the two parties (the employee and the caregiver). The employee is responsible for their own due diligence/background checks for those selected; these checks are available for purchase through the Care.com platform.</p> <ul style="list-style-type: none"> • Access the online portal: https://hu.care.com/ • <i>This self-service platform is not eligible for the 20 days of subsidized back-up care; it is a private arrangement between the two parties.</i>
Senior Care Planning	<p>After registering, schedule an appointment: https://calendly.com/d/gqs-igw-pqf/adult-senior-care-consultation.</p> <ul style="list-style-type: none"> • A dedicated Senior Care Advisor can help with a 60-minute telephonic consultation and customized action plan, providing guidance on issues such as: <ul style="list-style-type: none"> ○ How to plan for care ○ Helping a parent who doesn't want help ○ Coping with caregiver stress ○ How to pay for Care (Medicare/ Medicaid) ○ Planning with siblings who disagree ○ Relocating a family member ○ Dementia care ○ Disease-specific education ○ Safety at home ○ Vetted provider referrals ○ Benefit includes ongoing access to the Senior Care Advisor • Family Care Hub provides digital tools for ongoing coordination and communication with the care team <ul style="list-style-type: none"> ○ Care Team Account Access ○ Task Management ○ Document Storage ○ Care Team Communication ○ Caregiver Guides & Resources • Schedule an appointment with an advisor by emailing: careplanning@care.com (this is the fastest way to get to an advisor) or leave a message at 800-691-5224, option 3
KGA Harvard's Employee Assistance Program (EAP)	
Harvard-specific phone number	Call 877-327-4278 (EAP-HARV) <ul style="list-style-type: none"> • Trained counselors are available 24/7 for urgent concerns. • All other support is available during standard business hours: Monday – Thursday, 8:30-5:30 PM and Friday, 8:30-5:00 PM.
Harvard-specific webpage	https://harvardeap.kgreer.com
E-mail	info@kgreer.com
App	Download KGA Mobile from the App Store or Google Play
Eldercare Services	Consultation & Referrals: <ul style="list-style-type: none"> • KGA can address the employee's mental health and related work/life needs. • Employees or household members with stress/anxiety, urgent and long-term MH needs can receive 3 free consultations from KGA or a referral to a counselor in the health insurance network, if available. • Financial issues are addressed through a 30-minute consultation. • Legal issues are addressed through a 30-minute consultation.

Care.com – Backup care, employer benefit:

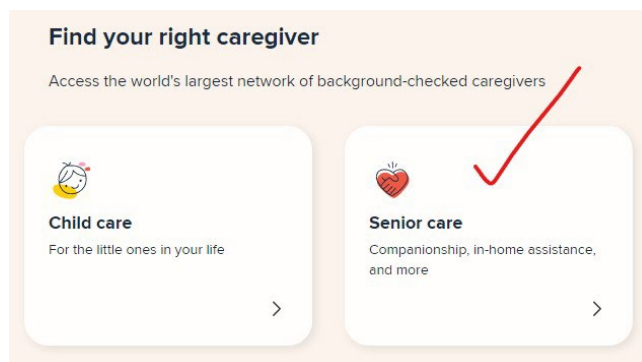
1. Log in to the online portal at <https://hu.care.com/>



2. Book online using their menu or call the number on their screen.

Care.com– Self-selected caregivers:

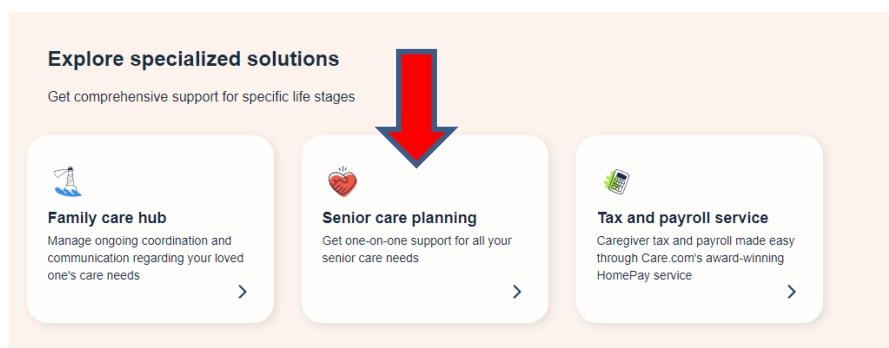
1. Log in to the online portal at <https://hu.care.com/>



2. Follow the prompts to post a job or search their listed caregivers' database.

Care.com – Senior Care Planning:

1. Log in to the online portal at <https://hu.care.com/>



2. Follow the prompts to schedule an appointment with an advisor.