

In-home Backup Care for children



When you have kids, you learn to expect the unexpected. Last-minute caregiver cancellations, school holidays—it's hard to cover it all. That's why Carnegie Mellon University provides Care@Work in-home Backup Care for children.

Thoroughly vetted caregivers

Just call, go online, or use the Care@Work app to reserve a vetted Backup Care professional—certified in both First Aid and CPR—to come to your home. All candidates have passed a rigorous screening process.

Have a go-to sitter that's not in our vetted network?

With Personal Network, you can schedule care on your own and get easily reimbursed. Simply arrange care with your go-to provider, make sure to get a receipt, and submit a claim. Note: Personal Network care providers are not vetted by Care.com.

Help when you need it most

While we prefer at least 24 hours' notice before your date of care, we typically respond to requests within 2 hours. Care may be requested up to 90 days in advance. You can use your benefit to cover school holidays, your regular caregiver's upcoming vacation, spring break or any other time you have a gap in care.

Your benefit year:

April 15–April 14

Backup Care Days:

Up to 10 days per year

Backup Care rate:

\$4/hr for in-home care

Ways to use your in-home Backup Care:

- Sick kids or caregivers
- Early flights or business travel
- Late nights working
- School holidays and teacher workdays
- Working from home
- Daycare closures

Frequently Asked Questions

Who are the Backup Care providers?

They're caregivers who are vetted and employed by either Care.com or its network of agencies, and certified in both First Aid and CPR. All caregivers are required to complete orientation and health and safety training, and their screening process includes:

- Child Care Reference Checks
- Video or In-Person Interviews
- Criminal Background Check
- National Sex Offender Public Website Check
- Name & Address Verification via SSN
- U.S. Work Eligibility Verification

When can I use in-home Backup Care?

Backup Care is available for any of your children from newborns to teens, 24/7 for work-related issues.

How much advance notice must I give?

Care may be requested up to 90 days in advance. We typically respond to same day requests within 2 hours, although we do prefer 24 hours' notice prior to the date of care when possible.

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 101°F or with highly infectious illnesses like chicken pox, Coxsackievirus, or pink eye.

Can I talk to the caregiver beforehand?

Yes! Caregivers and parents should feel comfortable with each other prior to the day of care. Caregivers will call prior to care taking place as an introduction.

Will my backup caregiver do all of the things my regular caregiver does?

Backup caregivers come prepared to make sure your children are safe and happy, and to keep your home in the same condition you left it. They are not expected to do laundry, errands, or house cleaning.

How do I pay for Backup Care?

The credit card you have on file will be charged after care takes place. Please see Carnegie Mellon University's service overview for details. These benefits may be taxable for team members contributing to a dependent care account. Ask your HR representative for more information.

What's the cancellation policy?

Your credit card will be charged \$30 if you cancel after your reservation is confirmed. You will be charged \$60 if your caregiver is on the way or has already arrived.

Can I hire my caregiver long-term?

Care@Work Backup Caregivers are employed by Care.com or one of our network partners and are not available to provide long-term care.

How does it work if I have my own caregiver?

You can use a caregiver of your choice and be easily reimbursed for a portion of the costs that exceeds your co-pay. Start by booking your caregiver on your own. Reminder: when you use a caregiver from your personal network, you are fully responsible for all vetting. After care is complete, make sure to get a receipt. To get reimbursed, log into your Care@Work account and go to "Reimburse me for care." If you have any questions, email us at backupcare@care.com

How it works:

- 1. Enroll** at cmu.care.com or the Care@Work app.
- 2. Log into your account** in the Care@Work app or at cmu.care.com. You can also call 855.781.1303.
- 3. Follow the prompts** to complete your request for care. You'll need to answer a few questions before submitting your request:
 - Date and time you need care
 - Emergency contact information
 - Allergies, special needs, or other important details
 - If you need the caregiver to drive your children
 - Home details, such as pets or available public transportation
 - Credit card information
- 4. Our team will work quickly** to identify a caregiver that meets your specific needs. We'll even try to fulfill requests for specific caregivers if they're available. Once found, a dedicated Care Specialist will contact you directly to answer any questions you might have and confirm the booking.
- 5. Give us your feedback.** Answer a brief survey that will be sent after care is complete.