

What is this service?

The concierge service supports parents and families within the CMU community by providing concierge specialists to provide tailored information, guidance and education to families on dependent-care related topics. The concierge specialists supply families with information on the following services related to child care:

- Daycare
- Drop-in care
- Before- and after-care
- Summer camp
- Proctoring support
- Study pods
- In-home care
- Nanny shares
- Tutoring
- Babysitters
- Emergency gap coverage care
- School enrollment options
- Social and enrichment activities
- Cyert Center waitlist communication

Who is managing the concierge service?

The service is managed by the Office of Human Resources. Becca Naughton and Mary Rose Debor serve as the concierge specialists.

Who is eligible to use this service?

CMU faculty, staff and graduate students. If an undergraduate student needs assistance, please contact the concierge specialists at hrfamilycare@andrew.cmu.edu for guidance.

What is the cost?

The service is offered at no cost.

How do I use this service?

To receive assistance, simply contact the specialists at hrfamilycare@andrew.cmu.edu with your question or need. They will contact you with guidance and/or the information you requested.

What tools are used to provide these services?

The concierge specialists use several resources to help families locate needed support, including:

- [Care.com](https://www.care.com)
- [Carelink](https://www.carelink.com)
- [Employee Assistance Program](#)
- New services including flexible child care and full-day on-campus proctoring

The concierge specialists will also create a database detailing the offerings from local child care centers, after school programs, etc. to enable them to provide additional options to families.

Can the specialists directly place me with a child care center or in-home care provider?

The concierge specialists can provide guidance, considerations and information on a variety of care options and programs to empower you to make a decision that works well for your family. The specialists cannot recommend or endorse a service or directly place you with a care provider.

Is this service part of the Cyert Center for Early Childhood Education program?

No.

What is the program contact information?

Email: hrfamilycare@andrew.cmu.edu