YOUR FAMILY CARE BENEFITS
Your Benefits Include:

Care.com Membership
Access to the largest online community for care for children, adults, pets, tutoring, housekeeping and more

Child Backup Care
Subsidized and vetted care for children when your regular care is not available

Adult Backup Care
Subsidized and vetted care for adults when your regular care is not available

Senior Care Solutions
Expert, one-on-one advisory and support and a tool to help manage it all.

Personal Assisted Search
One-on-one assistance of a dedicated advisor who helps with the process of finding your next caregiver. Once a caregiver is selected Care.com will cover the cost of a criminal and motor vehicle background check.

Backup Care Details:

- Benefit Year: July 1, 2020 – June 30, 2021
- 10 days per year
- In-Home Backup Care
  - $5/hour <$60,000
  - $8/hour >$60,000
- $15/child/day for in-center Backup Care

Enroll Today!

PENN.CARE.COM

To enroll you will need your employee ID
Care.com Membership

Enjoy all the privileges that come with the Premium Care.com Membership

• Membership is covered by Penn; cost of care is covered by employee! Sign up at penn.care.com
• Find help for regular and planned care needs for children, adults, pets, tutoring, distance learning, housekeeping and more
• Detailed profiles including experience, availability, reviews and ratings
• Search for caregivers who are CareChecked
• Additional Background check options available
  - Criminal: ~$59
  - Criminal + Motor Vehicle: ~$79
  - Investigative Criminal: ~$300
• 24/7 access via desktop, mobile web and Care.com App
• Already have a Premium Care.com Membership? You can request a reimbursement
All caregivers on the Care.com platform must complete a background check process known as a CareCheck.

• Annual Enhanced Caregiver Screening that includes:
  - National criminal database search of all aliases
  - National Sex Offender Public Website search of all aliases
  - Federal and county-level criminal records checks
  - Social Security Number trace

• Federal and county criminal records based on 7 years of address history

Users will see the date the CareCheck was last performed and a description of what the screening includes.

Additional background check options are also available for purchase by caregivers and families seeking care.
Families can post a job or search for tutors to hire – either in-person or online. We have a robust marketplace for finding tutors, with ~20,000 new applications per week. They have expertise in various subjects for different age groups.

Since the pandemic started, a lot of teachers and grad students have signed onto the platform to offer tutoring support.

Please note: the ability to search for and post jobs to find Tutors on the Care.com marketplace is covered by Penn; any tutoring services utilized are paid 100% by the employee.
A lot of families are looking for someone to help facilitate online learning for their children. Making sure they can get onto their virtual classrooms, ensuring they stay on track, helping with their schoolwork, and more.

By “posting a job” for a babysitter or nanny, a family can now indicate if they want someone who can provide Distance Learning support.
CARE SHARE

Create your family’s profile, including age and care needs of children to help families interested in sharing care get to know you.

Nanny Share:

Families can connect with other local families interested in sharing a nanny.

Pod Share:

Families can connect with other local families interested in hiring a teacher to facilitate distance learning pods for school-aged children.

Please note: the ability to find Care Shares on the Care.com marketplace is covered by Penn; any Care Share services utilized are paid 100% by the employee.
Backup Care

Subsidized, vetted care for children, adults when regular care isn’t available.

- Request care at penn.care.com, call 855-781-1303 or use the App
- In-home or in-center childcare options,
- In-home backup care for adults can be used for your adult loved ones or yourself
- Personalized, needs-based matching from caregivers and centers in the Backup Care network.
- Plan ahead! Schedule care when you know your regular care will not be available

10 days of Backup Care per year (July 1 – June 30)
$5/hour for in-home Backup Care <$60,000
$8/hour for in-home Backup care >$60,000
$15/child/day for in-center Backup Care
Adult Backup Care

Subsidized, vetted care for adults when it’s needed most.

- Request care at penn.care.com, call 855-781-1303 or use the App
- Help to alleviate stress and missed work with in-home adult care.
- Caregivers can provide transportation to and from appointments, errands, and other locations
- Available for yourself, parents, grandparents, spouse family members and other adult loved ones across the United States
- Caregivers may be certified nurse’s aides, home health aides, or experienced elder care companions

10 days of Backup Care per year (July 1 – June 30)
$5/hour for in-home Backup Care <$60,000
$8/hour for in-home Backup care >$60,000
1. How are our backup caregivers vetted?

All of our in-home backup caregivers have completed healthy and safety training and have undergone in-depth vetting. This process includes childcare reference checks, video or in-person interviews, Criminal Background Checks, national Sex Offender Public Website check, name and address verification via SSN, and U.S. work eligibility verification.

Care centers are thoroughly vetted prior to becoming an approved backup care center in the Care.com 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.

2. When can I schedule Backup Care?

In-home Care may be requested up to 90 days in advance. We will typically respond to same day requests within 2 hours, though they prefer 24 hours’ notice prior to the date of care when possible. Once your request is in the system, in-home backup care requests can be confirmed as soon as there is a caregiver match. In-center backup care requests cannot be confirmed more than 30 days before the date of care. You will be notified as soon as your request has been confirmed, which could be a couple days before the start date. While we cannot guarantee backup care, every effort will be made to meet the needs of your family.
Can I use Backup Care if my child(ren) is sick?

Yes! All in-home caregivers have completed Care.com’s childhood health and safety training programs and are able to care for children with mild illnesses; however, caregivers are not medical personnel. Only with signed permission and explicit instructions will caregivers give children medication. Caregivers can only care for children with a fever under 100 degrees, teething or colicky behavior, or ear infection. Caregivers cannot go into a home where there is a highly contagious condition like head lice, untreated strep or conjunctivitis, and Coxsackie Virus (hand, foot & mouth disease).

With COVID-19, what precautions has Care.com taken regarding the health of caregivers?

As it relates to Covid-19, care providers are required to adhere to the CDC-recommended best practices. This includes:
• Taking their temperature before they leave to go on any job to confirm they are fever-free (100 degrees or below) and letting Care.com know if they are not feeling well
• Using preventative hygiene and washing hands thoroughly with soap and warm water, for at least 20 seconds when they arrive at a job and throughout the day
• Wearing a face covering for the duration of a backup care job
• The caregiver will reach out to the family in advance of when the care takes place to let the family know that they will be arriving wearing a face covering – and throughout the duration of care – and ensure that there has been no change in the household’s health status since they booked the care

Care.com asks families to do their part in maintaining a safe environment by adhering to the 6-foot social distancing guidelines and wearing masks when possible.
If someone in my family has been diagnosed with COVID-19, is showing symptoms, and/or is in quarantine for COVID-19, can Care.com provide in-home backup care?

If anyone in your household may have been exposed to COVID-19 or is experiencing symptoms, Care.com requires a 14-day waiting period since the last possible exposure before requesting child or adult backup care. When you request backup care, you will need to confirm that no member of your household has the virus or is within this precautionary wait period. And, you need to notify Care.com if there are any health changes in your household between the time you request care and the day the care is taking place. Backup caregivers are also asked to confirm that no member of their household or anyone they have come into contact with in the last 14 days has been exposed to or currently has COVID-19.
Senior Care Solutions

Personalized planning for the health and welfare of adult and senior loved ones, at every life stage.

- Access via penn.care.com, the Care.com app or call 855.781.1303
- One dedicated Advisor available for you and your extended family
- Advisors work with 3rd party providers to identify, match, vet and coordinate details based on your families needs.
- Customized Family Care Plans created and evolve with ongoing guidance.
- Access to Family Care Hub platform provides tools you need to store documents, coordinate and communicate with multiple people regarding your loved one’s care needs
How Senior Care Solutions can help

Our Masters-level social workers can help you and your family navigate the complex and unknown environments of the following:

- Communicating with healthcare professionals
- Communication with senior housing staff
- Coping with caregiver stress
- Dementia care
- Disease-specific education
- Driving safety
- Senior Centers/Socialization

- End of life care
- Understanding long term care insurance
- Helping a parent who doesn’t want help
- Self care
- How to pay for care (Medicare / Medicaid)
- How to plan for care
- Subsidized senior housing

- Involving family members in caregiving
- Provider education
- Proactive planning
- Local vetted provider referrals
- Safety at home
- Hoarding
- Relocating a family member

Care.com
Family Care Hub

Provides tools for ongoing coordination and communication regarding your loved one’s care needs with your Care Team

• Access via penn.care.com
• Care Team Account Access: One digital platform accessible by employees, their family Care Team and the senior care advisor
• Task Management: Triage and manage tasks for a loved one with your Care Team
• Document Storage: Upload and store documents related to a loved one in a consolidated location. Document permissions for custom sharing preferences
• Care Team Communication: Discuss tasks and documents with the Care Team
• Caregiver Guides & Resources: Curated content to get up-to-speed about common senior care topics
Personal Assisted Search

Let our Care Specialists take the stress out of finding child, pet, and home care

- Request care at penn.care.com, call 855-781-1303 or use the App
- Start with a personalized needs assessment, to share your preferences and requirements of a caregiver.
- Our team prescreens caregivers and conducts initial phone interviews
- Once we narrow down the best candidates, you’ll get a chance to meet them.
- We will run a criminal and motor vehicle background check on your final candidate at no cost.
Additional Resources

- **Year Round Expert Webinars:**
  - 5/4: Caregiving, Technology, Gadgets, Apps, and More
  - 5/12: The Importance of Empathy
  - 8/3 Caught in the Middle: How to Cope as a Sandwich Generation Caregiver
  - 11/2: Caregiving and the Holidays: What to do When a Visit with Mom and Dad Raises Red Flags

- **Employee Resource Center:** watch past webinars and listen to new podcasts

- **Equal Parts Podcast** featuring:
  - NYT Best Selling Authors
  - Child care experts
  - Sleep specialists
  - Psychologists
  - And more!
How to access your benefit

1. **penn.care.com**
   Enroll on desktop or mobile web. **Note:** You’ll need your employee email address

2. **Download the App**
   Book backup care and access Senior Care Solutions from anywhere!

3. **Call 855-781-1303**
   Want to talk to someone on our team? Give us a call, we’re here for you 24/7

4. **For additional information visit the Childcare Resources and Support page at upenn.edu**
Know a colleague who could use these benefits?

Spread the word.

Be a Care Champion.