

# **FREQUENTLY ASKED QUESTIONS**

**Bright Horizons Additional Family Supports**

# FAQs: Overview

## Bright Horizons Additional Family Supports

Your employer has partnered with **Bright Horizons**<sup>®</sup> to help you better manage your many work, family, and personal responsibilities.

*Bright Horizons Additional Family Supports*<sup>™</sup> offers free premium access to Sittercity, a fantastic solution for finding babysitters, virtual sitting, pet care providers, and housekeepers. The program also includes discounts on a local, high-touch nanny placement service for full-time child care. Plus, access elder caregiving resources, discounts on tutoring and test prep services, and special privileges for full-time child care, such as preferred enrollment at Bright Horizons centers.

## Find Support Now

Visit <https://clients.bright Horizons.com/uh>

*Please Note: Current offerings provided under Bright Horizons Additional Family Supports are subject to change. Please check your benefit site for details of the current program.*

# Additional Family Supports Overview

Through *Bright Horizons Additional Family Supports*™, your employer provides you with resources to help you secure your own regular, ongoing family care, including:

- Premium online tools through Sittercity for finding and connecting with:
  - Babysitters for regular and weekend care (including children with special needs)
  - Virtual sitting
  - Adult and elder companion caregivers
  - Pet sitters, dog walkers, groomers, and related service providers
  - Housekeepers
- Discounted, local high-touch nanny placement services
- Elder care resources, planning, and senior housing search tools
- Preferred Enrollment at select Bright Horizons child care centers
- Discounted tuition for full-time care at select partner centers in our child care network
- Tutoring, test prep, and homework help services

## Babysitters, Virtual Sitting, & Housekeepers

### What services are included with this benefit?

Your free premium Sittercity membership enables you to quickly find babysitters, virtual sitting, housekeepers, pet care, and more from among 6+ million providers, and includes unlimited basic background checks at no cost. The service also includes online forums, tools, and resources that will help you choose caregivers that meet your preferences and needs for occasional and everyday child care, care for children with special needs, household help, and even pet care.

## **Who is eligible for care?**

Anyone. Since you are responsible for all arrangements and costs, you can use these tools and resources to self-select care through Sittercity for anyone you want, as many times as you want.

## **How do I access care?**

To access these tools and resources, go to your benefit website and click on Search for Sitters, Nannies & Housekeepers under Bright Horizons Additional Family Supports. This will bring you to your employer's Sittercity homepage, where you will create a username and password to gain access and begin to search for the solution to your care needs.

## **Will use of this benefit impact the use limit I have for Bright Horizons Back-Up Care?**

No. Your use of Sittercity resources does not impact your back-up care use allowance. However, many people find that Sittercity is a great solution for finding care once you have used all of the annual back-up care visits available through your employer.

## **If I am already a registered Sittercity customer, do I have to re-register?**

No, you do not have to re-register. You can use your existing username and password to access the Sittercity website. You will however need to contact the Sittercity Membership Services team at 1-888-748-2489 to have your account moved under your employer's account.

## **Will I get a refund for fees paid as a retail customer?**

Please contact Sittercity Membership Services at 1-888-748-2489 for help with receiving a pro-rated refund.

## **What is the typical cost of care on Sittercity?**

The cost of care varies based on geographic region, type, number of children or pets and level of care (i.e., infant care prices often differ from the cost of care for school-age children). In the Trust and Safety Center on the Sittercity site, you can use a rate calculator to determine the appropriate pricing based on region, number of children and years of experience the caregiver has. Also, when posting a job, you are able to indicate the rate preferred per hour and work with caregivers that best fit your financial requirements.

## **How can I evaluate and select the caregiver that seems right for me?**

Sittercity has a variety of filters to help match caregivers to your needs and preferences. You also have access to caregiver profiles, which may include pictures, references, and reviews from other care seekers and users on the site. In addition, through your employer-sponsored benefit, you have the ability to run unlimited basic background checks and can run an up-to-date background check on any caregiver at any time, free of charge. If you'd like to run additional background checks, there are options available on the site at discounted pricing through your employer-sponsored benefit.

## **What kind of background checks do I have access to?**

As a Sittercity registered user, through the partnership negotiated by your employer, you can run an unlimited amount of basic background checks and view results of those you previously completed.

## **Can I get a more enhanced background check if I want it?**

Yes. You can get an enhanced background check for an additional fee (ranging from \$20-\$60).

## **Where can I find more information about virtual sitting?**

Sittercity has posted a variety of resources about virtual sitting, sitter selection, activity planning, and safety to the Trust & Safety section of their website. It states that a virtual sitting is when a

caregiver cares for a child digitally for a short period of time; it is not a replacement for physical care. You can find some additional information [here](#).

### **How does virtual sitting work?**

A virtual sitter engages with a child or children via an online video platform set up by the parent (e.g., Skype, Zoom, Facetime), according to a plan agreed upon by the parent and sitter in advance. These sessions may be structured to include interactive games and assistance with schoolwork. Parents should remain mindful that there could be lag or glitches or other technological issues during their children's virtual sitting session. For the children's safety, it's important for parents to never leave them unattended during a virtual sitting session.

### **Is there a minimum time requirement for virtual sitting?**

Virtual sitting jobs can be posted for a minimum of one hour.

### **What is the average cost of virtual sitting?**

Sittercity recommends that families pay sitters a standard sitter rate for virtual sitter sessions or in-person caregiving. The national typical hourly rate of sitters in 2020 is \$16.50 per hour, according to Sittercity data. Regional information can be found [here](#).

## **Nanny Placement**

### **How does the nanny placement process work?**

This service is offered through College Nannies and starts with a family consultation to establish your family's unique needs. After signing up with a local College Nannies office, College Nannies will evaluate your schedule, ages of children, job duties, interests, and desired experience and attributes for your perfect nanny. As candidates are identified, you will receive an electronic profile for review and then arrangements will be made for your interviews. College Nannies follows up with both family and candidate to ensure both parties feel it is a great fit

before moving forward. After selection, orientation will be provided for the new nanny and College Nannies is available to help with the process of settling in for an exceptional experience. The discounted nanny placement fee and hourly charges for care will be paid by you directly to the local College Nannies office.

### **How are the nannies screened and trained?**

A comprehensive background screen is conducted by an accredited national provider and includes state and federal criminal history, National Sexual Offenders' database check, and address history. During initial orientation, all nannies must take training courses on child safety, security, child development, and age-appropriate fun. For ongoing training College Nannies offers videos, print resources, resource directories, the most up-to-date tools available, and the ongoing professional guidance of the local College Nannies team.

### **How long will it take to find a nanny for my family?**

College Nannies works quickly to find you a great nanny. This process usually takes a couple of weeks, but may vary depending on your family's unique needs.

### **What happens if our nanny doesn't work out?**

College Nannies guarantees all nanny placements for 12 weeks. If, for any reason, the placement doesn't work out during that period, College Nannies will find you a new nanny as soon as possible.

## **Elder Care**

### **What services do I have access to through Years Ahead?**

Similar to your membership with Sittercity, the Years Ahead free online platform connects you with elder care tools and resources — including elder care planning and referrals.

## **What will Years Ahead help me with?**

Through Years Ahead, you can take a needs assessment online for your loved one, navigate through elder care options, access elder care resources, and get guidance in finding assistance programs.

## **How do I access care through Years Ahead?**

To access these tools and resources, go to your benefit website and click on Elder Care Support under Bright Horizons Additional Family Supports. Then choose the “Get Online Support” option. This will bring you to your employer’s Sittercity homepage, where you can click to choose the Years Ahead resource and then create a username and password to gain access.

## **Can I register for Sittercity and Years Ahead under one account?**

No. You must register for Sittercity and Years Ahead separately. However, you are able and encouraged to use the same login credentials for each membership to ensure ease of use.

## **What resources are available to me through Years Ahead?**

Years Ahead is a referral resource offered by Sittercity and is only available through the partnership between your employer and Bright Horizons. Through Years Ahead, you are able to search a nationwide network that includes in-home agencies, independent living facilities, assisted living facilities, memory care, and nursing homes. You also have access to an individual provider’s profile, which may include comprehensive information, photos, experience and capabilities, pricing, and reviews.

## **What do the Years Ahead Senior Care Advisors assist with? What are their credentials?**

Senior Care Advisors are available to answer questions you may have surrounding the process of finding care for your aging loved one, from the initial conversations and decisions to determining the right caregiver or facility and moving your loved one. Each Senior Care Advisor holds a Master’s in Social Work and goes through a comprehensive course to become a CSA (Certified Senior Advisor). The CSA credential represents a qualified professional who understands the key health, social, and financial factors that are important to the majority of

seniors. The CSA is accredited by NCCA (The National Commission for Certifying Agencies). Senior Care Advisors are available via phone Monday through Friday, 9 a.m.–5 p.m. CT.

## **What is the typical cost of care on Years Ahead?**

There is no cost to use the Years Ahead website resource. The cost of care through the Years Ahead agencies and facilities will vary based on the level of care and, in the case of in-home providers, the number of hours per week. Agencies and facilities in the network will provide information regarding costs with you individually.

# **Pet Care**

## **What pet care services do I have access to through Sittercity?**

As part of your free Sittercity membership, you can easily use the online database to find options for all your pet care needs — dog walking; coordinating check-ins, visits, pick-ups, and drop-offs; pet sitters and/or overnight care; bathing, grooming, and training resources; and more.

## **How do I access pet care services?**

Visit your benefit website and click on “Use it” under Bright Horizons Additional Family Supports. This will bring you to your employer’s Sittercity homepage — if you do not currently have an account, you will create a username and password to gain access and begin to search for the solution to your pet care needs.

## **What types of pet care resources does Sittercity offer?**

Post your own listing or use the search filter to find just the right fit for you and your pet. Access information and screen potential candidates based on: years of experience; completed background checks; regular and short-notice availability; type of pets cared for; and more.

# Tutoring, Test Prep & Homework Help

## What types of services are available?

Your Tutoring and Test Prep benefit gives you easy access to a high-quality tutoring and test-prep provider, offering a variety of online options with exclusive discounts for Bright Horizons families.

## How do I access these services?

Go to your benefit website and click on Help with Tutoring and Test Prep under Bright Horizons Additional Family Supports. Then choose the “Get Started Now” button. Scroll down and complete the form to receive personalized options based on your family’s needs.

## What provider is associated with Tutoring and Test Prep?

Services are provided through Revolution Prep – a long-standing partner of Bright Horizons that has a history of supporting our clients and their families. Through Revolution Prep, you receive a 10% savings on standard tutoring rates, which can range from \$100-\$600 per hour (with the average closer to \$100-\$200 per hour).

# Center-Based Child Care

## What is Preferred Enrollment?

Preferred Enrollment allows you to gain access to available full-time child care spaces in Bright Horizons centers ahead of the general community.

## Will discounts be offered at Bright Horizons centers?

At this time, discounts are not offered at Bright Horizons centers. Discounts are offered at select participating network centers.

## **Do I have to pay a registration fee for Preferred Enrollment?**

While Preferred Enrollment is offered to you free of charge, you do pay a fee to register at a child care center. However, that initial registration fee will be applied as a credit (up to a maximum of \$250) towards your next tuition payment after 30 days of enrollment at any participating Preferred Enrollment center. When selecting a center, you can download a coupon, which you should print and bring with you when you visit.

## **If I am already registered at another Preferred Enrollment center location, am I still eligible for the registration fee credit?**

Yes. If you enroll your child at a new Bright Horizons center location, the Registration Fee Credit is applied when you enter your second full month of enrollment. Therefore, you will be eligible at any participating center where you choose to enroll your child.

## **What is the Tuition Discount benefit?**

The Tuition Discount benefit provides you with a discount of up to 10% off child care tuition and a waived registration fee at select participating network centers.

## **What age groups are eligible for a tuition discount?**

Tuition Discounts vary by center, and may only be available for children ages 2 and older. Check with your preferred network center for details.

## **What if I am currently enrolled in a participating center for the Tuition Discount benefit?**

If you are currently enrolled in a participating network center that offers a Tuition Discount, please reach out to your center director to inquire about the discount benefit. You will then be eligible to receive up to 10% off of your tuition moving forward. Some discounts are only available for new enrollments. Please refer to your benefit website to identify the discounts available to you. Discounts cannot be applied retroactively.

## **How do I find child care centers where I have access to Preferred Enrollment and Tuition Discounts?**

Visit your benefit website and click on the [Preferred Enrollment and Tuition Discounts](#) link under the Bright Horizons Additional Family Supports section. This will bring you to the Preferred Enrollment and Tuition Discounts site, where you will be able to use the center search locator to find center options in your desired area.

## **Is care available for family members with special needs?**

We make every effort to accommodate care recipients with special needs, which may include physical, emotional, or developmental challenges.

## **What if I am in the process of custody arrangements for my child?**

Bright Horizons cannot limit any parent's or guardian's access to his or her child without legal authority. If you believe any access or custody issues will arise during the course of your child's care, you must provide a copy of a signed court order prior to care.