

Why Backup Care?

Because we know how stressful it can be when your regular care falls through — especially when you need to work. Arrange for vetted Backup Care for children or adults with your Care@Work benefits.

BACKUP CARE FOR CHILDREN*:

With kids, you need to be prepared for anything. From school holidays, to the nanny's vacation, or other gaps in care, we have you covered. You have access to in-home vetted and subsidized care for your children when your regular care is not available.

Use Backup Care for children when:

- School is closed
- Your babysitter or nanny is sick or on vacation
- You have to work late or have business travel
- Daycare is closed
- You are working from home and need someone to watch the kids

BACKUP CARE FOR ADULTS*:

Maybe you need a ride home from the doctor. Or maybe your parent needs assistance and they live on the opposite side of the country. We all need extra care sometimes—that's why you have Backup Care for adults.

Use Backup Care for adults when you or a loved one need:

- A ride to and from an appointment
- Companion care
- An extra set of hands after surgery
- Senior care when regular care isn't available

Your benefit year:

January 1 – December 31

Backup Care days:

Up to 25 days /year

Backup Care rate:

\$6/hour for in-home care

care@work
BY CARE.COM

Northeastern University
Human Resources Management

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*Backup Care services are available
in Toronto and Lake Ontario areas

Frequently Asked Questions

When can I use Backup Care?

Backup Care should be used when your regular care is not available during work hours. In-home child Backup Care is available for your newborn to teenage children. Adult care is available in either your home or the home of the adult needing care. For new adult care requests, an in-home assessment is conducted before starting care.

How are in-home child Backup Care providers screened?

All caregivers are vetted, T4 employees and are required to complete orientation and health and safety training. Their screening process includes: child care reference checks, video or in-person interviews, First Aid and CPR certification, Police Vulnerable Sector Screening which includes Canadian National Sex Offender Check and SIN work eligibility verification in accordance with provisional/territorial guidelines.

How are adult Backup Care providers screened?

Care@Work's network of adult care agencies maintains a rigorous screening process for care providers they employ. Providers are T4 employees, may be certified nurse's aides, home health aides, or experienced elder care companions, and will have at least two professional references and a Police Vulnerable Sector Screening which includes a Canadian National Sex Offender Check and SIN work eligibility verification in accordance with provisional/territorial guidelines.

How much advance notice must I give?

Backup Care with an in-home provider can be requested up to 90 days in advance. It's best to book Backup Care as soon as you know you have a need so care.com can secure a provider who meets your needs. Care.com prefers at least 24 hours' notice prior to the date of care, when possible.

Can I talk to the caregiver beforehand?

Yes, this is encouraged. You and the in-home caregiver should feel comfortable with each other prior to the day of care. They will call prior to providing care to make an introduction.

How do I pay for Backup Care?

The credit card you have on file will be charged after care takes place. Part of your Backup Care is subsidized, so you are only responsible for your co-pay.

What's the cancellation policy?

For in-home care, your credit card will be charged \$30 if you cancel after your reservation is confirmed. If your caregiver has already arrived or is on their way, you will be charged \$60.

How does it work?

1. Go to your company's Care@Work website and click "Change country" at the top of the screen and select your location. You can also call 855.781.1303 to speak to a Backup Care rep.
2. Select "Backup Care" in the middle of the page and then click "Register Now" when redirected.
3. Input your personal details within the "New Client Registration" form to continue.
4. Once your registration is complete, you will receive an email with your login information. You may complete this form in advance of requesting backup care.