Back-Up Care Advantage Program User Guide

Child Care Centers
About the Back-Up Care Advantage Program
Washington University in St. Louis has partnered with Bright Horizons Family Solutions to offer eligible individuals The Back-Up Care Advantage Program. This program is designed to provide you with back-up care whenever your normal child care arrangements are unavailable, giving you access to a nationwide network of quality, licensed child care centers across the country (including hundreds of Bright Horizons child care centers).

Back-Up Care – Child Care Centers
Individuals may need center-based back-up child care if their regular child care provider is on vacation or gets sick; when schools are closed for vacations or inclement weather; or if a stay-at-home spouse has a medical appointment or jury duty.

Although Bright Horizons provides child care nationally through its own child care and early education centers (80% of them accredited by the National Association for the Education of Young Children and the remaining eligible centers are in the accreditation process), currently back-up child care in the St. Louis area is provided by non-Bright Horizons network centers and in-home agencies. These centers are associated with Bright Horizons and meet standards of quality for accreditation or state licensing, including developmentally appropriate curriculum, appropriate health and safety policies, teacher-to-child ratios, and teacher qualifications. For a listing of network centers and in-home agencies in the St. Louis region, individuals should contact a Bright Horizons consultant at (877) 242-2737.

About this User Guide
This User Guide is intended to help familiarize you with the Back-Up Care Advantage Program and the policies and procedures provided by the specific center you may choose to use. In addition, state or local licensing regulations regarding the operation of child care centers may supplement or supersede the information in this User Guide. Please consult a Back-Up Care Advantage Program Consultant for further information or assistance.

Back-Up Care Advantage Program Policies

Eligibility
Washington University in St. Louis participates in the Back-Up Care Advantage Program to assist eligible individuals in balancing the competing demands of work and life. Eligible individuals may use the back-up child care services when they need to be at work and regular child care arrangements are unavailable.

Individuals at Washington University who are eligible for this program include benefits eligible faculty and staff¹ (faculty working at least 50% of the required full-time workload, staff regularly scheduled to work 20 or more hours per week), clinical fellows, and post-docs. Eligible dependents include any child for whom an eligible individual (or eligible individual’s spouse/partner) is legally responsible or has primary care responsibilities.

Limits on Use
Eligible individuals receive up to 15 back-up uses per calendar year (each child will count as a use towards the individual’s annual allotment of 15 uses). For example, if an individual brings his or her 2 children to a center on the same day, this will count as 2 of the 15 total uses. A day of use is defined by each center’s operating hours and a partial day of care counts as a full use.

Co-payments
Washington University in St. Louis has established a co-payment in connection with the use of the Back-Up Care Advantage Program. Center-based child care is $20 per child, per visit with a maximum of $30 per family, per visit. Co-payments are payable by credit card or electronic fund transfer (EFT). At the time of your reservation request, credit card information will be collected and a pre-authorization for the total amount due for services requested will be processed. This will place the funds on hold in your account for 7 business days. The actual charge will be processed after services are provided. Please note that no co-payments should be made to the center you use.

¹ This benefit is currently not available to Washington University bargaining unit members.
Back-Up Child Care Policies
The following policies apply to the use of the child care centers. Please note that each center and state or local licensing authorities may have their own policies and procedures that may supplement or supersede these policies. Please consult a Back-Up Care Advantage Consultant for further information or assistance.

Administering Medications
We strongly recommend that the parent administer all medications, whether prescription or non-prescription. You may make specific arrangements with certain centers to administer your child’s medication if you are unable to do so. These arrangements must be made in advance, as they require specific written directions from the prescribing health care provider. Prescription medications must have a pharmacist’s label, showing the name of the prescribing health care provider, the child’s full name, date of prescription and expiration date, and instructions for administration. All over-the-counter medications must be in their original container, labeled with the child’s full name. Please do not leave any medication, whether prescription or non-prescription, anywhere in the center (including diaper bags and backpacks). Unused medication will be sent home with the parent, guardian, or other previously authorized person at the end of the day. No medication may be disposed of in the center.

Minor Injury
Center staff members are trained in first aid and CPR. In case of minor injury, staff will administer basic first aid and you will be notified as soon as possible.

Injuries Requiring Medical Attention
For injuries that require medical attention, staff will contact you as soon as possible. If you cannot be reached, the emergency medical contact person you specified will be contacted. In the event that medical attention is imperative, the child may be transported to a local medical facility. The cost of any emergency medical treatment and related transportation will be your responsibility.

Illness
The health and safety of each child is of paramount importance. In consideration of other families, we do no permit sick children to use centers in the Back-Up Care Advantage Program. The center staff will contact you if a child becomes ill and will keep your child comfortable in a quiet area until you can arrive to take the child home.

Children may occasionally seem ill without any clear cause. Please do not bring children to a center if the child has an elevated temperature, a cold or other viral infection, a contagious disease (such as chicken pox, Coxsackie’s virus, German measles, haemophilus influenza, measles, meningococcus, mumps, strep throat, conjunctivitis, impetigo, tuberculosis, whooping cough, giardia lambilia, hepatitis A, salmonella, shigella, lice, and scabies), or otherwise seems “under the weather.”

Special Needs
Some children with special needs may require flexible programming, additional teachers, or special teacher training. If your child has special needs, please let your Back-Up Care Advantage Program Consultant know when scheduling your reservation. The Back-Up Care Advantage Program Consultant may put you in touch with the center staff before making a reservation to ensure that the center is able to meet your child’s needs.

While the child care centers in the Back-Up Care Advantage Program are committed to assisting all families, a center may not be an appropriate setting for all children. Eligibility will be determined based on the center’s ability to provide quality care for each child.

If your child has difficulty adjusting to the center, the center will contact you for assistance. If your child is disruptive, the center will make every effort to help your child adapt to the center’s environment. If these efforts are unsuccessful, the center may ask that you find alternative arrangements for the day.

Behavior Management
The Back-Up Care Advantage Program is committed to providing an environment that fosters a positive experience for each child. Children are encouraged to use skills that will allow them to resolve conflicts without the use of aggressive or destructive behavior. When situations occur that require intervention, teachers will provide children with clear explanations as to why specific behavior is inappropriate and help them to find an alternative behavior that fits within classroom guidelines. If a child is having difficulty and is unable to manage his or her behavior, the center staff may contact you to intervene or remove the child from the center. This will be used only as a last resort if all other means to help the child control his or her behavior have failed.

**Registration Required**

You and your child must be registered for the Back-Up Care Advantage Program before you may make a reservation and use the back-up child care services. When you contact the Back-Up Care Advantage Program, a knowledgeable Care Consultant will help you complete registration. We strongly recommend you register in advance so that you are ready to use the program when you need care. Care Consultants are available 24 hours a day, 7 days a week.

There are 2 ways to register:

- By phone at 877-242-2737
- Online at [www.brighthorizons.com/advantage](http://www.brighthorizons.com/advantage) and entering
  - Username: WUBACKUP
  - Password: BACKUP

When registering or making reservations, please be prepared to provide the following information: your name, role (e.g. faculty, staff, clinical fellow or post-doc), and school/department.

**Making Reservations for Care**

**Reservations**

Care Consultants are available 24 hours a day, 7 days a week and eligible individuals may make reservations for back-up care one month in advance up until the day care is needed. Reservations are typically confirmed within 2-4 business hours for urgent requests and up to 2 business days for advance requests. Requests made during non-business hours for next day care will be researched promptly, but care will not likely be confirmed until the center opens.

There are 2 ways to reserve care:

- By phone at 877-242-2737
- Online through the Live Connect feature at [www.brighthorizons.com/advantage](http://www.brighthorizons.com/advantage)
  - Username: WUBACKUP
  - Password: BACKUP

When you need to make a reservation for back-up care, a Back-Up Care Advantage Program Consultant will ask you a few questions to fully understand your needs, such as information about your child, when you need care, and your preferred location. The Care Consultant will review potential options for care with you and will make the arrangements with the center on your behalf. Based on your care preference, the Care Consultant will send you any forms that need to be completed and submitted for care in your area, including a current medical form, which will have to be completed by your child’s physician. Certain forms may be required by state or local licensing or center policies. The center will not be able to provide care until it receives the completed materials. You may send completed materials to the center in advance or bring them to the center on the day of care.

If you need to make any changes to your reservation, including the hours of care, location, or type of care required, you must contact 877-242-2737 in order to revise your care arrangements as early as possible. Care Consultants will send you any additional required forms or materials with your reservation confirmation. Care Consultants will also contact the provider on your behalf to make the necessary changes and will adjust any applicable co-payment accordingly. You should not contact the center directly to make changes to your care arrangements.

**Cancellations**

If you need to cancel your reservation, you must call 877-242-2737 before 5:00 p.m. on the business day prior to the day care is scheduled. Any cancellations received after this time will be counted as a use, and will result in your being charged the applicable co-payment fee. For example, if you make a reservation to take two of your children to a center on a Thursday, and you proceed to cancel the reservation after 5:00 p.m. on the preceding Wednesday, you would be responsible for paying the co-payment fee of $30.00 (the maximum family rate for a visit to a center).
Availability of Care
During peak demand periods and in some geographic areas, it may be challenging to meet the back-up care needs of all eligible individuals. We encourage you to plan in advance whenever possible. The Back-Up Care Advantage Program accepts reservations up to one month in advance of the proposed day of care, which is particularly important for care requests during peak demand periods (for example, school vacation periods, holidays, etc.).

Suggestions for the Day of Care
To start your child’s day off right, consider his or her specific needs and what will make your child feel comfortable and ease the transition to a new environment. Please note that each center may have its own policies or procedures that may supplement or supersede these guidelines. Please consult a Back-Up Care Advantage Program Consultant for further information or assistance.

Food
If you have an infant or toddler, please prepare an appropriate number of pre-mixed bottles for each feeding and enough baby food for the day. Please label all bottles and containers with your child’s full name. For older children, please prepare a lunch for your child, labeled with your child’s name. Please be prepared to share information about your child’s feeding schedule, including amounts, temperature, times for feeding, as well as food and drink preferences and restrictions.

Clothing
Children should wear play clothes, as they may be involved in projects that use paint, water and other materials. For safety reasons, we strongly discourage drawstrings or dangling jewelry, particularly for younger children. We ask that a change of clothing be supplied for your child.

Toys
Centers have a wide variety of toys in each classroom. Children are welcome to bring a blanket, pacifier or special toy that may ease their adjustment to the center. Other toys from home often cause conflict and the center can not be responsible for their safekeeping. Please keep in mind that most centers do not allow toys that may be dangerous or encourage fighting, such as weapons and action figures. Please check with center staff concerning guidelines for bringing electronic equipment such as games, music players and cell phones.

Diapers and Bibs
Please bring enough disposable diapers and wipes for the day and check with center staff concerning the use of cloth diapers. Please provide bibs for your child.

Identification
Please label all clothing and other belongings, such as bottles, cups and toys, with your child’s full name.

Arrival
Please allow sufficient time to transition your child and have a conversation with the center staff regarding your child’s care for the day, particularly on your first visit. You are welcome to stay with your child as long as necessary to help your child adjust to the center.

It is helpful and required at many centers to complete a daily information sheet indicating where you will be during the day, including a phone number where you can be reached as well as any pertinent information about your child with regard to current medications, allergies or food restrictions.

If time permits, we encourage you to visit the center with your child before the date of care. The center may have more information they would like to share with you if this is your first time at this particular center. Please note that any changes or cancellations to a reservation should be made through 877-242-2737 and not the center directly.

A tip sheet will be provided to you by your Care Consultant with your reservation confirmation to assist you in preparing this information for your child’s caregiver.

Departure
Children will be released only to a parent, guardian or other adult (18 years or older) authorized in writing. Please allow sufficient time prior to the center’s closing time to speak with the center staff about your child’s day and pack up your belongings.
Non-Solicitation of Caregivers
The caregivers in the Back-Up Care Advantage Program are highly qualified professionals who provide valuable services to a variety of participants in the program. By using the services, you agree not to directly or indirectly solicit, employ or enter into any contract with any caregiver in the Back-Up Care Advantage Program to perform dependent care or similar services under any circumstances within one year following the most recent date of your use of the services. In addition to any other fees or restrictions which may be established by the employer of the caregiver in connection with such employment or contracting, a placement fee of $5,000 shall be due and paid to Bright Horizons upon your employment or contracting with any such caregiver.

User Surveys
Following the delivery of back-up services, you will receive a brief survey from the Back-Up Care Advantage Program to complete by e-mail. Your comments and suggestions will enable us to continually revise and improve the quality of services available to you. Thanks in advance for your cooperation!