Back-Up Care Advantage Program User Guide

In-Home Care for Children, Adults & Elders
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 or adult/elder care arrangements are unavailable, giving you access to a nationwide network of trained and experienced caregivers employed by home care providers.

Back-Up Care – In-Home Care for Children, Adults & Elders
Back-up child and adult/elder care is available in your home through a nationwide network of providers (care is also available in the home of the adult/elderly family member receiving care). All caregivers are trained and experienced and meet stringent credentialing requirements.

These caregivers can care for your family member in the event that your regular care arrangements are unavailable, such as when a regular 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. Caregivers can also assist when your family member has common, short-term, non-contagious illness or symptoms of an illness or requires homemaker or companion services (such as household tasks, cleaning, cooking, shopping, and laundry) or personal care services (such as help with dressing, bathing and toileting).

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 for using in-home back-up care services. Please note that the information in this User Guide may change, or may be supplemented or superseded by other policies and procedures provided by the specific provider you choose to use. In addition, state or local regulations regarding services of the provider may supplement or supersed 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 individuals in balancing the competing demands of work and life. Eligible individuals may use the in-home back-up care services when they need to be at work and regular care arrangements are unavailable.

Individuals at Washington University who are eligible for this program include benefits eligible faculty and staff (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, adult/elder 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 dependent will count as a use towards the eligible individual's annual allotment of 15 uses). For example, if an individual has in-home care for his or her 2 children on the same day, this will count as 2 of the 15 total uses. A day of in-home care is defined as up to 10 hours of care. All in-home care services have a 4-hour minimum.

Co-payments
Washington University in St. Louis has established a co-payment in connection with the use of the Back-Up Care Advantage Program. In-home care is $4 per hour ($6 per hour for evening and weekend care). Should medical care be required, there is an additional charge of $50 per hour. 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.

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1 This benefit is currently not available to Washington University bargaining unit members.
In-Home Back-Up Care Policies
The following policies apply to the use of in-home care services. Please note that each provider 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.

Mildly Ill Care
In-home back-up care can be provided for your family members who have common, non-contagious, short-term illnesses or symptoms of an illness. Examples of these types of illnesses include a low-grade fever, rash with fever, diarrhea, or ear infection.

Non-Medical and Medical Care
Non-medical care is provided by sitter companions, personal care assistants, home health aides, or homemakers. This type of care can include meal preparation, bathing and grooming, and companion or personal care services.

If it is determined that medical care is required, care is provided by certified nurse assistants, credentialed practical nurses or registered nurses, depending on the medical still level required. An additional charge of $50 per hour will apply. Examples of medical care include:

- Medication set up & administration (over-the-counter and prescription)
- IV administration
- Blood pressure or diabetes monitoring
- Dressing and wound care
- Feeding tubes
- Medical case management
- Blood draws (phlebotomy)
- Transfers (e.g., bed to chair)

Transportation
Transportation services are generally not provided under the Back-Up Care Advantage Program. For more information, please consult a Back-Up Care Advantage Program Consultant.

Minor Injury
Caregivers are trained in first aid and CPR. In case of minor injury, the caregiver 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, your family member may be transported to a local medical facility. The cost of any emergency medical treatment and related transportation will be your responsibility.

Registration Required
You and your family member must be registered for the Back-Up Care Advantage Program before you may make a reservation and use the back-up 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 provider agency 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 family member, when you need care, and the location. The Care Consultant will review potential options for care with you and will make the arrangements with the provider 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 family member’s physician. Certain forms may be required by state or local licensing or provider policies. The agency will not be able to deploy an in-home caregiver until it receives the completed materials. You may send completed materials to the provider in advance or provide them to the caregiver 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 provider 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 for two of your children to be cared for in your home for 4 hours 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 $32.00 (2 children or uses x (4 hours x $4.00/hour)).

**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 family member’s day off right, consider his or her specific needs and what will make him or her feel comfortable. Please note that each provider 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.

When the caregiver arrives, please take some time to introduce yourself and your family member and discuss your family member’s needs for the day with the caregiver. Information provided to the caregiver should include the following:
- How to contact you, and who else should be contacted in the event of an emergency:
  - Names and phone numbers for friends/relatives
- Police and/or emergency medical services
- Hospital or urgent care facilities
- Doctor name and phone number

• What types of non-emergency situations would warrant a call to you
• Illnesses/injuries and signs of an emergency medical situation
• Food and drink options you would like offered for meals and snacks as well as any allergies or food restrictions (please be as specific as possible). If possible, prepare pre-made meals and snacks for the caregiver to offer your family member.

• Household rules for:
  - Playing outside
  - Television viewing
  - Computer and video games
  - Areas of the house that are off limits to certain activities (for example eating and drinking)

• Daily routines such as nap times, meal times and favorite activities
• Need for dentures, canes, eyeglasses, walkers, etc.
• Problems getting around (in/out of a wheelchair, trouble walking)
• Therapeutic exercises
• Your family member’s likes and dislikes
• Possible behavior problems and how to best address them
• How to operate window and door locks and rules on when to lock up the house or apartment, as well as where to find the keys
• How to use the home alarm system
• Where to find:
  - A change of clothing or pajamas (if possible, select these items and lay them out if needed)
  - Diapers, other diapering supplies, and bibs
  - Light bulbs, flashlights, and where the fuse box is located in the event of a power failure
  - Cooking utensils and serving items
  - Cleaning supplies
  - Medication and/or medical supplies as well as how they should be used (if a medical professional is being used)
  - Washer/dryer or other household appliances (include information on how to use these items)

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 family member’s caregiver.

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!