



Your in-center Backup Care benefit



When you have kids and a career, you learn to expect the unexpected. Last-minute nanny cancellations, sneaky school holidays—you can't always drop everything to cover it. That's why your company provides Care@Work in-center Backup Care for children.

Vetted network of childcare centers.

Just call, go online, or use the Care@Work app to reserve a spot in a vetted Backup Care center. The Care.com Safety Team conducts on-site evaluations, audits, and annual re-credentialing of each center in our network.

Coverage across the U.S. and throughout the week.

There are vetted Backup Care centers all across the country. And with your benefit, you have access to them Monday through Friday, during center hours.

Find care for what's ahead, too.

In-center Backup Care isn't just for help in a pinch. You can also use your benefit to cover your regular nanny's upcoming vacation, or school holidays like spring break. Care is available during center hours when you need it.

When to use in-center Backup Care

- Teacher workdays
- Sick nanny
- School holidays

Activate your benefits now.

Register at care.com/westernunion

care@work
BY CARE.COM





Frequently Asked Questions

How does Care.com screen Backup Care centers?

Our dedicated staff thoroughly vets each facility before it becomes an approved Backup Care center. Each center must pass a screening process that includes:

- On-site evaluations
- Audits
- Annual re-credentialing
- Review of compliance with state and local regulations

Upon approval, openings are retained at the center for children needing Backup Care.

When can I use in-center Backup Care?

Backup Care is available for children during center hours, which may vary.

How much advance notice must I give?

Care may be requested up to 90 days in advance. We typically respond to same-day requests within 2 hours, although we do prefer 48 hours' notice prior to the date of care when possible. In-center requests cannot be confirmed more than 30 days before the start date.

My child is sick. Can I still use in-center Backup Care?

No. Children will be in close proximity to other children while being cared for at a Backup Care center. To help ensure any illnesses will not be spread among them, sick children are not eligible for in-center Backup Care.

Can I talk to someone at the center before confirming?

Yes! You should feel comfortable contacting your Backup Care center prior to the day of care. We encourage as much dialogue as needed.

How do I pay for Backup Care?

Please see your company's service overview for details, or contact your HR department.

What's the cancellation policy?

Your credit card will be charged your daily co-pay if you cancel within 24 hours of the date of care. The day will be counted toward your allotted days of care.

How it works:

- 1. Register for Care@Work** and enter helpful information regarding your children's care.
- 2. Log in** through your company's Care@Work website or via the app, or by calling 855.781.1303. Then, answer some quick questions to help identify the right caregiver, including:
 - Date and time you need care
 - Emergency contact information
 - Allergies, special needs, or other important details
 - Credit card information
- 3. Breathe easy** while our team works quickly to identify a child care center that meets your specific needs. Once found, a dedicated Care Specialist will confirm your reservation via email and send forms for you to fill out.

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