

A CHAT WITH CARE@WORK

INTRODUCTION TO YOUR JOHNS HOPKINS FAMILY CARE PROGRAM
AND COVID-19 SAFETY MEASURES

care@work
BY CARE.COM

Your Benefits

PROGRAM DETAILS:

Care.com Membership

Access to the largest online community for care

Backup Care

Subsidized and vetted care for children and adults

NEW:

Additional backup care days

Normal program includes 10 days of backup per year, from July 1 - June 30. Now you have a total of 20 days per year.

Access for more employees

Now also includes: Johns Hopkins Bayview Medical Center, Johns Hopkins Hospital, Howard County General Hospital, Suburban Hospital, Sibley Memorial Hospital, and Johns Hopkins All Children's Hospital.

Backup Care

Subsidized, vetted care for children, adults when regular care isn't available.

- Request care at johnshopkins.care.com, call **855-781-1303** or use the Care@Work App
- In-home or in-center child care options, in-home backup care for adults.
- Personalized, needs-based matching from caregivers and centers in the Care@Work Backup Care network.
- Plan ahead! Schedule care when you know your regular care will not be available
- Adult care can be used for your adult loved ones or yourself

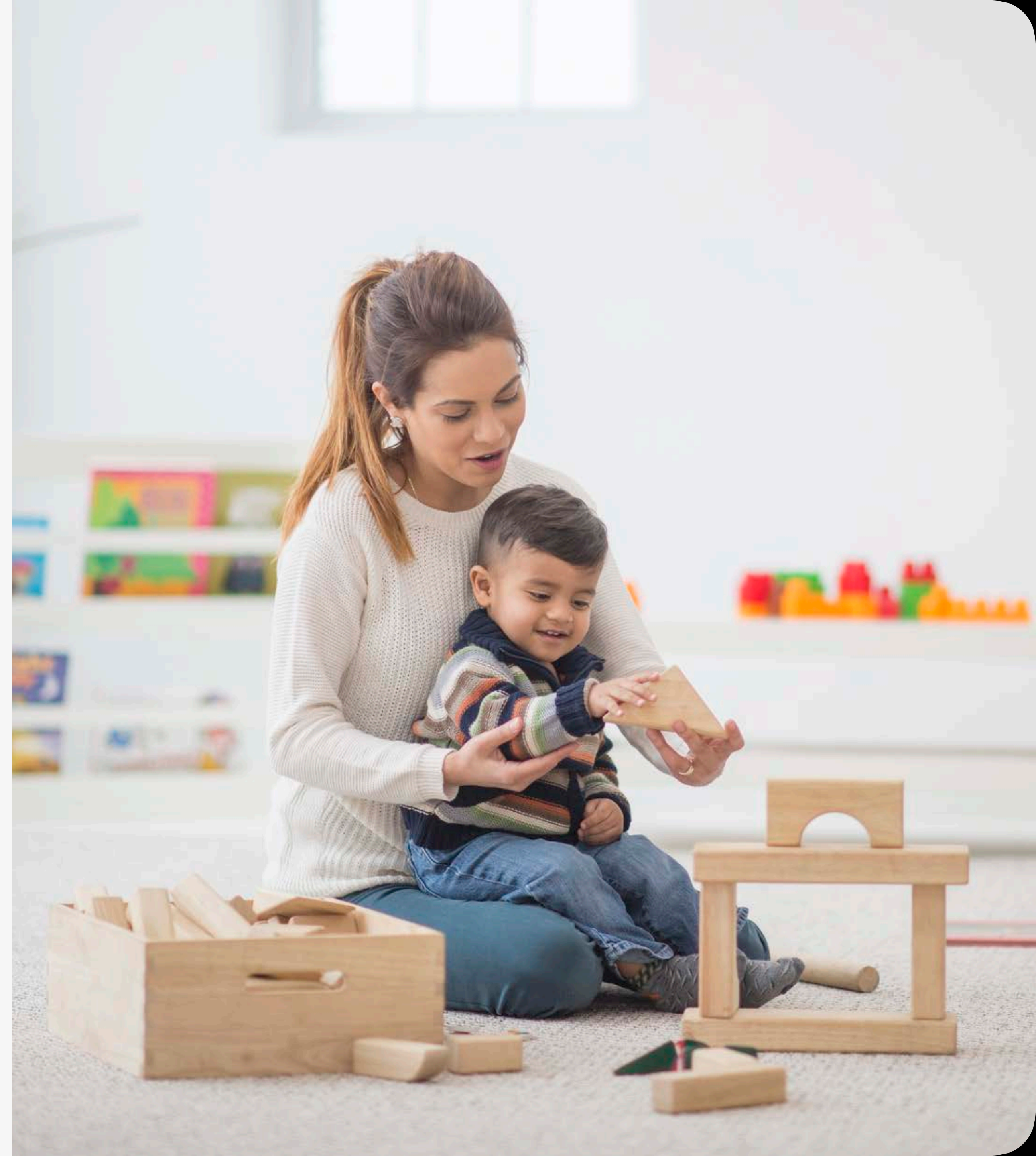
- A total of 20 days of Backup Care through 6/30/2020
- \$6.00/hour for those earning less than \$40,000
- \$8.00/hour for those earning between \$40,000-\$74,999
- \$10.00/hour for those earning \$75,000+



Care.com Membership



Enjoy all the privileges that come with our Premium Membership

- **Free!** Sign up at johnshopkins.care.com
- Find help for *regular* and *planned* care needs
- Detailed profiles including experience, availability, reviews and ratings
- Child, senior, pet, home and more — all care in one place
- Background check options available
- 24/7 access via desktop, mobile web and Care.com App



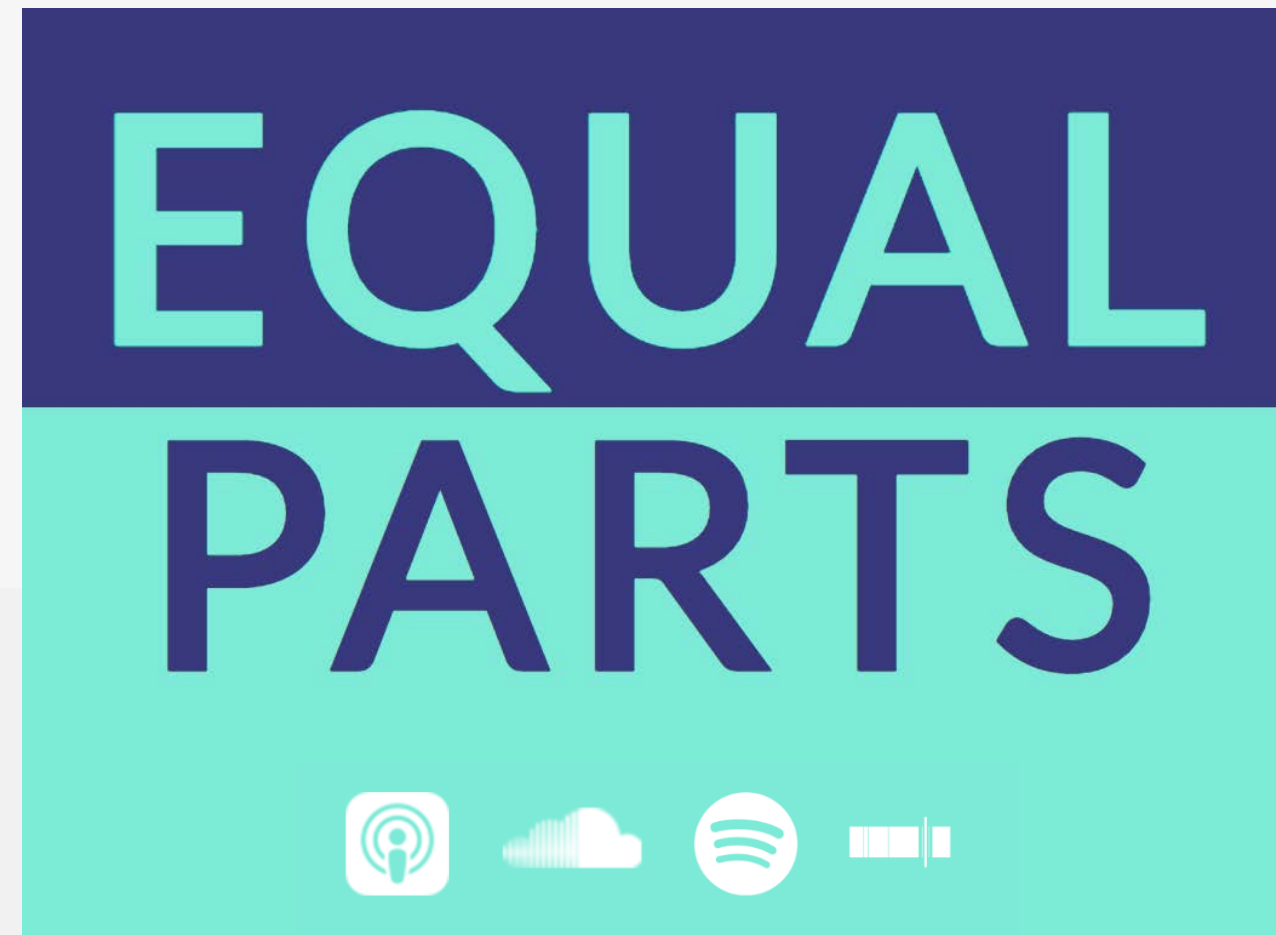
HOW TO ACCESS YOUR BENEFIT

- 1** johnshopkins.care.com
Enroll on desktop or mobile web. **Note:** You'll need your employee JHED ID
- 2** Download the Care@Work and Care.com App
Book backup care and access your Care.com membership from anywhere!

 
- 3** Call 855-781-1303
Want to talk to someone on our team? Give us a call, we're here for you 24/7

Subscribe today!

The Equal Parts Podcast



Some topics covered:

- Data-Driven Parenting
- Healthy Eating
- Dual Career Couples
- Positive Parenting

New episodes regularly:



Phyllis Fagell

Licensed clinical counselor, journalist, and author of the book *Middle School Matters*



Julia Beck

Founder of the It's Working Project and Forty Weeks



Stewart Friedman & Alyssa Westring

Co-authors of *Parents Who Lead: The Leadership Approach You Need to Parent with Purpose, Fuel Your Career, and Create a Richer Life*



Cameron Huddleston

Author of *Mom and Dad, We Need to Talk*

FAQS

FAQS

1 How are our backup caregivers vetted?

All of our in-home backup caregivers have undergone in-depth vetting before being hired.. This includes:

- Child care reference checks
- Video or in-person interviews
- State/county criminal background checks (based on 7-year address history)
- National Sex Offender Public Website check
- U.S. work eligibility verification

2 What extra screening measures are happening due to COVID-19?

Families: During the request process, we ask family members to share if they or anyone in their household has been exposed or shows symptoms.

Caregivers: Our care providers must adhere to CDC-recommended best practices. We also ask our care providers to alert us of any CV-19 related impact/exposure both for themselves and any member of their household. We have rolled out the same expectations with all of our agency partners. While this relies on self reporting, we have confidence in providers being conscientious and transparent about this and notifying us accordingly.

3 If providers are going to different homes each day, doesn't that increase risk of exposure?

We have seen an increase in multi-day backup care requests during this time. We are doing our best to assign one caregiver to a multi-day job, thereby reducing the number of different families our caregivers interact with.

FAQS

4

Can I have the same caregiver every time?

As a recurring user of Backup Care, during the request process you will have the option to request a previous caregiver. If they are available, then that caregiver will be assigned to you again. If the Caregiver is already assigned to another Backup Care Job, a different caregiver will be assigned to you that best meets your needs.

5

Can I talk to my caregiver beforehand?

Prior to arrival your caregiver will call you so you can get to know one another and confirm details for your day(s) of care. If you have any questions about the qualifications and vetting of our Backup Care providers, please contact careteam@care.com.

6

I'm more comfortable with someone I know. Can my friend/babysitter/family member become a backup provider with [care.com](https://www.care.com) so I can hire them? What is the process and how long does it take?

We are hiring caregivers in various locations throughout the United States to support our clients and their employees. You can encourage your network to follow this link to apply: <https://www.care.com/vis/careers/department/caregivers>

Hiring timelines vary based on state. Our Care@Work network team is working rapidly to interview, onboard and train new caregivers daily. For more information on becoming a caregiver for Care@Work, please go to: <https://workplace.care.com/become-a-professional-caregiver>

When you request Backup Care, if a caregiver from the Care@Work network is not available, then you are allowed to pay someone from your Personal Network to care for your child(ren) then submit a form for reimbursement. [Please watch this video to learn How to Get Reimbursed for Personal Network Backup Care](#)

FAQS

7

Are there enough providers? I don't want to take care away from an essential frontline health care worker.

Care@Work is continuously working to scale our network to meet increased demand. If a caregiver is not available, you are still able to use Personal Network Backup Care.

8

I know someone who wants to become a backup care provider for Care@Work. What information can I give that person?

Care@Work by [Care.com](https://www.care.com) is hiring caregivers in key locations throughout the United States to support our clients and their employees. To apply, please go to <https://www.care.com/vis/careers/department/caregivers> to see where we are hiring.

**Know anyone who could use this benefit?
Spread the word. Be a Care Champion.**

Register at johnshopkins.care.com

Questions?

**Contact the JHU Benefits Service Center at
410-516-2000 or benefits@jhu.edu**

**Learn more about JHU Family Programs by visiting
hr.jhu.edu/family-programs**



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