

HERE TO HELP

HOW YOUR BENEFITS CAN HELP WITH
DISTANCE LEARNING, CHILD CARE AND MORE.

care@work
BY CARE.COM

 UTHealth®
The University of Texas
Health Science Center at Houston



We are
here for you

- 1 An overview of your benefits
- 2 Back to School & Distance Learning Support
- 3 Resources for families

Hi, I'm Lynne

My colleagues joke that I'm the Care@Work poster child – because I really have used every single service we offer to care for my family, my pets and even help around the house. During COVID-19, there were several nights when the night caregivers who regularly cared for my father were not available – so I used Adult Backup Care to help!



GENERATION:
Baby Boomer

HOME
Newton, MA

STATUS
Married

EDUCATION
Bachelor's Degree

OCCUPATION
UT Health Partner

Hi, I'm Jess

I'm live just outside of Boston with my boyfriend. Career growth is a top priority right now before we take the next steps to start a family. COVID-19 has been lonely, living so far from my family. While I don't need to balance child care & school schedules (yet), I see how helpful Backup Care can be for my colleagues with "little visitors" on our zoom calls.



AGE

31 years

HOME

Boston, MA

STATUS

In a relationship

EDUCATION

Bachelor's Degree

OCCUPATION

Marketing Leader

AN OVERVIEW OF YOUR FAMILY CARE BENEFITS

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CARE.COM MEMBERSHIP

Employees enjoy all the privileges that come with our Premium Membership.

- **Free!** Sign up at UTHealth.care.com
- Find help for *regular* and *planned* care needs
- Detailed profiles including experience, availability, reviews and ratings
- Tutors, nanny share, child care, senior care, pet care, house keepers and more
- CareChecked caregivers + additional background check options available





BACKUP CARE

Subsidized, vetted care for children & adults when regular care is not available

- Personalized, needs-based matching from caregivers and centers in the Care@Work Backup Care network.
- Request care at UTHealth.care.com or call 855-781-1303
- Plan ahead! Schedule care when you know your regular care will not be available
- Adult care can be used for yourself too!

- 15 days of Backup Care through Sept 1
- \$10/day for in-center childcare
- \$6/hour for in-home child and adult care



Backup Care & COVID-19 Safety Procedures

- If anyone in your household may have been exposed to COVID-19 (coronavirus) or is experiencing symptoms, we require a 14-day wait period since last possible exposure before requesting Child or Adult Backup Care. When you request Backup Care, you will need to confirm that no member of your household has the virus or is within this precautionary wait period.
- As it relates to COVID-19, we are requiring our care providers to adhere to the CDC-recommended best practices
- We will continue to monitor and update procedures to comply with state and local guidelines and CDC recommended best practices.

COVID-19 Safety Update

The health and safety of families and caregivers is our top priority. We are always taking precautions to prevent the spread of infectious viruses like the flu, but COVID-19 presents unique challenges.

We've put into place the following guidelines for in-home Backup Care to help protect you and your loved ones.

Frequently Asked Questions

If someone in your family has been diagnosed with coronavirus, is showing symptoms, and/or is in quarantine for coronavirus, can Care.com provide Backup Care?

If anyone in your household may have been exposed to COVID-19 (coronavirus) or is experiencing symptoms, we require a 14-day wait period since last possible exposure before requesting Child or Adult Backup Care. When you request Backup Care, you will need to confirm that no member of your household has the virus or is within this precautionary wait period. And, we need to be notified if there are any health changes in your household between the time you request care and the day the care is taking place.

In the case of actual infection, per CDC guidelines, we will require you to confirm that you have been *both* symptom-free for 7 days and fever-free (without any fever-reducing medications) for 3 days.

Can I use Backup Care for my child if they have a fever?

To avoid the spread of contagious disease, we cannot provide Backup Care to any person who has a fever above 100 degrees.

What precautions have you taken regarding the health of your caregivers in your Backup Care network?
As it relates to COVID-19, we are requiring our care providers to adhere to the CDC-recommended best practices described [here](#). This includes:

- Taking their temperature before they leave to go to any job to confirm they are fever-free (100 degrees or above) and letting Care.com know if they are not feeling well;
- Using preventive hygiene and washing their hands thoroughly with soap and warm water, for at least 20 seconds, when they arrive at a job and throughout the day;
- Wearing a face covering for the duration of a Backup Care job.
- The caregiver will reach out to the family in advance of when the care takes place to let the family know that they will be arriving wearing a face covering – and throughout the duration of care – and ensure that there has been no change in the household's health status since they booked the care.
- We ask that families do their part in maintaining a safe environment by adhering to the 6-foot social distancing guidelines and wearing masks when possible.

The health and safety of our care providers and the families we care for is our top priority. Therefore, we screen both the caregivers as well as the families requesting Backup Care, as described above. As always, we encourage our care providers to get annual flu shots and to inform us if they are ill or have symptoms that would prevent them from being able to safely provide care.

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[\(LINK\)](#)



PERSONAL NETWORK BACKUP CARE

When regular care isn't available, use a caregiver or center from your network and get reimbursed!

- Submit receipts at UTHealth.care.com
- Maximum reimbursement of \$125/day

- 15 days of Backup Care
- \$10/day for in-center childcare
- \$6/hour for in-home child and adult care

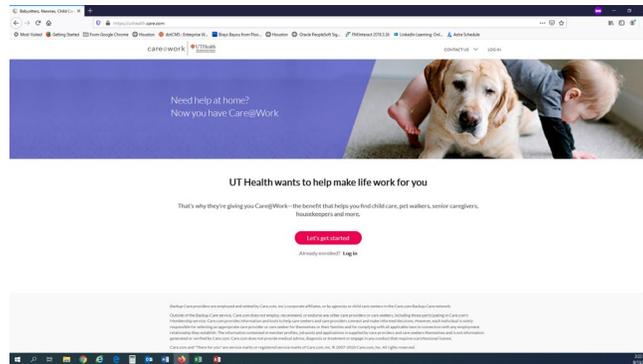


HOW TO ACCESS YOUR FAMILY CARE BENEFITS

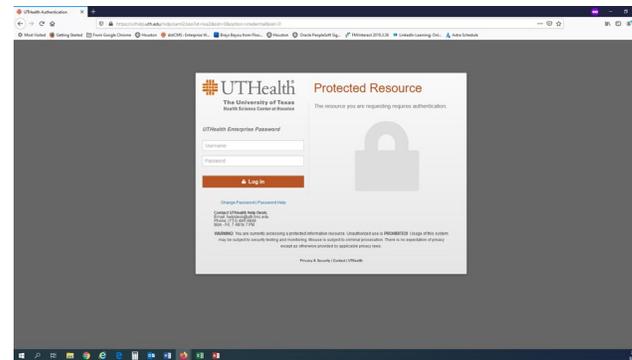
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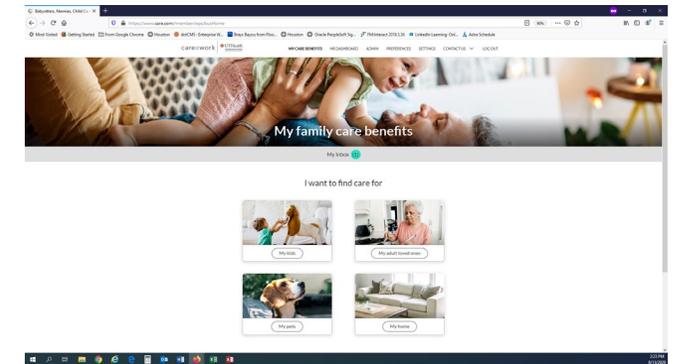
How to enroll & access your benefits



Step 1: Got to UTHealth.care.com to enroll or access your benefits.



Step 2: You will be directed to login via Single Sign On, using your UTHealth Enterprise Username and Password

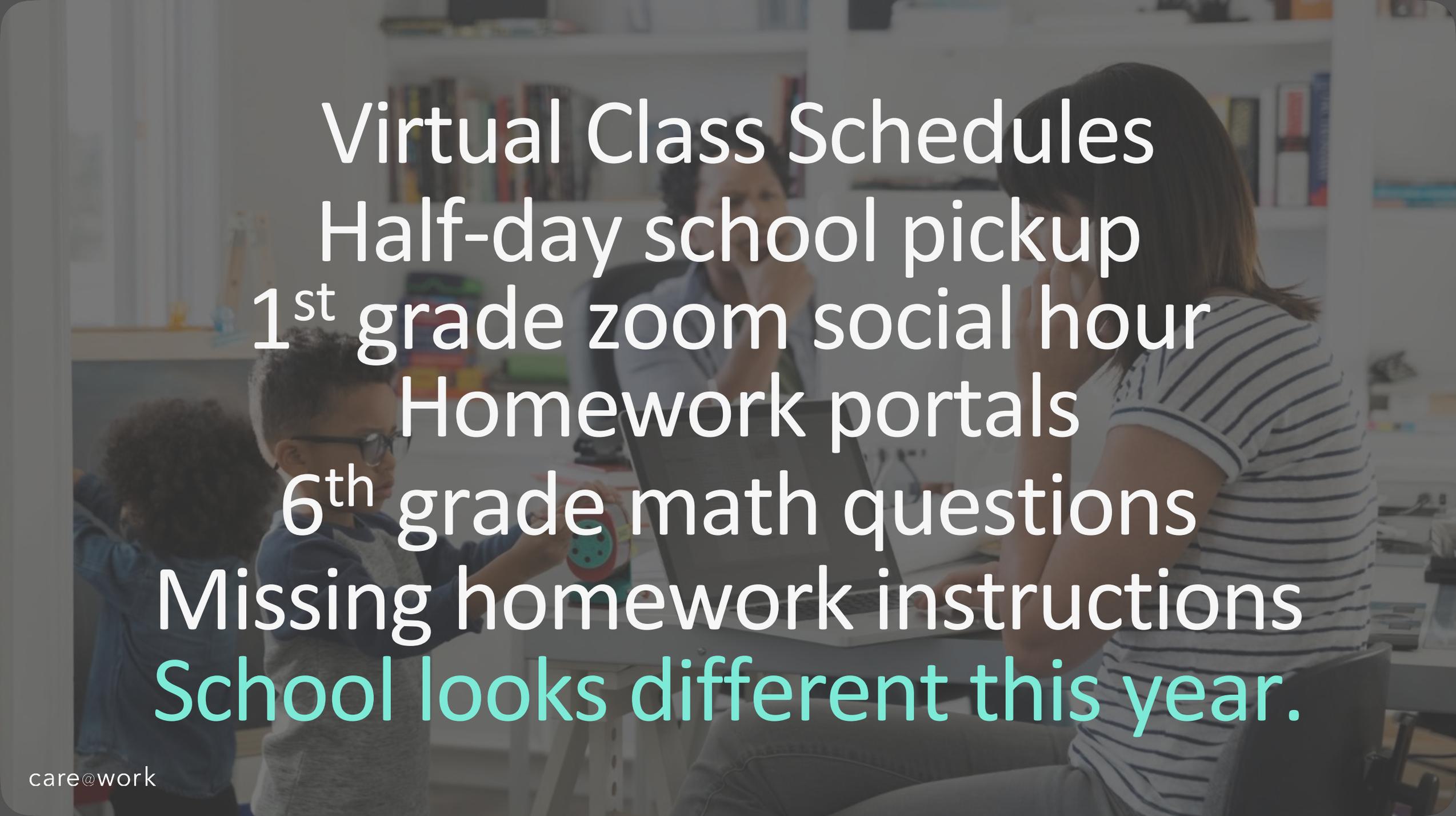


Step 3: Once in the portal, search for care by following the prompts.

SUPPORT FOR DISTANCE LEARNING

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A woman with dark hair, wearing a striped shirt, is sitting at a desk with a young boy. The boy is wearing glasses and a blue shirt. They are both looking at a laptop screen. The background shows a home office with bookshelves and various items.

Virtual Class Schedules
Half-day school pickup
1st grade zoom social hour
Homework portals
6th grade math questions
Missing homework instructions
School looks different this year.

DISTANCE LEARNING & TUTORING SUPPORT

Use your Care.com Membership to

- Post a job for a tutor
- Search for tutors or distance learning facilitators in your area
- To find families to nanny share or create a learning pod

Use Backup Child Care to

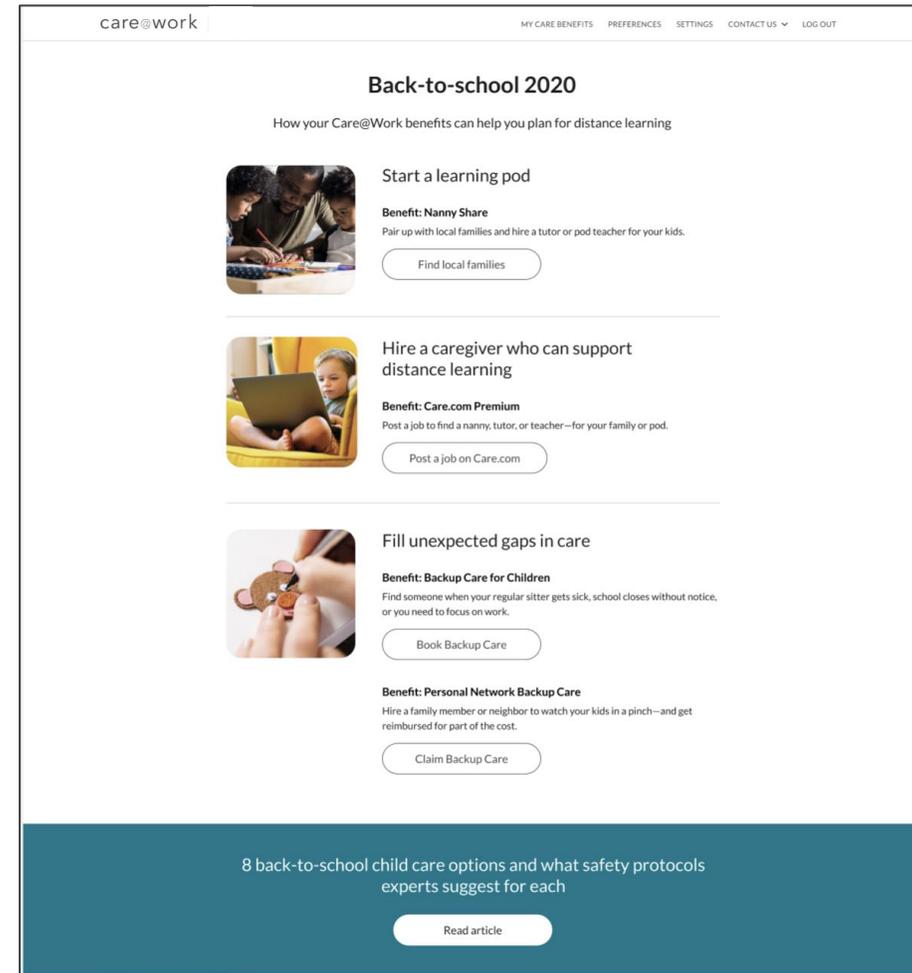
- Have a caregiver monitor distance learning activity. Note: Caregivers are not tutors
- Care for your children while you work from home or work late

- 15 days of Backup Care through Sept 1
- \$10/day for in-center childcare
- \$6/hour for in-home child and adult care



Finding Distance Learning/Tutoring Support

Starting September 1st, you will see a Back-to-School shortcut in your UHealth.care.com portal to each of these options.



The screenshot shows the care@work portal interface. At the top, there is a navigation bar with the logo 'care@work' and links for 'MY CARE BENEFITS', 'PREFERENCES', 'SETTINGS', 'CONTACT US', and 'LOG OUT'. The main content area is titled 'Back-to-school 2020' and includes a sub-header: 'How your Care@Work benefits can help you plan for distance learning'. There are three main sections, each with an image, a title, a benefit description, and a call-to-action button:

- Start a learning pod:** Includes an image of a family. Benefit: **Nanny Share**. Description: 'Pair up with local families and hire a tutor or pod teacher for your kids.' Button: 'Find local families'.
- Hire a caregiver who can support distance learning:** Includes an image of a child with a laptop. Benefit: **Care.com Premium**. Description: 'Post a job to find a nanny, tutor, or teacher—for your family or pod.' Button: 'Post a job on Care.com'.
- Fill unexpected gaps in care:** Includes an image of hands holding a coin. Benefit: **Backup Care for Children**. Description: 'Find someone when your regular sitter gets sick, school closes without notice, or you need to focus on work.' Button: 'Book Backup Care'. Below this, another benefit is listed: **Personal Network Backup Care**. Description: 'Hire a family member or neighbor to watch your kids in a pinch—and get reimbursed for part of the cost.' Button: 'Claim Backup Care'.

At the bottom of the page, there is a dark teal banner with the text: '8 back-to-school child care options and what safety protocols experts suggest for each'. A button labeled 'Read article' is centered below the text.

How to setup your Nanny Share Profile

1. Sign into your UTHHealth.care.com portal
2. Click “My kids” then click “Search on my own”
3. Once you get to Care.com, select Nanny Share
4. Follow the prompts to create your family profile

The screenshot shows the Care.com website interface. At the top, the Care.com logo is on the left, and navigation links (HOME, MY CAREGIVERS, MY CARE BENEFITS, MY JOBS, SAFETY, PAYMENTS, MORE) are on the right. A search bar is visible with a dropdown menu open, showing options: Babysitters (recurring), Nannies / recurring babysitters, One-time babysitters, **Nanny shares** (highlighted), Day cares, Au Pairs, Senior caregivers, Tutors, Housekeepers, Pet caregivers, Special needs caregivers, and Errand helpers. Below the search bar, there are filters for 'Near 01854' and 'Within 10 miles'. A 'Post a job' button is on the left, and a 'Download contract' button is on the right. A 'Sort By: Relevance' dropdown is also present. The main content area displays three caregiver profiles:

- Profile 1:** Westford, MA • Full time • \$25-30/hr • 48 yrs old • 7 yrs exp. 5 stars (4) Cared for 4 families. Bio: Welcome and thanks for viewing my profile. I have 6 years experience with kids ranging in age from infant to 16 years of age, in addition to daily household management. I also have experience in managing children with juvenile diabetes, adm... Status: PREMIUM. Note: Jennifer's household has checked for fevers (6 days ago). Message button.
- Profile 2:** Lisa L. Westford, MA • Part time • \$20-30/hr • 10+ yrs exp. 5 stars (3) Cared for 5 families. Bio: I am a mature woman with an Early Childhood Ed. degree. I especially love children's literature. My past jobs were in both child care and senior care. I was a program director for over 13 years, which involved planning, scheduling, and faci... Status: Background Check, PREMIUM. Message button.
- Profile 3:** Little Sprouts - Lowell. 5 stars (3). Bio: 900 Chelmsford St, Lowell, MA 01851 • Established 1982. Our Little Sprouts Lowell school is a modern marvel designed to inspire a lifelong love of... Contact button.

At the bottom left, there is a small text element: re.com/nanny-share

How to setup your Nanny Share Profile

Once your profile is created, you can search for other families in the area to partner with for Nanny Share or Learning Pods.

After you find a family, post a job or search for a caregiver on Care.com.

The screenshot shows the Care.com Nanny Share search results page. At the top, there is a navigation bar with 'GO TO CARE.COM', the Care.com logo, 'Nanny Share', and links for 'BROWSE FAMILIES', 'MESSAGES', and a user profile icon. Below the navigation bar, there are two input fields: 'YOUR LOCATION' with the value '77 4th Avenue, Waltham, MA, USA' and 'SET RADIUS' with the value '10 mi'. The main content area displays a list of search results for families. Each result includes a profile picture, the family name, distance, location, job details, and a 'Send Message' button. The results are as follows:

| Name | Distance | Location | Job Details | Additional Info |
|----------|------------|---------------|---|--|
| Courtney | 1.51 miles | Waltham, MA | 1 Toddler - M/Tu/W/Th, 10:30AM - 4:30PM | Also seeking a nanny We are a family of three, 2 moms and a 1-year old son! |
| Farzad | 2.98 miles | Waltham, MA | 1 Toddler - M/Tu/W/Th/F, 7:30AM - 12:30PM | Also seeking a nanny We are a 3 person family in Waltham taking Covid VERY seriously as our 20 month old daughter has immunocompromised grandparents. Beginning August 24th, both of us will be working from home so we need someone to watch her from wake up (~7:30) up to putting her down for nap time (~12:30 pm) and if there's a family local to Waltham who would like to join forces, we'd be open! Our daughter is friendly and loves engaging with other children. We also have two small hypoallergenic dogs and a fenced-in decent sized backyard. |
| Lauren | 3.26 miles | Watertown, MA | 1 Toddler - M/W, 9AM - 6PM | Also seeking a nanny we are a family of 4. M is 18MO (almost) and S just turned 7 and will be in 2nd grade. We love to read, play with animals, and play dress-up. |
| David | 3.32 miles | Watertown, MA | 1 Infant - M/Tu/W/Th/F, 9AM - 5PM | Also seeking a nanny |
| Carl | 3.36 miles | | | |

ADDITIONAL RESOURCES FOR PARENTS & FAMILIES

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Curated Resource Guides on Care.com

COVID-19

☰ Core.com | RESOURCES 🔔 🔍

Coronavirus resource guide for parents and caregivers

Care.com Editorial Staff
July 10, 2020



[\(LINK\)](#)

Back-to-School

☰ Core.com | RESOURCES 🔔 🔍

Back-to-school 2020 resource guide for parents and caregivers

Care.com Editorial Staff
July 21, 2020



[\(LINK\)](#)

Expert Webinar: Talking to Kids about Race & Racism

Dr. Beverly Daniel Tatum, a nationally recognized authority on racial issues in America and a clinical child psychologist, will explain how you can talk to and teach your kids about race, racism, and protests. This live Q&A webinar, hosted by Care.com CEO Tim Allen, included guidance on how to have important –often difficult –conversations with kids of all ages about race that are empathetic, constructive, and compassionate.

[WATCH THE RECORDING HERE!](#)



Expert Webinar: Middle School Matters

The transition from childhood to adolescence is not easy – for kids or their parents. Add to that the COVID-19 pandemic, and this is a really challenging time for pre-teens and middle schoolers. Phyllis Fagell, a licensed clinical professional counselor, gave advice to parents on how to best support our children right now, help tweens navigate shifting social dynamics, and monitor your child's social media and online use to prevent fatigue, bad habits, and negative behaviors.

[WATCH THE RECORDING HERE!](#)



Expert Webinar: How to raise kids to be actively anti-racist

August 25th, 2020 • 12-12:45 EST

Parents tend to avoid conversations about race with their children. Too often, parents don't fully understand it themselves, so they struggle to talk about it with their kids. The Rev. Dr. Jennifer Harvey, award-winning author, educator, and activist, will offer guidance on how to have constructive, age-appropriate discussions with white children about race and racism. This live webinar – the second in a special series on talking to children about racial issues – will be hosted by Care.com CEO Tim Allen and will include a Q&A session. Whether you're a parent who wants to advance your family's journey of anti-racism activism, or an educator or caregiver looking to foster racial justice in our homes, communities, and schools, you'll leave this conversation with the knowledge and tools you need to educate white children to be empowered, active allies in the ongoing fight against systemic racism in America.

[REGISTER HERE!](#)

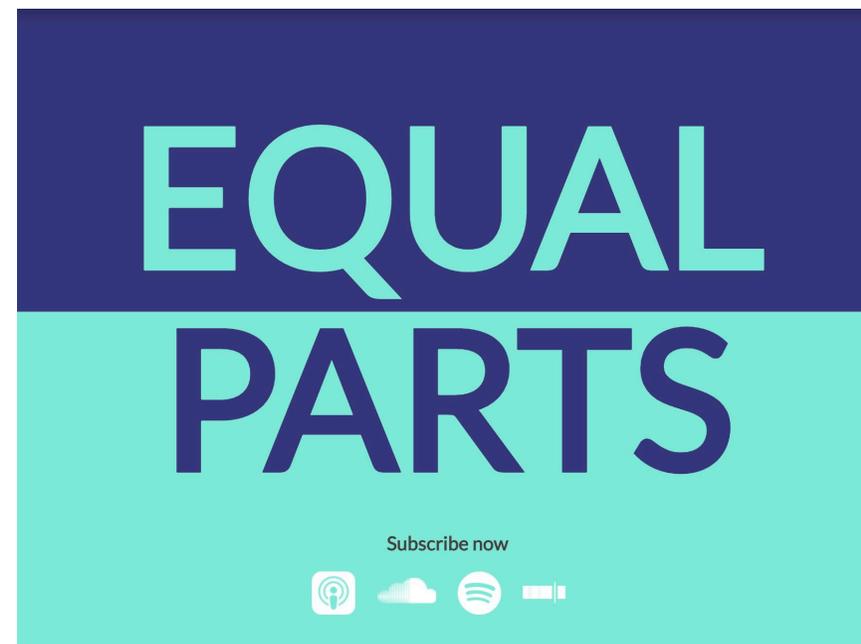


Equal Parts Podcast

20 MIN. EPISODES
WITH PARENTING EXPERTS

- Screen time for kids during COVID
- Talking to kids about race & racism
- Talking to parents about finances
- Gen X women's midlife crisis
- Ideas for summer camp at home
- Supporting your teen during COVID-19
- And more...

[\(LINK\)](#)



”How to” Demo Videos

1-2 MINUTE VIDEO GUIDES FOR YOUR CARE@WORK BENEFITS

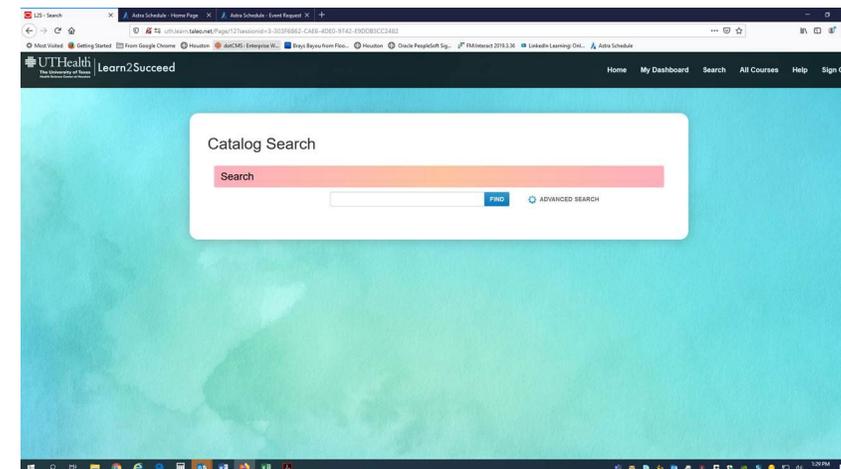
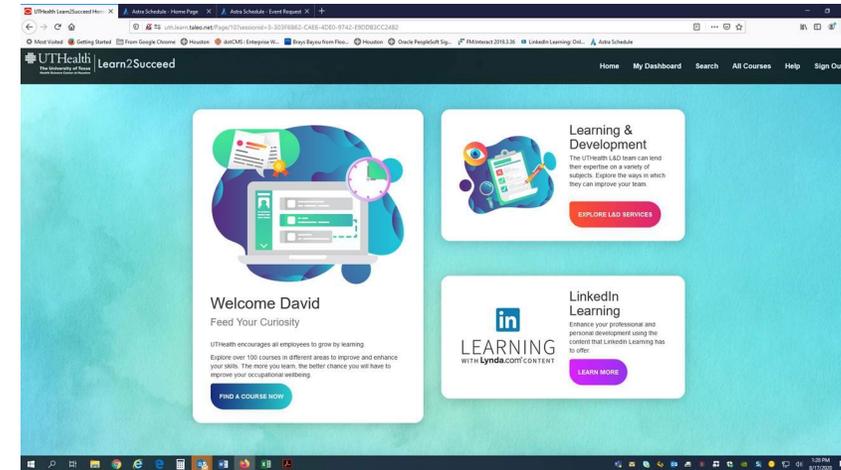
- [How to enroll in your family care benefits](#)
- [How to post a job on Care.com](#)
- [How to search for a caregiver on Care.com](#)
- [Explore the Care.com Safety Center](#)
- [How to use Personal Network Backup Care](#)
- [How to get Reimbursed for Personal Network Backup Care](#)
- [How to book in-home child backup care](#)
- [How to book in-center child backup care](#)



These resources are available to you today!

AFTER THIS CALL, GO TO
[LEARN2SUCCEED PORTAL](#).
SEARCH FOR “CARE@WORK”.

- This Deck
- COVID Safety Procedures Link
- Link to Enroll: UTHealth.care.com
- Resource Guides
- Webinar Links
- Podcast Links
- How to Demo Videos



THANK YOU!

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