Family Supports 101
Understanding all that you have to help care for loved ones
Experience You Can Count On

5 million days of back-up care delivered

100,000 children cared for in our centers every day

32+ years supporting working families

17x one of Fortune’s Best Companies to Work for
Your Benefits

Real solutions that provide meaningful support when and where you need them

Back-Up Care
Alternative care arrangements when yours fall through—for your children or your adult/elders

Additional Family Supports
Access to an online database of potential caregivers for your regular care needs: nannies, babysitters, pet care, housekeeping, and more
When You’re Prepared… Or Not

A dependable and affordable source of high-quality care for your family, when you need it most:

Planned
- Child has school vacation
- Gaps between summer camp and school
- Regular caregiver on vacation
- Teacher in-service days
- Business travel
- Spouse recovering from injury or illness
- Respite care for a parent

Unplanned
- Nanny called in sick
- Parent needs help in another state
- Regular caregiver quit
- School snow day
- Elder relative is injured
- Stay at home spouse in unavailable
Center-Based Child Care

Quality you can trust

- Nationwide network
  o Infants through school-age care
  o Hours that fit parents’ workdays
  o Warm, welcoming and engaging

- Quality assured
  o Licensed and accredited
  o Background checks
  o References verified
  o CPR and First Aid
In-Home Child Care

Quality you can trust

- Nationwide network
- Available for healthy and mildly ill children
- Quality assured
  - Licensed and accredited
  - Comprehensive background checks and screening
  - CPR and First Aid training
  - No independent contractors
In-Home Adult and Elder Care

Quality you can trust

- **Nationwide network**
  Available for family members who live far away

- **Care for any adult family member**
  - Spouses/partners
  - Adult children
  - Parents & grandparents

- **For a wide variety of needs**
  - Companion care
  - Recovery care for mild illness
  - Light housekeeping
Extra Care for Your Baby

Ease Your Transition Back To Work

- Access the same great services available through your back-up care program
- Additional 15 days/hours during for child’s first 12 months
- Call 877-BH-CARES and reference Return-to-Work Care
Employer Username: Brown
Employer Password: backup8

Benefit Details:
- 15 days per employee per calendar year
- Center: $15 per child or $25 per family
- In-Home: $4 per hour (up to 3 care recipients, 4-hour minimum copay required)
- Return To Work Days: 15 additional days during the child’s first 12 months
- Reserve back-up care up to 30 days in advance
- Cancellations must be received by 5:00 p.m. the day prior to a reservation to avoid paying copays and counting towards use
Time- & Stress-Saving Features

Instant Booking
Confirm care on the spot. No waiting, no worries

Rapid Requests
Copy a past reservation in seconds

Arrangements Made for You
We coordinate the details, so you don’t have to sweat the small stuff
Intuitive Mobile App

Quickly make requests | Stay updated with ease | Manage profile and payments
Services Available to You

**Babysitters and Nannies**
Unlimited free access to a nationwide search platform

**Child care priority and discounts**
Waitlist preference at Bright Horizons centers – and discounts at many network partners

**Tutoring and test prep**
Exclusive discounts and quick connections to leading tutors

**Pet care and dog walkers**
Experienced sitters for drop-in or extended stay needs

**Elder care planning resources**
Objective guidance for caregiving, legal, and financial concerns

**Housekeepers**
Convenient online search with unlimited free use
Accessing Additional Family Supports

Go To: clients.brighthorizons.com/brown
Look for: Bright Horizons Additional Family Supports

BRIGHT HORIZONS ADDITIONAL FAMILY SUPPORTS

Get Full-Time Child Care Help
Get preferred enrollment at Bright Horizons centers. Access tuition discounts at participating network child care centers.

Find Sitters, Nannies & Housekeepers
Find sitters, nannies, housekeepers, and more in your neighborhood.

Ongoing Elder Care Support
Access support and expert guidance for your overall elder care needs.

Get Quality Pet Care
Find experienced pet sitters, dog walkers and more.

Help with Tutoring & Test Prep
Get cost-saving discounts on highly-ranking tutoring services for your family.
Primary Child Care

Waitlist Priority at Bright Horizons
Skip line and give your child the benefit of a high-quality education at one of more than 400 Bright Horizons locations.

Go To: clients.brighthorizons.com/brown

Tuition Discounts at Network Centers
Save up to 10%, and get registration fees waived, with exclusive discounts at hundreds of participating partner centers.

Look for: Get Full-Time Child Care Help
Finding Full- and Part-Time Child Care

SEARCH WITH CENTER LOCATOR

BROWSE NEARBY CENTERS

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Babysitters, Nannies, and More

Go To: clients.brighthorizons.com/brown
Look for: Get Full-Time Child Care Help

Quickly List a Care Need

- Everyday and ‘date night care’ options
- Caregivers experienced in assisting children with special needs

Browse Available Caregivers

- View experience and education
- Get background checks
- Check availability and rates
Quickly Describe Your Needs

- Enter details such as # of rooms and pets
- Specify desired services

Find a Perfect Housekeeper

- Get background checks and view experience
- View availability and rates for local providers
Elder Care Planning & Support

*Go To:* clients.brighthorizons.com/brown  
*Look for:* Ongoing Elder Care Support

Free online assessments to identify the appropriate level of care for loved ones

Caregiver search tools and optional 1:1 guidance from senior care experts
Post a Job

Describe your animal(s) and select the types of care needed

View Pet Caregiver Profiles

View experience, background checks, availability and preferred rates

Rest Easy

Focus on your priorities, knowing your furry family member is in good hands

Go To: clients.brighthorizons.com/brown

Look for: Get Quality Pet Care
Mobile Access

Post Jobs
Invite caregivers to apply for your specific care needs

View Caregivers
Browse caregiver photos, rates, and experience

Instant Updates
Get notified of caregiver applications and replies

Background Checks
Get assurances of a clean record

Feedback
See which caregivers have earned rave reviews

Skills and Training
Find qualified caregivers for any family need
Discounted tutoring and test prep for students of all ages
Up to 10% off
ACT, SAT, PSAT, and AP exam instructions and practice tests
Online and in-person options
Personalized action plans to meet academic goals
Academic skill development
Start Making Your Life Easier

Sign up today!

Mobile App
Search “Back-Up Care” in the Apple App Store or Google Play

Online
User Name: Brown
Password: backup8

By phone
877-BH-CARES
(877-242-2737)

clients.brighthorizons.com/brown