

Plan Ahead: Register for Care

Having high-quality options in place before your regular arrangements become unavailable is a great way to put your mind at ease. You must be registered in advance to utilize the *Back-Up Care Advantage Program*. Once registered, you can reserve care from one month in advance up to the day care is needed.

There are two ways to register for the *Back-Up Care Advantage Program*:

1. Visit backup.brighthorizons.com*
A user name and password will be required.
2. Call 1-877-BH-CARES (1-877-242-2737)*

Reserve Care

Our care consultants are available 24 hours per day, 365 days per year to assist you by finding and scheduling care on your behalf so you can go to work with the assurance of knowing that your child or adult/elder relative is in good hands. It can take several hours to find the right caregiver that meets your family's needs, so contact us as soon as you know you will need care. You can reserve care up to one month in advance of and up to the day back-up care is needed.

** Effective October 1, 2009*



Peace of Mind

You can rely on back-up care for your child or adult/elder relative for those stressful times when your regular care arrangements break down:

- Regular caregiver/stay-at-home spouse is unavailable
- Your child or adult/elder relative is mildly ill
- School closes for vacations, holidays, or in-service days
- Your child or adult/elder relative is recovering from medical treatment
- Transition between child or adult/elder care arrangements
- Business travel, relocation, or changes in work schedule
- Transition following maternity leave

Two Easy Steps

1. Register for care online or by phone
2. Make a reservation online or by phone

Web: backup.brighthorizons.com*

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Back-Up Care Advantage Program®



Back-up child and adult/elder care —
where and when you need it most





A Valuable Benefit: A Reliable Solution

Breakdowns in your regular child or adult/elder care arrangements cause stressful disruptions that can affect your ability to successfully balance competing personal and professional demands. You can rely on the **Bright Horizons® Back-Up Care Advantage Program** where and when you need it most.

This valuable benefit provides center-based back-up child care and home-based child and adult/elder care through the most comprehensive national network of high-quality child care centers and experienced, carefully selected in-home care providers available.

Center-Based Child Care

- Experienced early childhood professionals
- Convenient to home or workplace
- For healthy children

All child care centers available through the *Back-Up Care Advantage Program* are either Bright Horizons centers, which are exclusive to this program network, or are other centers that have met our stringent quality requirements. This includes developmentally appropriate curriculum, appropriate health and safety policies, recommended teacher-to-child ratios, and required teacher licensure.

Most centers can serve children from 6 weeks to 6 years of age, with some serving children up to age 12. Centers are specifically designed to provide a warm, inviting, and engaging environment for children to actively explore and participate.

Staff providing back-up care are specially trained to help children feel welcome and secure in an unfamiliar environment, to ease separation transitions, and to quickly tune in to children's individual needs and interests.

In-Home Care for Adult/Elder Relatives

- Qualified, professional in-home caregivers
- 24-hour care available
- For well, mildly ill, or recovering adults

Circumstances surrounding unexpected breakdowns in your adult/elder relative's care can be challenging and difficult to manage. In-home care is designed to provide you with a comforting alternative by providing individualized care for your adult/elder relative in the familiar surroundings of home. And if your spouse is in need of in-home care assistance, such as when recovering from surgery or injury, you can also use this benefit.

Whether your family member is recovering from a mild illness or in need of temporary care or assistance, in-home caregivers are available to support your family member's needs so that you can be at ease at work.

The adult/elder caregivers are carefully screened, credentialed, and insured. Their experience includes specific training in geriatric care and in CPR/First Aid.

In-Home Care for Children

- Qualified, professional in-home caregivers
- 24-hour care available
- For healthy or mildly ill children

During a breakdown in regular care arrangements, your children can be cared for in the familiar environment of home through the *Back-Up Care Advantage Program*.

In-home child care is designed to provide you with a comforting alternative by providing individualized care for your child in familiar surroundings. Whether your child is mildly ill or healthy at home due to a change in regular care, our in-home child care professionals are available to support your back-up care needs while you are at work.

Our in-home professionals are trained, screened, and credentialed. Experienced in child care, these carefully selected caregivers meet stringent credentialing requirements, pass an extensive background check and screening process, and are trained in CPR/First Aid.