The kids get sick. School is closed. Or maybe it’s just summer vacation. Balancing work and family can be challenging, but your backup care benefit can help you find the right care, right when you need it.

Care.com Child Backup Care is there for you when:

- School or daycare is closed
- Your child is a little bit under the weather
- You have to work late or on weekends
- Your nanny goes on vacation

For more information, visit fpf.care.com or call 855-781-1303.
FREQUENTLY ASKED QUESTIONS

What are my options?
Choose the backup care that works best for you:

• **In-center care** for children ages 6 weeks to 12 years, Monday-Friday during center hours
• **Care in your home**, for children from birth to 17 years, 24/7

What should I expect after I make a request?
Our team will work quickly to identify a caregiver or child care center that meets your specific needs:

• For in-home care, a specialist will contact you about your caregiver, who will call you directly to confirm the details
• For in-center care, the specialist will confirm your reservation in an email that includes details about the center

How do I know I’ll be getting quality care?
Our screening process for backup caregivers is rigorous. We conduct interviews, reference checks, Social Security verification and criminal background checks:

• All candidates are required to complete orientation and a health and safety training
• Centers hire caregivers who are also trained in child development, early childhood education or a related field

Will my backup caregiver do all of the things my regular caregiver does?
Backup caregivers come prepared to make sure your children are safe and happy, and to keep your home in the same condition you left it. They are not expected to do laundry, errands or house cleaning.

How much advance notice must I give?
In-home caregivers can often be located within 2 hours. However, more advance notice increases the chances of a successful match. For in-center care, please allow 48 hours notice.

How do I pay for backup care?
Once care has been received, your credit card will be charged the appropriate co-pay amount: $6.00/hour for in-home care and $10/child/day for in-center care.

What’s the cancellation policy?
For in-home care, your credit card will be charged $30 if you cancel your request for care after a caregiver has been identified and booked for you.
For center care, 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 towards your allotted days of care.

How do I book care?
• Call 855-781-1303 (available 24/7)
• Book on your Care@Work app
• Book on a desktop at fpf.care.com

When can I place a request?
• When school or day care is closed
• When your child is a little under the weather
• When you have to work late or on weekends
• Any time you have a gap in your regular child care

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