Care.com

Child & Adult Backup Care

Here when your regular care isn't



Backup Care offers a high quality, subsidized solution when your regular care is unavailable. School closed? Caregiver sick? Senior recovering from a fall? Flexible care options from our large network of vetted in-home or in-center caregivers let you find the right care for kids and seniors.

Booking Backup Care is easy.

1. Start your request online, through the app, or by calling 866-228-2965.
2. Choose your preferred option for great care for your loved ones: in-home or in-center.
3. We'll match you to a caregiver, and you save time, stress and money.

Child and Adult Backup Care Details:

Benefit term of July 1 through June 30	Eligible for up to 15 days each year	Copays of $8/hr for in-home child & adult care; $15/day/ child in-center

Enroll or login to book care today

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Child & Adult Backup Care

Frequently Asked Questions

When can I use Backup Care?

When your regular care isn't available and you need to fulfill your work responsibilities. In-home child Backup Care is available for newborn to teenage children and providers come prepared to make sure your children are safe and happy, and to keep your home in the same condition you left it. They should not be used for laundry, errands, or household chores. In-center Backup Care is available for center- aged children during center hours, which may vary. Adult Backup Care is available in either your home or the home of the adult needing care. For new adult care requests, an in-home assessment is conducted by an agency in Care.com's network before starting care.

How are in-home child Backup Care providers screened?

All individuals performing in-home Backup Care for children are required to complete a Backup Care services orientation and screening process that includes:

- Criminal Background Check
- Social Security Number Trace
- National Sex Offender Public Website Check
- Identity Verification
- Reference Checks

How does Care.com screen child Backup Care centers?

Our dedicated staff thoroughly vets each facility before it becomes an approved Backup Care center in our network. Centers must be state licensed, perform criminal background checks on the teachers and staff they employ, check against the National Sex Offender Registry, check against Central Abuse and Neglect Registry, and confirm eligibility to work in the U.S.

How are Adult Backup Care providers screened?

Care.com's network of adult care agencies maintains a rigorous screening process for care providers they employ. Providers will have at least two professional references and a criminal background check in accordance with state guidelines, and may be certified nurse's aides, home health aides, or experienced elder care companions.

Can I talk to the caregiver beforehand?

Yes, this is encouraged. The in-home caregiver will call prior to providing care to make an introduction. You may also contact your Backup Care center prior to the day of care.

The person needing care is sick. Can I still use Backup Care?

If the person needing care has a low-grade fever, runny nose, mild cough or has started an antibiotic, you can use In-home Backup Care. For the safety of our caregivers, we can't provide care to children with fevers over 100°F or with highly infectious illnesses like Chickenpox, Coxsackievirus, or Pinkeye. In-center Backup Care is not available for individuals that are sick.

How do I pay for Backup Care?

The credit card you have on file will be charged after care takes place. Part of your Backup Care is subsidized, so you are only responsible for your co-pay.

What's the cancellation policy?

Your credit card will be charged a $30 cancellation fee if a Backup Care request is cancelled within 72 hours of the reservation start time and a provider has already been reserved to fulfill your request. Additionally, if the cancellation occurs within 24 hours of the reservation start time, one (1) day will also be deducted from your Backup Care wallet.

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