Working Parents/Caregivers: Caregiving Options During COVID-19 Closures

In an effort to address the extensive caregiving needs created by the closure of K-12 schools, UVA is expanding its support network for all benefit-eligible employees. These are temporary options resulting from the rapidly-evolving status of COVID-19. Managers – we ask that you are flexible wherever possible while parents seek care in light of state-wide school closures.

See below for details on each program:

**BRIGHT HORIZONS BACK-UP CARE**

Care is provided either at licensed care facilities or in-home by care providers who have been screened, trained and background-checked. All of the care providers are qualified through a process of screening and credentialing, criminal background and reference checks, licensure and insurance documentation and ongoing training. Care providers are also required to have CPR and first aid training. This service is available 24 hours/day, 365 days/year.

**NOTE:** It is strongly encouraged to sign up before needing care. UVA recommends signing up for Bright Horizons Back-Up Care as soon as possible if you anticipate needing care for a child or elderly dependent.

Benefits-eligible employees receive up to 15 back-up care days/year at UVA's discounted rate. To access Bright Horizons Back-up Care Services, here’s what you need to do if you are not already registered:

**TO SIGN UP:**

<table>
<thead>
<tr>
<th>UVA ACADEMIC EMPLOYEES:</th>
<th>MEDICAL CENTER EMPLOYEES:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visit: backup.brighthorizons.com</td>
<td>Visit: backup.brighthorizons.com</td>
</tr>
<tr>
<td>Username: UVA</td>
<td>Username: UVAMC</td>
</tr>
<tr>
<td>Password: backup8</td>
<td>Password: care4you2</td>
</tr>
</tbody>
</table>

**COST:** Center-based services: $15 per loved one/day; $25 per family/day • In-home services: $6/hour

After the 15 days/year at UVA's discounted rate, employees can still use the program, but will pay the rate of $125 per day for center-based care and $280 per day for in-home care.

**REIMBURSEMENT OPTIONS FOR CHILD/ELDERCARE**

**Crisis Care Assist** is now available for benefits-eligible employees. You may choose this out-of-network option through Bright Horizons Back-Up Care as an alternate option to replace center-based care or in-home care sourced by Bright Horizons. Employees are eligible to use **Crisis Care Assist** for their usual 15 days plus 15 additional care events. Employees will be reimbursed **$100 per care event** for securing their own care.

*Click here to visit the employee portal after you have registered for the Bright Horizons Back-Up Care program.*

Our program is also introducing a new partnership with Sittercity.com to match team members with caregivers who are unable to source their own care. The cost of an annual membership for Sittercity will be covered by the program, and you will be reimbursed for care through this service ($100 per care event). We are currently modifying the online portal to waive the membership fees and should have this in place in a matter of days. If you join Sittercity before functionality is activated, you will be reimbursed for the membership fee.

To participate, you must be enrolled in the Back-Up Care program, and are required to submit the fully completed and signed 'Confirmation and Release' to Bright Horizons prior to using this option. See “**TO SIGN UP**” above.

**CALL FOR CAREGIVERS:** We are asking if you or someone you know is able to provide care to please register as a caregiver in this time of need. Apply directly to Sittercity by clicking [here](#).

For more details on each program, please visit our website at [hr.virginia.edu/caregiving](http://hr.virginia.edu/caregiving). We will update the site continuously as changes take place.