Bright Horizons Program Overview

November 9, 2020
Experience You Can Count On

5 million days of back-up care delivered

Nationwide network of vetted caregivers

32+ years supporting working families

17x one of Fortune’s Best Companies to Work for
Due to unmet family care needs:

- Working parents **miss 8 days/year**, on average
- ‘Sandwiched’ parents **miss 14 days/year**, on average
# When You’re Prepared... Or Not

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

<table>
<thead>
<tr>
<th>Planned needs...</th>
<th>Unplanned needs...</th>
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<tbody>
<tr>
<td>- Hybrid or Virtual learning supervision</td>
<td>- Sudden shift in school learning model (in-person to virtual)</td>
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<td>- Work or School schedule or responsibility changes</td>
<td>- When children cannot attend school or child care center due to mild illness</td>
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<tr>
<td>- Child care supervision while working at home</td>
<td>- Adult relative’s caregiver quits or is not available, needs in-home support</td>
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<tr>
<td>- Adult relative needs support while recovering from surgery</td>
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YOUR BACK-UP CARE OPTIONS

Child and Adult Care – Secured by Bright Horizons
Back-Up Child Care Options

Center-Based Care

- Infants through school-age care
- Hours that fit parents’ workdays
- Warm, welcoming and engaging
- Licensed and accredited
- Background checks
- References verified
- CPR and First Aid
- COVID-19 Protocols

Center-based Care – may be limited due to COVID-19

In-Home Care

- Infants – Adult (including self-care)
- Nationwide network
- Out of Network Care
- No independent contractors
- Comprehensive background checks and screening
- CPR and First Aid training
- Licensed and accredited
- CDC Health Protocols

In-home Care – a strong network of caregivers

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In-Home Adult and Elder Care

Quality you can trust – Caregiver availability remains strong

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

- **Care for any adult family member**
  - Spouses/partners
  - Adult children
  - Parents, grandparents, and in-laws
  - Self-Care

- **For a wide variety of needs**
  - Companion care
  - Recovery care for surgery
  - Light housekeeping, meal preparation, personal care
COVID-19 Health & Safety Protocols

In place at all Bright Horizons centers

Shared with all network providers as best practice guidance
Additional Resources

Staying Healthy and Informed

- Policy Updates
  [https://brighthorizons.com/covid19](https://brighthorizons.com/covid19)

- Health & Safety Resources

- Elder Care Resources
  [https://www.brighthorizons.com/covid19-elder-caregivers](https://www.brighthorizons.com/covid19-elder-caregivers)
Your Program Details

- [clients.brighthorizons.com/UCI](http://clients.brighthorizons.com/UCI) UN: UCI / PW: care4you

- **Bright Horizons Back-Up Care (center, in-home):** 10 days from 11/1/20-10/31/21

- Copay applies only when back-up care is used:
  - ✓ Centers: $15 per child per day or $25 per family per day
  - ✓ In-Home: $6 per hour (up to 3 care recipients, 4-hour minimum and 10-hour maximum)

- 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 a copay or using days
“This saved me so much time and hassle trying to get my son safely cared for and in a pinch! Thank you for your help!”

BACK-UP CARE USER

96% of respondents were able to work a day that they would have missed without back-up care.
ACCESSING YOUR PROGRAM
NEW? START HERE.

The next time you have a disruption in family care, you won’t have to skip a beat. Your Bright Horizons Back-Up Care™ benefit can find care when and where you need it. You’ll have peace of mind, and your loved ones will get the care they need — and deserve.
Getting Started

Sign Up Before Breakdowns Occur

Create your family’s profile today when life is calm. Simply enter your employer username and password to create a new account.
Back-Up Care in 3 Simple Steps

**SIGN UP**
Enroll online, with the mobile app, or by phone.

**REQUEST CARE**
24/7/365 for same-day needs up to 30 days in advance – including instant booking

**RECEIVE CARE**
In one of our child care centers or with a caregiver right at home.

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Mobile App for Back-Up Care

Care for Children
Highest quality in-home caregivers and centers

Care for Seniors
Reserve elder caregivers for aging loved ones

Confirm Instantly
The only program with Instant Booking

When You Need It
Get care at the last minute or reserve in advance

Where You Need It
Reserve care near home, work, or travel

How You Need It
Care sourced and confirmed for employees
ADDITIONAL FAMILY SUPPORTS

Self-Service
Nanny placement services
Local agency support recruiting, vetting, and hiring a nanny – with discounts

Child care priority and discounts
Waitlist preference at Bright Horizons centers. Tuition discounts at participating centers nationwide.

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

Sitter & nanny search tools
Access to live and virtual caregivers, with free basic background checks

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

Pet sitters & housekeepers
Convenient online search with unlimited free use
Preferred Enrollment

- Employees can skip the line over the general community on waitlists at Bright Horizons locations.
- Registration fee credit of up to $250 after 30 days of enrollment.
- Save up to 10%, and get registration fees waived, with exclusive discounts at over 1,000 participating partner centers.
Finding Full- and Part-Time Child Care

SEARCH WITH CENTER LOCATOR

BROWSE NEARBY CENTERS
Full-Time Summer Nanny Placement

Primary Care for Children Ages 0-13

- **High-Touch Support**
  Nanny search begins with a consultation call with local agency, focused on family needs.

- **Managed Process**
  The local nanny agency recruits and vets potential nannies on the family’s behalf.

- **Cost Saving Discounts**
  Discounted placement fees ($300 value) and a 10% total discount on hourly nanny rates.
We've got your child care ready.

College Nannies is your trusted, full-service nanny solution. Our positive role models are dedicated to helping busy families do more, learn more and play more. We bring the fun and reliable helping hands to your home.

We are proud to offer you these partnership benefits through Bright Horizons Additional Family Supports™.

- Full-Time Summer Nanny Placement Fee $295 (valued at $595)
- 10% Off Hourly Rate

Let us find your perfect nanny today.
Help finding nannies and sitters and educational resources for children ages 0-13

- Quickly and easily accessible
- Self-service website for quick care searches
- Perfect for helping you find full-time nannies and sitters outside of business hours
- Virtual Sitting
- Learning Pods
Sitters, Pet Caregivers, Housekeepers, Virtual Caregivers, and More

Jobs

Post a new job
What kind of care do you need?

- Babysitter
  Babysitters provide part-time care for your kids, are usually paid hourly and work for several families.
- Nanny
  Nannies provide full or part-time ongoing weekday care, usually for at least 20 hours per week.
- Special Needs
  These caregivers are experienced caring for those with specific disabilities or conditions.
- Pet Sitter
  From dog walkers to pet sitters, our caregivers can meet the needs of your furry or feathered friends.
- Care Companion
  Care companions assist seniors with everyday tasks and activities in their home.
- Housekeeping
  Your home deserves good care, too. Housekeepers keep it looking neat and clean.

Quickly List a Care Need

- Nannies and ‘date night’ babysitters
- Caregivers experienced in assisting children with special needs
- Virtual Sitting, Pet Caregivers, Housekeepers

Browse Available Caregivers

- View experience and education
- Get background checks
- Check availability and rates

Look for: Search for Sitters, Nannies & Housekeepers and Get Quality Pet Care
Find a caregiver to supervise small group learning

- **Post a job** for helping one child or a 'pod' of children with virtual schoolwork.
- **Filter responses** for “Ready to Teach”, and view educator profiles for more detail on skills and qualifications.
- **Specify your needs**, such as tutoring or learning pod supervision.

**Sittercity**
Companion care that fits your needs:

- Senior companions
- Rehabilitation care
- Certified nursing assistants
- Respite care
- Drop-in care
- Medication assistance
Housekeeping Services

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
Unlimited Basic Background Checks

Confirm Background

- Employees can run unlimited free background checks on applicants
- For extensive checks, can be done at a discounted rate
Mobile App for Sittercity

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.
Tutoring and Test Prep

- Complimentary Resources & Exclusive Discounts
- 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
Guided care assessment to help understand your relative’s specific care needs

Free searches for senior care providers from leading online database
Unique Care Needs

Recommendations

- Families complete an online care assessment and receive recommendations based on your specific care needs.
- Families can also request optional one-on-one care support with a Certified Senior Care Advisor.
USER EXPERIENCE
Bright Horizons Resources

- **Bright Horizons® World at Home** is an on-line platform for parents to support children learning at home
  
  [worldathome.brighthorizons.com](http://worldathome.brighthorizons.com)

- **Bright Horizons® Family Matters Resource Room** gives employees access to live and on demand webinars, articles, podcasts, etc. to support their families through various stages of life
  
  [https://www.brighthorizons.com/family-resources](http://https://www.brighthorizons.com/family-resources)
UCI’s Internal Program Overview Page

- https://families.uci.edu/backupcare
Start Making Your Life Easier

Sign up today!
clients.brighthorizons.com/UCI

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

Online
Employer UN: UCI
Employer PW: care4you

By phone
877-BH-CARES