



# Bright Horizons Back-Up Care Advantage Program<sup>®</sup>

## Wide Array of Back-Up Care Resources

- National network of quality child care centers, including hundreds of Bright Horizons centers
- National network of qualified in-home care professionals
- Care for well or mildly ill children of all ages
- Care for adults/elders
- 24 hour/7 day call center
- Available via toll-free number or Internet
- Business continuity support with *Crisis Care Assist*

*Without the availability of both the child care and the elder care, I would have been unable to work. It is hands down, the most important benefit my company provides. Without it, my productivity would be significantly affected.*

– Back-up care user

To learn more about the *Back-Up Care Advantage Program*, [click here to contact us](#) or call 800.453.9383, ext.1600.



www.brighthouse.com

## A Unique Solution

The **Bright Horizons<sup>®</sup> Back-Up Care Advantage Program** can help your company provide back-up care to your employees — where and when they need it. This highly customized, high-quality program is designed for any type of emergency situation when employees' normal child or adult/elder care arrangements break down. For example, employees can rely on back-up care when:

- A regular caregiver is unavailable or in need of respite
- A child is mildly ill and cannot attend school or child care
- Schools/child care programs are closed for vacation, in-service days, or holidays
- An adult/elder relative is unexpectedly ill or recovering from medical treatment

The *Back-Up Care Advantage Program* offers an invaluable resource to your employees, ensuring equity throughout your organization by supporting employees across the country.

## Three Types of Quality Care

**Center-based child care:** The high-quality child care centers in our network provide a warm, inviting environment for infant through school-age children. Our network includes hundreds of Bright Horizons child care centers as well as quality centers in communities across the country, so finding a center near an employee's home or work location is easy. In fact, Bright Horizons back-up programs were the first of their kind to be accredited by the National Association for the Education of Young Children.

**In-home child care:** For well or mildly ill children, in-home child care provides working parents with an alternative in the child's familiar surroundings. Carefully selected and trained in-home care professionals pass stringent requirements and have specific background and training in caring for children.

**In-home adult/elder care:** Responsibility for an adult/elderly family member is even more stressful when care arrangements fall through or a sudden change in the adult/elder's physical condition occurs. When the need arises, your employees can tap into a national network of in-home health care professionals specializing in adult care.

## Back-Up Care Where and When You Need It

**National network:** Our robust nationwide network of quality child care centers and qualified, professional in-home caregivers gives employees alternative care options for children and adult/elder relatives, including family members with disabilities or special needs, whenever they face unexpected changes in their regular care arrangements.

**Crisis Care Assist:** Supports business continuity planning during natural disasters, national health alerts, or other emergencies by providing employees a rapid response care option.

## Good Business Sense

Over a six-month period, users of our back-up care program were able to work an average of six days they would not have been able to otherwise.\* By reducing absenteeism, access to back-up care raises the productivity of employees, helping employers achieve important business goals. Even more, back-up care programs are attractive offerings to employees, enhancing recruitment and retention efforts, and providing companywide equitability.

\**Lasting Impact of Employer-Sponsored Back-Up Care* study, 2008; The Consulting Practice at Bright Horizons