



# Frequently Asked Questions

## Backup Care

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## Overview

Your employer has partnered with Bright Horizons to help you better manage your many work, family, and personal responsibilities.

Bright Horizons Backup Care provides access to backup care for your children, adult, and elder family members during a lapse or breakdown in normal care arrangements.

### Benefit Details

Registration is free. Access your benefit by visiting:

- <https://clients.brighthorizons.com/adobeuk>
- <https://clients.brighthorizons.com/adobeie>
- If prompted, please enter **Employer Username:** ASI | **Password:** Benefits4You
- Download the Backup Care app; search "Backup Care" on the App Store or Google Play

**Questions? Call** UK 0800 456 1788 1101 or IE 1800 936 495.

You can also email [support@myfamilycare.co.uk](mailto:support@myfamilycare.co.uk)

## Backup Care

**Bright Horizons Backup Care offers a safety net of child and adult care options should you experience a breakdown in your usual care arrangements.**

Options include:

- Nursery care for children up to 5 years
- Holiday clubs/camps and virtual camps for children aged up to 17 years during the school holidays
- In-home care with a nanny for children up to 17 years
- In-home care with an adult care worker for adult dependants aged 18 years or over

### **Q: Who is eligible to use the programme?**

**A:** This is the answer to the question. All regular UK and Ireland employees are eligible to use this programme.

### **Q: Who counts as a 'dependant'?**

**A:** Your children, including adopted, foster and step children, and any adult for whom you have caring responsibilities, including adult children, spouses, parents, grandparents, in-laws and yourself.

### **Q: How many days of backup care am I entitled to?**

**A:** Your programme specific details can be found once you register for the benefit via

- <https://clients.brighthorizons.com/adobeuk> or
- <https://clients.brighthorizons.com/adobeie>

There is a four-hour minimum for all types of care.

### **Q: Can I request backup care at short notice?**

**A:** Yes. The Backup Care programme is designed to help you should you experience a dependent care emergency. The care consultant will begin sourcing care for you as soon as your request is received, even if this is during the night, but will typically not be able to confirm the arrangements until the childcare centres or in-home care agencies open for business, usually at 7.30am the next day.

**Q: Do I need to contribute to the cost of care?**

A: Your employer has subsidised the cost of care, however, tax will be payable on this benefit according to your normal marginal tax rates.

**Q: How do I pay for the care?**

A: If an employee contribution is required, you will pay this at the time of booking by means of either a credit or a debit card. No deduction will be made until after the care has taken place. Childcare vouchers can be used to pay for your employee contribution depending on the type of care that has been booked. More information is detailed below in relation to this. Costs related to payable tax will be deducted from your next available pay run after the booking has taken place as this benefit does not meet the tax exemption criteria.

**Q: Can I use the benefit outside of core working hours for business needs such as a client event or work travel?**

A: Yes, however we may need to seek approval from your employer.

**Q: My work travel means I need to stay in a hotel; can I use my benefit when travelling with work?**

A: Yes. As this is not the usual environment for the carer and care recipient, we ask you to be specific with what requirements for care you have. We prefer caregivers not to leave the premises unless we have prior written permission from you.

**Q: Can I use the benefit if I am on parental leave?**

A: Yes, you can use the backup care benefit for work purposes. This can be particularly useful for Keeping in Touch (KIT) days.

## Backup Care Registration

**Q: How do I register for the programme?**

A: You and your family member(s) must be registered for Bright Horizons Backup Care before you may make a reservation and use the backup care services. We strongly recommend that you register in advance so that you are ready to use the benefit when you need care.

There are a few ways to register:

- Online at <https://clients.brighthouse.com/adobeuk> or <https://clients.brighthouse.com/adobeie> – navigate to Backup Care. If prompted, please enter **Employer Username:** ASI and **Employer Password:** Benefits4You
- Via the Bright Horizons Backup Care mobile app (available from the App Store or Google Play)
- By calling the freephone number UK: 0800 456 1788 or IE: 1800 936 495 Care Consultants are available 24 hours per day, 7 days a week

**Q: How do I create a “Care Profile” online and what information do I need?**

A: On the home page, click on the blue “Create Your Care Profile” button and follow these steps:

- **Fill Out Your Employee Profile:** Provide your relevant contact and employment information
- **Add Care Recipients:** Enter your relationship, care location(s), and health information, and download/complete any required care forms
- **Enable Authorised Contacts:** Add any adults (e.g. spouse/partner, grandparent, friend) as emergency contacts and/or individuals who are authorised to pick up care recipients
- **Enter Care Locations:** Let us know where you will typically need care

**Q: Can spouses or domestic partners register?**

**A:** Upon registration, Bright Horizons will verify your eligibility by requesting specific information related to your employment. For that reason, you are required to initiate the registration process online or over the phone. Once a username and password has been created for your online account, your spouse or partner can complete the registration on your behalf.

## Backup Care Reservations

**Q: How do I request backup care?**

**A:** You can make reservations for care services in a few easy steps:

- Online at <https://clients.brighthouse.com/adobeuk> or <https://clients.brighthouse.com.adobeie> under Reserve Backup Care
- Via the Backup Care mobile app; search 'Backup Care' in the App Store or Google Play
- By calling the freephone number UK: 0800 456 1788 or IE: 1800 936 495 and speaking to one of our dedicated Care Consultants

**Q: Can I book backup care directly with the care provider?**

**A:** No. A Bright Horizons Care Consultant will source and reserve care on your behalf, so please do not contact the provider/caregiver directly.

**Q: What if I need to change my booking?**

**A:** Any change to your booking, including hours of care, location or type of care required should be made as soon as possible. Changes can be made online, through the Backup Care mobile app, or by calling the Care Consultants on 0800 247 1101. Please do not try to contact the care provider/caregiver directly.

**Q: What if I need to cancel my booking?**

**A:** Cancellations can be made online, via the Backup Care mobile app, or by calling the Care Consultants on UK: 0800 456 1788 or IE:1800 936 495. You must cancel care before 5pm, two business days prior to the day on which care is scheduled. Cancellations after 5pm will be counted as one of your allocated 'days' and any applicable employee contribution will be charged.

**Q: If I do not use all of my backup care allocation during the programme year, does it rollover?**

**A:** Your annual allowance of backup care must be used during your allocated use year. Any unused days are forfeited.

**Q: Who will process my personal data?**

**A:** This programme is provided solely by Bright Horizons and if you use the service, you do so entirely of your own volition. It is important that you read [Bright Horizons Privacy Policy](#) before you decide to proceed and use the service. If you have any questions regarding how Bright Horizons may process your personal data, please contact Bright Horizons on UK 0800 456 1788 or IE 1800 495 936

## Backup Childcare

### **Q: When can I use backup childcare?**

**A:**

- When your regular caregiver is ill or on holiday and cannot provide care
- Your child's school or nursery is closed, for example on inset days
- Your child is mildly ill and cannot attend their regular care setting
- You need to work on an unscheduled day and do not have care provision in place
- You are in-between childcare arrangements
- To assist your transition back to work such as KIT days

### **Q: Can I use this benefit if my child(ren)'s school is closed because of a strike or teacher training day?**

**A:** Yes. You can book care in advance, so this will be particularly useful for inset days. You will also be able to request care at short notice if the school is closed for a strike or other emergency.

### **Q: Can I use Childcare Vouchers to pay for Care?**

**A:** If you have valid childcare vouchers available, you can use these for nurseries and holiday clubs in the Bright Horizons network. You will be required to release the appropriate co-pay amount from your childcare voucher account quoting the relevant reference code, your booking reference starting CAS, and our Care Consultants will be able to advise you of the process for your specific childcare voucher provider. You should make such arrangements directly from your existing childcare account.

### **Q: How does this benefit help me during the school holidays?**

**A:** For school age children we have a UK wide network of holiday camps, clubs, playschemes and virtual clubs. The benefit is not designed to replace your usual school holiday care arrangements. Its purpose is to provide you with backup care if these plans break down or if there is a gap of a few days in-between care arrangements.

## Nurseries & Creches

### **Q: Will there be any fees which I will need to pay directly to the provider?**

**A:** Please ask your care provider for their specific late fee policy and rates. Most nurseries/creches have a late fee policy for child pick-up after the agreed upon time. Employees will be solely responsible for any late fees incurred. Payment would be made directly to the provider in these instances.

### **Q: What should I pack for my child(ren) to take with them on the day?**

**A:** Please read our top tips for preparing for a [day of nursery care](#).

### **Q: Can we visit the nursery/nurseries/creches prior to my child(ren) attending?**

**A:** We highly recommend that parents visit the childcare setting prior to any care taking place, however we appreciate that this is not always possible. Visiting a nursery allows you the opportunity to familiarise yourself with the childcare setting, meet the staff team, ask questions and also, depending on the age of your child, see whether they are comfortable in their surroundings.

### **Q: What information will I need to complete prior to a day of nursery/creche care?**

**A:** If your child is attending a Bright Horizons nursery, you will need to complete and upload the care forms under your child's backup care profile or take these with when you drop off your child at the setting. For care at one of our approved nurseries within our extended network, once care is confirmed the centre will supply you with the necessary registration forms to complete prior to care delivery or on arrival at the setting. These are forms are specific to each individual setting and are a legal requirement by the governing body eg Ofsted in England, and we would recommend allowing some extra time at drop off for the required paperwork to be completed.

## Holiday Clubs & Virtual Clubs

**Q: Will there be any fees which I will need to pay directly to the provider?**

**A:** Please ask your care provider for their specific late fee policy and rates. Employees will be solely responsible for any late fees incurred. For school-age care, field trip fees may also be an additional charge, and may vary depending upon the field trip scheduled for the day. Payment would be made directly to the provider in these instances.

**Q: What should I pack for my child(ren) to take with them on the day?**

**A:** Please read our top tips for [preparing for a day of holiday club care](#).

## Nannies

**Q: Will I need to be present when the nanny arrives at the house?**

**A:** When making an in-home childcare booking, a legal adult, (someone who is at least 18 years of age,) must be present when both the nanny arrives and departs. We strongly encourage families to complete the necessary sections on the [daily activity sheet](#) prior to the care commencing and the nanny will complete the relative sections throughout the day and leave for your reference after the booking. Please also ensure that you check the caregiver's ID on arrival.

The [daily activity sheet](#) is provided to ensure a smooth handover process, providing the nanny with key information about your families' needs and requirements. At the end of the day the nanny will provide you with a summary to keep you informed of your child/children's daily activities.

**Q: How can the family prepare for the day of care?**

**A:** Please read our top tips for [preparing for a day of care with a nanny](#).

**Q: Can Bright Horizons transport my children, for example to school?**

**A:** Caregivers may not transport any care recipient in a private vehicle, and are only allowed to accompany a care recipient using public transportation (i.e. bus, train, or special transit) when required in connection with the care provided and only with the prior authorisation of the employee and notification of Bright Horizons. For Childcare, caregivers cannot use taxi/lyft/uber with any minor dependent who is, under applicable law, required to be restrained by anything other than a seatbelt. The employee (and not the care provider) must make any taxi/uber/lyft arrangements.

**Q: Can the nanny prepare food for my children?**

**A:** Yes. Meal preparation is related to the care recipients only. Please note that meal preparation does not include preparing meals for upcoming days/weeks and preparing meals for other family members that are not using the benefit.

**Q: Will the nanny clean up before they leave?**

**A:** Yes. Light housekeeping is reasonable if it relates to the care of your child(ren) only.

Light housekeeping normally includes cleaning the kitchen after meals/snack preparation, straightening up family/living room and children's room, (if the child has played in the room during the day,) etc. Light housekeeping does not include the following; vacuuming, laundry, dusting, cleaning of toilets/bathing areas, etc. (The only time that the caregiver will provide any of the above services is when the care recipient has created a mess that would require the above services.)

**Q: What activities will the nanny be able to do with my children?**

**A:** The activities the nanny will undertake are very much dependent on the age of your child(ren.) Our

nanny's main priority is the safety and wellbeing of your child(ren.) The nanny will endeavour to follow your child's normal routine where possible such as: playing games, singing, colouring, going to the park, doing homework etc.

Nannies may not accompany care recipients to any body of water (public or back garden pools, lakes, etc.) other than in connection with a pre-arranged activity with a third party responsible for the activity (such as a swimming lesson with an instructor), and only with the prior authorisation of the employee.

**Q: Can the nanny administer medication?**

**A:** The nanny may administer one dose of non-prescribed medication such as Calpol to control fever or pain relief if all other temperature control methods have failed. The nanny will telephone the parent prior to administering the medication. The medication will only be administered if it is available at the place where the child is being looking after and in pre-packaged sachets up to the manufacturers' recommended dose. If such medication fails to reduce any fever within 30 minutes, the nanny will contact the parent and medical advice will be sought. Please note that nannies may not dispense prescribed medication directly to any care recipient in their care.

When the nanny arrives at your home, you will need to show the nanny where your medication kit is kept and provide full instruction for using it. The nannies in our network are required to be trained in First Aid. Caregivers are also trained in the emergency protocols and procedures that a particular placement might require. Rescue medication is different from medication administered or required on a regular basis. It does not require specific training or medical expertise to administer. Other than rescue medication, caregivers may not administer any other medication except for Calpol.

You may make other arrangements for third parties to dispense medications, example a neighbour. Please make sure that you advise the Care Consultant that this requirement is needed when making your booking.

**Q: Are we able to meet the nanny before the booking?**

**A:** We will always endeavour to have the nanny call you prior to the start of your booking. However, in an emergency, i.e. when care is needed ASAP on the same day it has booked, this is not always possible and we will ask for the nanny agency to call you in this instance.

Should you wish to arrange a meet and greet prior to your care booking, this can be arranged with the Care Consultant, and it will count as one of your uses and the applicable employee contribution will be charged.

**Q: Anything else I should know in relation to having a nanny in my home?**

**A:** No visitors shall be permitted on the premises without prior authorisation of the employee. Authorised individuals must provide photo identification in order to be given access to the premises. In addition to this, no authorised visitors may be under 18 years of age, (not residing in the home.) Bright Horizons cannot be responsible for missing items not properly secured or which would/should be covered by homeowner's insurance.

**Q: If I like a specific nanny, can I request them in the future?**

**A:** Yes. Bright Horizons will work to secure care with your preferred in-home caregiver. However, the caregiver may not always be available if they are confirmed for another family's backup care request.

## Adult Care

### **Q: When can I use backup adult and elder care?**

**A:**

- Your regular in-home care provider is ill or on vacation
- Your parent(s) lives far away and needs urgent assistance or companion care
- Your grandparents live with another relative who needs urgent respite
- Your mother in-law has a medical appointment and needs support
- Your spouse or partner is recovering from an illness, operation or injury and needs assistance (washing, dressing, light house chores)

### **Q: What happens when I book in-home adult care?**

**A:** The in-home adult care agency has to undertake a home assessment prior to care taking place, as set out by Government regulatory agencies (Care Quality Commission or equivalent). There for two reasons; assess the level of care required and to do a health and safety check on the premises. Home assessments can be arranged within a few hours but may take a few days to schedule and must be performed by a carer from the staffing agency. Assessments are treated as a care reservation, and will count as one of your uses. No employee contribution is charged for the assessment. The assessment is typically valid for 3 months unless your adult dependant's circumstances have changed. We will always endeavour to have the in-home care worker call you prior to the start of your booking.

### **Q: Will there be any fees which I will need to pay directly to the provider?**

**A:** There may be some additional costs in relation to parking (for example,) however; any additional costs are discussed on a case-by-case basis. Payment would be made directly to the provider in these instances.

### **Q: Can Bright Horizons transport my adult dependant who needs care, for example to a medical appointment?**

**A:** Yes. Please make sure to specify this need when booking your care arrangement.

### **Q: Will I need to be present when the in-home care worker arrives at the house?**

**A:** No, however it may be advisable to have someone present when the home assessment takes place. Please ensure that Caregiver's ID is checked on arrival.

### **Q: Can the in-home adult care worker administer medication?**

**A:** No. In-home adult care workers are only allowed to remind the care recipient to take his or her prescribed medication.

### **Q: Does the adult family member who needs care required to live at the same address as me to be eligible for the services?**

**A:** No, the adult family member does not have to live with you. Backup care is available nationwide, so even if the family member lives in a different part of the country, you can still take advantage of the benefit.

### **Q: If I like a specific in-home caregiver, can I request him or her in the future?**

**A:** Yes. Bright Horizons will work to secure care with your preferred in-home caregiver. However, the caregiver may not always be available if they are confirmed for another family's backup care request.



## Network Information

### **Q: How are the network providers for childcare and adult care selected?**

**A:** Bright Horizons contracts directly with reputable agencies and is by invitation only. To join our network, Bright Horizons requires specific criteria, such as:

- Appropriate insurance coverage
- Robust recruitment and vetting procedures including Disclosure and Barring Service checks (formerly CRB) and GARDAs checks in Ireland
- Training programmes that include first aid certification
- Health and safety practice
- Environmental health outcomes
- First aid certification

Once selected, providers are contracted directly with Bright Horizons.

### **Q: How can I nominate my local nursery, holiday club or childminder to join the Bright Horizons network?**

**A:** If your nursery, holiday club and/or childminder is not currently participating in the Bright Horizons network, you can recommend them for participation by submitting an online nomination form via your online account. Each nomination provider will need to meet Bright Horizons Family Solutions' credentialing criteria.

### **Q: What checks do Bright Horizons conduct before a nanny or in-home adult care worker can join the network?**

**A:** Bright Horizons contracts directly with reputable agencies, selected on their having a proven record of accomplishment in the provision of childcare services. Bright Horizons requires comparable criteria to that of childcare providers, such as:

- Insurance coverage
- Recruitment and vetting procedures including Criminal Records Bureau checks (DBS) and GARDAs checks in Ireland
- Training programmes that include first aid certification
- Staff having relevant experience of either age of your children or care needs of your adult dependant
- First aid certification

### **Q: What checks do Bright Horizons conduct before a nursery or holiday club provider can join the network?**

**A:** All nurseries in the network are either Bright Horizons nurseries or nurseries that have been audited by Bright Horizons to ensure they meet the established standards of quality, including developmentally appropriate curriculum, staff to child ratios and qualifications. You can view inspection reports for each nursery or holiday club by visiting the website of the relevant statutory body e.g. <http://www.ofsted.gov.uk/>

### **Q: There does not seem to be any Backup Care providers close to where I live on [www.brighthorizons.co.uk](http://www.brighthorizons.co.uk)?**

**A:** The Bright Horizons website [www.brighthorizons.co.uk](http://www.brighthorizons.co.uk) only shows details of Bright Horizons nurseries. It does not include details of the full network of approved providers. Visit <https://clients.brighthorizons.com/adobeuk> or <https://clients.brighthorizons.com/adobeie> or download the Backup Care mobile app (search 'Backup Care' in the App Store or Google Play,) to find out where your closest care solution is.

## Further Information and Providing Feedback

### Further information

To find out how Bright Horizons can support you and your family, simply visit <https://clients.brighthorizons.com/adobeuk> or <https://clients.brighthorizons.com/adobeie> or call the Bright Horizons Care Consultants on UK 0800 456 1788 or IE 0800 495 936. You can also email [support@myfamilycare.co.uk](mailto:support@myfamilycare.co.uk)

Alternatively, please contact a member of your HR Department.

### **Q: How can I provide feedback about my care experience?**

**A:** Your feedback is very important in helping us manage the quality and experience people have when using the programme. We will email you a link to a survey following the last date of care each time you book care with us. Please take a few minutes to complete this survey and let us know how we are doing.

## Booking Smarter. Tips to Support Your Childcare Needs

The Bright Horizons Care Consultants always do their best to support you and your backup/emergency care needs, however this is not a guaranteed service and there will be occasions where they will be unable to meet all demand for backup care services.

In order to further support you and diminish the likelihood of unfilled booking requests, here are some helpful tips:

1. Request care as soon as you know that you may need it.
2. Remember, demand for backup care during peak holiday times is high. Book early, and don't forget you can nominate a preferred provider at any time (just allow enough time for on boarding process before you need to book care with them).
3. Please DO NOT contact your chosen provider directly to discuss or book care. Your booking is only confirmed via the Care Consultants.
4. Explore all care options, if your preferred childcare provider is not available offer alternatives to our Care Consultants. Care options include childminders, virtual and on-site holiday clubs, nannies and nurseries.
5. If you require in-home childcare (nanny), consider booking a full 10-hour day rather than just 5-hour half day. This option offers you a full day of uninterrupted care and is much more likely to be promptly confirmed by a nanny.
6. Ensure your booking has a 'contact me no later than date and time'. This ensures that if we are working on your booking, we know the latest date and time that you can accept notification of any potential fulfilment issues.

Our team will update you via mobile message, call or email. Please ensure we have the correct contact details for you and advise your preferred contact method