



**NEW YORK UNIVERSITY**

## **EMERGENCY DEPENDENT CARE PROGRAM**

Balancing work and family is never an easy task. It becomes increasingly more difficult when an unexpected change in plans or an emergency arises. While you may have your primary dependent care in place -- school, a relative, a day care center, an in-home caregiver, an after school program -- when this falls through, a back up must be quickly available. What do you do when your dependent is mildly ill, your regular care plans fall through or your work schedule changes unexpectedly?

NYU understands the stress involved in managing the competing demands of work and family and is therefore pleased to offer, through *Caregivers On Call*, an in-home emergency dependent care program that provides short-term care for our faculty, administrative/professional, and professional research staff. This program provides trained caregivers to care for mildly ill as well as healthy dependents in your or your dependent's home.

### **The Program:**

New York University has contracted with *Caregivers On Call* to provide emergency dependent care for each eligible employee who has registered for the program. The University pays half the cost for the care, for up to 50 hours per calendar year per employee, and the employee pays the other half.

*Caregivers On Call* over 15 years of experience providing in-home emergency back-up care for short-term dependent care emergencies for well and mildly ill dependents. The care is provided in the employee's home or the home of their adult dependents. *Caregivers On Call* selects qualified home care agencies to provide service and evaluates each agency to ensure it meets its strict quality control standards. Care is provided by trained caregivers who work with these home care agencies.

Service is available seven (7) days a week, 24 hours a day. *Caregivers On Call* may require up to four (4) hours to meet your request.

### **Who is eligible?**

- The service is available to all full-time faculty (Code 102), administrative/ professional staff (Code 100) and professional research staff (Code 103).
- When you use this service it must be because you need to be at work.
- Your spouse/domestic partner\* must either be employed, disabled or a full-time student, or you are a single parent.
- You have to live in one of the *Caregivers on Call's* service areas: New York City, Nassau and Suffolk Counties, Northern and Central New Jersey, Westchester, Southwestern Connecticut.

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\* domestic partner means domestic partner who is registered with the NYU Benefits Office

### **What is the definition of “dependent” for purposes of this program?**

- Any child 6 months through 12 years of age (or any physically or mentally disabled child under the age of 18 who is unable to care for himself or herself) who resides with you and for whom you provide primary (or shared primary) support.
- A child may be your (or your domestic partner’s) biological or adopted child, or your step child or a child for whom you (or your domestic partner) are the court appointed guardian or for whom you provide foster care.
- A dependent adult/elder (your spouse, registered same sex domestic partner, parent, parent-in-law, or grandparent) who spends at least eight (8) hours per day in your home and/or for whom you have responsibility.

### **When do I use this service?**

- When you have an unexpected change in work schedule.
- When your regular dependent care provider is absent or the center is closed.
- When school is closed unexpectedly.
- When your dependent is mildly ill.
- When your dependent is in need of meal preparation or companionship, but is not suffering from an acute illness nor is in need of hands-on care, such as bathing, dressing, or administering medicine.

### **What is “mildly ill”?**

- The dependent is recuperating from an illness, but is still not strong enough to return to his or her usual planned activities.
- The dependent must not have had a temperature in excess of 102° F in the past 24 hours.
- Any incidence of acute illness with vomiting, diarrhea, seizures, breathing problems or bleeding problems that require a higher degree of care are excluded from the program.

### **How do I use this service?**

- You must pre-register your dependent(s) by completing the attached registration form and sending it by fax or intercampus mail to the Human Resources Division. The Division will certify your application and forward it to *Caregivers On Call* upon its receipt. You are eligible to use the program services immediately. Within 7-10 days *Caregivers On Call* will send you a welcome letter and a card acknowledging your registration.
- To use the program, simply call 1-888-899-2462. *Caregivers On Call* maintains phone coverage 24 hours per day, 7 days per week. During hours other than regular business hours an answering service will take your message. Your call will be returned within one hour.

- We recommend that you notify *Caregivers On Call* as far in advance as possible. *Caregivers On Call* may need up to four hours to meet your request.
- Caregivers are provided on a best effort basis. *Caregivers On Call* does not guarantee availability.
- Care is provided for a minimum of four (4) hours. If cancellation occurs after a caregiver is dispatched, there will be a four (4) hour cancellation fee, payable half by NYU and half by you.
- Care may be available for overnight or for a 24-hour period and on weekends if an employee must work. *Caregivers On Call* will make every effort to accommodate you.

### **What happens when I dial the “800” number?**

- A *Caregivers On Call* representative will take your name and pull up your registration on the computer. They will verify the information on your registration, ask you the days and time you need service, and why service is required. If there have been any changes since registering please be sure to tell the representative at that time.
- A caregiver is then assigned to the case. The *Caregivers On Call* representative will call you back providing you with the name of the caregiver and confirm the time that the caregiver will arrive at your home. If time permits, the caregiver will call you to introduce him or herself.

### **Who will come to my home? What can I expect?**

- *Caregivers On Call* places caregivers who are either certified under state home care training programs or have equivalent child or elder/adult care experience. All caregivers have been through an extensive screening process. Criminal background and random drug checks are conducted.
- Caregivers are not allowed to dispense medication.
- Caregivers are not allowed to drive your child or elder/adult in their car or yours.
- *Caregivers On Call* asks that you spend at least one-half hour with the caregiver after they arrive at your home. Please be sure to take this into consideration when determining the hours you request. This time is important to help the caregiver understand a plan for the day, familiarize them with your home and be sure your child or elder/adult is comfortable.
- Care is available to registered families with children who are emotionally, developmentally and/or physically challenged up to the age of 18. Be sure to inform *Caregivers On Call* of any special needs so that they have the opportunity to identify available caregivers with specialized training or experience.
- If you want the caregiver to release your child or adult dependent to another adult, please inform *Caregivers On Call* and the caregiver. Be aware that they must have a picture ID to verify their identity. *Caregivers On Call* will not allow your child or adult to be left with a minor.
- Please be sure to sign the employee’s time sheet acknowledging service for the hours they were in your home.

### **What are the costs?**

- The hourly costs of this program are determined by the location where care is provided. See the attached rate sheet for more information.
- You pay 50% of the cost of care and NYU pays the other half for up to 50 hours per employee per year. You will be billed directly by *Caregivers On Call* for your share.
- There is an additional charge of \$.50 per hour for two dependents. For three dependents, there is an additional charge of \$1.00 per hour. A second caregiver will be provided in households with four or more dependents. As noted above, these costs are shared with NYU, at a rate of 50%. Certain holidays are charged at time and a half.

### **Can I use my dependent care Employee Spending Account to reimburse myself for the cost of using *Caregivers On Call*?**

- Yes. You can reimburse yourself from a Dependent Care ESA for expenses incurred by using *Caregivers on Call*. This is done the same way as you would any other dependent care expense.

### **Are there tax consequences from using *Caregivers On Call*?**

- Current tax law provides that you may not receive more than \$5,000 in a calendar year in tax-exempt benefits from “employer-sponsored dependent care assistance” plans. This means that your dependent care ESA (if you have one) and the NYU payment portion (50%) of any emergency child care you use cannot total more than \$5,000 for the year, combined, and be considered tax-exempt. Any combination of the two benefits that exceeds the \$5,000 will be taxable to you. For example, if you already have elected to put \$5,000 in a dependent care ESA, any NYU payment for emergency dependent care will be over the \$5,000 maximum and therefore taxable to you.

### **How is this program evaluated?**

- To assist in maintaining the effectiveness of the program, a call is made by the *Caregivers On Call* staff at the beginning of the case to make sure the caregiver arrived on time and all is well. In addition, a call is made when service ends and a written evaluation form is sent to your home. Please take the time to complete these evaluations, your input helps to ensure a quality program.

The Emergency Dependent Care Program, a benefit of the Human Resources Division, is administered by the Office of Faculty Resources. For any additional questions, please contact 212-998-9085 or [family.care@nyu.edu](mailto:family.care@nyu.edu).

New York University  
EMERGENCY DEPENDENT CARE PROGRAM  
REGISTRATION FORM

Object Code # \_\_\_\_\_

**EMPLOYEE INFORMATION (PLEASE PRINT OR TYPE)**

\_\_\_\_\_  
LAST NAME

\_\_\_\_\_  
FIRST NAME

\_\_\_\_\_  
UNIVERSITY ID # (from the reverse side of ID card)

\_\_\_\_\_  
STREET ADDRESS

\_\_\_\_\_  
CITY STATE ZIP CODE  
( )

\_\_\_\_\_  
HOME PHONE # (AREA CODE)  
( )

\_\_\_\_\_  
BUSINESS PHONE # (AREA CODE)

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
DIVISION/DEPARTMENT

**DEPENDENT CARE INFORMATION** (attach additional information for more than two dependents)

_____ NAME	_____ NAME
_____ DATE OF BIRTH SEX	_____ DATE OF BIRTH SEX
_____ RELATIONSHIP TO EMPLOYEE	_____ RELATIONSHIP TO EMPLOYEE
_____ MEDICAL INFORMATION (ALLERGIES, MEDICATION) ( )	_____ MEDICAL INFORMATION (ALLERGIES, MEDICATION) ( )
_____ DOCTOR'S NAME PHONE # (AREA CODE)	_____ DOCTOR'S NAME PHONE # (AREA CODE)

**EMERGENCY INFORMATION**

\_\_\_\_\_  
SPOUSE/REGISTERED DOMESTIC PARTNER NAME

\_\_\_\_\_  
HOME ADDRESS  
( )

\_\_\_\_\_  
HOME PHONE # (AREA CODE)  
( )

\_\_\_\_\_  
BUSINESS PHONE # (AREA CODE)

\_\_\_\_\_  
EMERGENCY CONTACT (OTHER THAN SPOUSE/DOMESTIC PARTNER)

\_\_\_\_\_  
ADDRESS  
( )

\_\_\_\_\_  
PHONE #S (AREA CODE) (HOME AND WORK, IF APPLICABLE)

\_\_\_\_\_  
RELATIONSHIP TO EMPLOYEE

**ADDITIONAL INFORMATION YOU MAY WANT TO PROVIDE:**

\_\_\_\_\_

\_\_\_\_\_

(Over)

To Register: Please complete this side and the registration form on the reverse side.

Important Notice

1. Caregivers On Call provides services as an independent contractor. New York University has reviewed information provided by Caregivers On Call concerning the background, qualifications and training procedures of their caregivers. However, NYU is not and will not be involved in the operation of Caregivers On Call and does not assume any responsibility for the services provided or any liability that may occur. NYU makes these services available as an accommodation to you in emergency circumstances but it is up to you to determine whether the services are appropriate to your needs.
2. New York University pays 50% of the cost for up to 50 hours per year of emergency dependent care provided by Caregivers On Call. You are responsible for the other 50% of the cost and will be billed directly by Caregivers On Call for your part. You are 100% responsible for any hours you use beyond the 50 provided by NYU. By signing below, you indicate your agreement to pay your share within 30 days of receipt of the bill. You cannot use the service if you owe any amount that is over 30 days in arrears.

I have read and understand the above as well as the information in NYU's Emergency Dependent Care information brochure. I understand the conditions of the program and that NYU shall have no liability in connection with my use of Caregivers on Call.

\_\_\_\_\_  
Signed by Employee

\_\_\_\_\_  
Date

Complete both sides and forward to:

Office of Faculty Resources  
194 Mercer Street, Room 404B  
New York, NY 10012  
Fax: (212) 995-4101  
Email: [family.care@nyu.edu](mailto:family.care@nyu.edu)

**New York University  
Emergency Dependent Care Program**

HOURLY FEES FOR THE YEAR 2007

*NYU pays 50% of the hourly cost for up to 50 hours per year per eligible employee.*

New York City

Manhattan, Bronx, Brooklyn, Queens      \$26.00

Staten Island      \$26.00

Long Island

Nassau      \$26.00

Suffolk      \$26.00

New Jersey

\$26.00

Westchester

Lower to Mid Westchester      \$26.00

Northern Westchester      \$26.00

Connecticut

\$26.00

There is an additional charge of \$1.00 per hour for two dependents. For three or more dependents, there is an additional charge of \$1.50 per hour.

The following holidays shall be billed at one and one-half (1-1/2) times the hourly rate:

- Christmas Day
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day