



NEW YORK UNIVERSITY

BACK-UP CHILD AND ADULT CARE PROGRAM

Update 2017

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 child or adult dependent/elder 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 option 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 short-term backup care in the home of the family members of full-time faculty, administrators, and professional research staff with nationwide service.

The Program

NYU offers the Backup Child and Adult Care Program through a contract with *Caregivers On Call*, an in-home emergency back-up dependent care program with over 25 years of experience serving the back-up care needs of employers across the country.

Full-time NYU faculty, administrators, and researchers who register for the program can access trained caregivers to care for their healthy and mildly ill children and adult dependents, seven (7) days a week, 24 hours a day for up to 50 hours each calendar year. The University pays 75% of the hourly cost for the care and the employee is responsible for the remaining 25%. Fees for service are billed 30 days following the service.

Caregivers assigned to the Back-up Child and Adult Care Program are either certified under state home care training programs or have equivalent child or elder/adult care experience including first aid training. All caregivers have been through an extensive screening process. Criminal background and random drug checks are conducted. Additional details about the caregivers' specific training and experience are available from *Caregivers On Call*.

Once you have registered for the program, back-up care services are available when

- Your work schedule changes unexpectedly.
- Your regular child or adult dependent care provider is absent or the program or center is closed.
- Your child's school or program is closed unexpectedly.
- Your child or adult dependent is mildly ill.
- Your adult 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.
- Your young child accompanies you to a work-related conference away from home and needs care so that you can participate in the conference.

Eligibility

- The service is available to all full-time faculty, full-time administrative/ professional staff and full-time professional research staff.
- Program services are available when you need to be at work and your family member's usual care is unavailable.
- An eligible employee must be a single parent or have a spouse or domestic partner* who is employed, disabled or a full-time student.
- If an eligible employees and their spouse or domestic partner* are employed by New York University, only one can apply for the benefit.

Program Definitions

1. The term “Dependent” for purposes of this program refers to

- 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, step child, or a child for whom you (or your domestic partner) are the court appointed guardian or for whom you provide foster care.
- An adult dependent /elder (your spouse, registered domestic partner, parent, parent-in-law, or grandparent) living in the U.S. for whom you have responsibility.

2. The term “mildly ill” refers to

- A child or adult dependent recuperating from an illness, but is still not strong enough to return to his or her usual planned activities.
- A child or adult dependent who has not had a temperature in excess of 102° F in the past 24 hours.

Exclusions:

- Caregivers are not allowed to dispense medication.
- 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.

General Guidelines

- You must pre-register your dependent(s) by completing the attached registration form and sending it to: info@caregiversoncall.com with the subject line "NYU Backup Care Registration -

* domestic partner must be registered with the NYU Benefits Office

[First name, Last name]" You must allow twenty-four (24) hours for Caregivers on Call to process your registration.

- You are eligible to use the program services immediately. Once registered, *Caregivers On Call* will mail you a welcome letter acknowledging your registration within 7-10 business days of receiving your application.
- Caregivers are provided on a **best effort basis**. *Caregivers On Call* does not guarantee availability. It is recommended that you notify *Caregivers On Call* as far in advance as possible. *Caregivers On Call* may need up to four (4) hours to meet your request.
- Care is provided for a minimum of four (4) hours.
- 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.

How the Program Works

- To request back up care or eldercare services, call Caregivers on Call at 1-888-899-2462. *Caregivers On Call* maintains phone coverage 24 hours a day, 7 days a week. During hours other than regular business hours an answering service will take your message. Your call will be returned within one hour.
- A *Caregivers On Call* representative will take your name and 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 inform the representative at that time so that he or she can update your record.
- Discuss with the *Caregivers On Call* representative specialized training or experience needed if your child under the age of 18 is emotionally, developmentally and/or physically challenged so that they have the opportunity to identify appropriate caregivers.
- Once a caregiver has been identified and assigned for the days and hours care is needed, the *Caregivers On Call* representative will call you back providing you with the name of the caregiver and to confirm the time that the caregiver will arrive at your home. If time permits, the caregiver will call you to introduce him or herself.
- *Caregivers On Call* asks that you spend at least 20 minutes 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 him or her with your home and be sure that you and your child or elder/adult dependent is comfortable. Caregivers are not allowed to drive your child or adult dependent/elder in their own or your car.

Caregivers On Call recognizes that when care is provided to an adult dependent outside your home that this may not be possible to greet the caregiver. In these cases, be certain to provide the *Caregivers On Call* representative with any specific instructions by phone or fax in advance of the start of care.

- 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.

Program Costs

- The hourly costs of this program are determined by the location where care is provided. See the attached rate sheet for more information. For fees in locations other than the tri-state area, please contact *Caregivers On Call*.
- You pay 25% of the cost of care and NYU pays 75% of the cost of care for up to 50 hours per calendar year. You will be billed directly by *Caregivers On Call* for your share within 30 days of service. If you cancel your request for care after a caregiver is dispatched, there will be a four (4) hour cancellation fee. NYU will pay 75% of the cancellation fee and you will be responsible for 25% of the fee.
- There is an additional charge of \$1.00 per hour for two dependents. For three dependents, there is an additional charge of \$2.00 per hour. A second caregiver will be provided in households with four or more dependents. As noted above, these costs are shared with NYU. Certain holidays are charged at time and a half.

The NYU Dependent Care Flexible Spending Account (FSA) and Caregivers On Call

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

Tax Consequences of using Caregivers On Call

- Depending on the amount of dependent care assistance benefits your family receives (including the Dependent Care FSA), the amount of Backup Childcare you receive may impact the tax credit you are eligible for in a calendar year. For information concerning taxation of employer sponsored dependent care assistance plans, consult your tax advisor or the IRS website at <http://www.irs.gov/irspdf/p503.pdf>

Program Evaluation

To assist in maintaining the effectiveness of the program, a call is made by a *Caregivers On Call* representative 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 Back-up Care Program, is a benefit of the Human Resources Division. For any additional questions, please contact PeopleLink at 212-992-5465 or at askpeoplelink@nyu.edu.

New York University
**BACK-UP CARE PROGRAM
REGISTRATION FORM
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)

EMAIL

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 75% of the cost for up to 50 hours per calendar year of emergency dependent care provided by Caregivers On Call. You are responsible for the other 25% 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 hours 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 Back-up Care Program 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 of this form and send to: info@caregiversoncall.com with the subject line "NYU Backup Care Registration - [First name, Last name]"

You will receive a welcome packet via traditional mail in 7-10 business days that will include instructions to request care.

For any additional questions, please contact PeopleLink at 212-992-5465 or askpeoplelink@nyu.edu

**New York University
Back-up Child and Adult Care Program**

HOURLY FEES

NYU pays 75% of the hourly cost for up to 50 hours per calendar year per eligible employee. Eligible, registered NYU faculty, administrators and research staff, pay 25% of the hourly cost for up to 50 hours of care per year.

Please note: Eligible NYU faculty, administrators and research staff who use the service for more than 50 hours in a calendar year will be responsible for 100% of the hourly cost of care.

New York State	\$28.00*
New Jersey	\$28.00*
Connecticut	\$28.00*

Hourly rates outside the tri-state area range from \$25 to \$31 per hour. Please contact Caregivers On Call (888-899-2462) for information about rates in other states.

*There is an additional charge of \$1.00 per hour for two dependents. For three or more dependents, there is an additional charge of \$2.00 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