

# **FREQUENTLY ASKED QUESTIONS**

**Bright Horizons Enhanced Family Supports**

# FAQs: Overview

## Bright Horizons Enhanced Family Supports

Your employer has partnered with **Bright Horizons**<sup>®</sup> to help you better manage your many work, family, and personal responsibilities.

*Bright Horizons Enhanced Family Supports*<sup>™</sup> offers free premium access to Sittercity, a fantastic solution for finding babysitters, virtual sitting, pet care providers, and housekeepers. The program also includes discounts on a local, high-touch nanny placement service for full-time child care. Plus, access elder caregiving resources, learning pods, discounts on academic support, tutoring, and test prep services, and special privileges for full-time child care, such as preferred enrollment at Bright Horizons centers.

## Find Support Now

Visit <https://clients.brighthouse.com/okta>

*Please Note: Current offerings provided under Bright Horizons Enhanced Family Supports are subject to change. Please check your benefit site for details of the current program.*

# Enhanced Family Supports Overview

Through *Bright Horizons Enhanced Family Supports™*, your employer provides you with resources to help you secure your own regular, ongoing family care, including:

- Premium online tools through Sittercity for finding and connecting with:
  - Babysitters for regular and weekend care (including children with special needs)
  - Caregivers who can manage small-group learning pods
  - Adult and elder companion caregivers
  - Pet sitters, dog walkers, groomers, and related service providers
  - Housekeepers
- Discounted, local high-touch nanny placement services, with the option to be matched with a nanny who is trained to support students with online instruction
- Elder care resources, planning, and senior housing search tools
- Preferred enrollment at select Bright Horizons child care centers and a registration fee credit
- Discounted tuition for full-time care at select partner centers in our child care network
- Academic support, tutoring, test prep, and homework help services

## Babysitters, Virtual Sitting, & Housekeepers

### What services are included with this benefit?

Your free premium Sittercity membership enables you to quickly find babysitters, virtual sitting, housekeepers, pet care, and more from a nationwide provider database, and includes unlimited basic background checks at no cost. The service also includes online forums, tools, and resources that will help you choose someone that meets your preferences and needs for occasional and everyday child care, caregivers who can manage small-group learning pods, care for children with special needs, household help, and even pet care.

## Who is eligible for care?

Anyone. Since you are responsible for all arrangements and costs, you can use these tools and resources to self-select care through Sittercity for anyone you want, as many times as you want.

## How do I access care?

To access these tools and resources, go to your benefit website and click on Search for Sitters, Nannies & Housekeepers under Bright Horizons Enhanced Family Supports. This will bring you to your employer's Sittercity homepage, where you will create a username and password to gain access and begin to search for the solution to your care needs.

## If I am already a registered Sittercity customer, do I have to re-register?

No, you do not have to re-register. You can use your existing username and password to access the Sittercity website. You will however need to contact the Sittercity Membership Services team at 1-888-748-2489 to have your account moved under your employer's account.

## Will I get a refund for fees paid as a retail customer?

Please contact Sittercity Membership Services at 1-888-748-2489 for help with receiving a pro-rated refund.

## What is the typical cost of care on Sittercity?

The cost of care varies based on geographic region, type, number of children or pets and level of care (i.e., infant care prices often differ from the cost of care for school-age children). In the Trust and Safety Center on the Sittercity site, you can use a rate calculator to determine the appropriate pricing based on region, number of children and years of experience the caregiver has. Also, when posting a job, you are able to indicate the rate preferred per hour and work with caregivers that best fit your financial requirements.

## How can I evaluate and select the caregiver that seems right for me?

Sittercity has a variety of filters to help match caregivers to your needs and preferences. You also have access to caregiver profiles, which may include pictures, references, and reviews from other care seekers and users on the site. In addition, through your employer-sponsored benefit, you have the ability to run unlimited basic background checks and can run an up-to-date background check on any caregiver at any time, free of charge. If you'd like to run additional

background checks, there are options available on the site at discounted pricing through your employer-sponsored benefit.

### **What kind of background checks do I have access to?**

As a Sittercity registered user, through the partnership negotiated by your employer, you can run an unlimited amount of basic background checks and view results of those you previously completed.

### **Can I get a more enhanced background check if I want it?**

Yes. You can get an enhanced background check for an additional fee (ranging from \$20-\$60).

### **Where can I find more information about virtual sitting?**

Sittercity has posted a variety of resources about virtual sitting, sitter selection, activity planning, and safety to the Trust & Safety section of their website. It states that a virtual sitting is when a caregiver cares for a child digitally for a short period of time; it is not a replacement for physical care. You can find some additional information [here](#).

### **How does virtual sitting work?**

A virtual sitter engages with a child or children via an online video platform set up by the parent (e.g., Skype, Zoom, FaceTime), according to a plan agreed upon by the parent and sitter in advance. These sessions may be structured to include interactive games and assistance with schoolwork. Parents should remain mindful that there could be lag or glitches or other technological issues during their children's virtual sitting session. For the children's safety, it's important for parents to never leave them unattended during a virtual sitting session.

### **Is there a minimum time requirement for virtual sitting?**

Virtual sitting jobs can be posted for a minimum of one hour.

### **What is the average cost of virtual sitting?**

Sittercity recommends that families pay sitters a standard sitter rate for virtual sitter sessions or in-person caregiving. The national typical hourly rate of sitters in 2020 is \$16.50 per hour, according to Sittercity data. Regional information can be found [here](#).

### **What are learning pods and how do they work?**

Learning pods are small groups of children that are conducting remote learning together. Typically, a hired caregiver provides educational support for all children in a pod. You can post a learning pod job online through Sittercity and find a well-matched caregiver that meets the needs of your pod.

### **How do I contact Sittercity for support?**

You can call Sittercity at 888-748-2489 or email [support@sittercity.com](mailto:support@sittercity.com).

## **Nanny Placement**

### **How does the nanny placement process work?**

This service is offered through College Nannies and starts with a family consultation to establish your family's unique needs. After signing up with a local College Nannies office, College Nannies will evaluate your schedule, ages of children, job duties, interests, and desired experience and attributes for your perfect nanny. As candidates are identified, you will receive an electronic profile for review and then arrangements will be made for your interviews. College Nannies follows up with both the family and candidate to ensure both parties feel it is a great fit before moving forward. After selection, orientation will be provided for the new nanny and College Nannies is available to help with the process of settling in for an exceptional experience. The discounted nanny placement fee and hourly charges for care will be paid by you directly to the local College Nannies office.

### **How do I connect with College Nannies?**

To connect with College Nannies, go to <https://clients.brighthorizons.com/okta> and click on Access Nanny Placement Services under Enhanced Family Supports. This will bring you to the College Nannies website, where you submit a short inquiry form. Your local College Nannies office will make contact within 48 hours to begin the consultation process.

### **Are all nannies college educated?**

Most nannies have completed some type of post-secondary education. Many are either current college students or recent college graduates.

### **How are the nannies screened and trained?**

A comprehensive background screen is conducted by an accredited national background screening agency and includes state and federal criminal history, National Sex Offender

database check, and address history. This is completed as part of the nanny placement service at no additional fee. During initial orientation, all nannies must take training courses on child safety, security, child development, and age-appropriate fun. For ongoing training, College Nannies offers videos, print resources, resource directories, the most up-to-date tools available, and the ongoing professional guidance of the local College Nannies team. You can also elect to be matched with a nanny who is trained as a learning coach to support students with online instruction – see more information below.

### **How long will it take to find a nanny for my family?**

College Nannies works quickly to find you a great nanny. This process usually takes two to six weeks, but may vary depending on your family's unique needs.

### **What discounts are available as part of my benefit?**

Current discounts include \$300 off nanny placement fees and a 10% hourly rate discount on services used. Please note, hourly rates and placement fees vary and are subject to change.

### **What happens if our nanny doesn't work out?**

College Nannies provides a replacement nanny at no additional charge, if required for any reason, during the first 12 weeks of the placement.

### **Can I hire a nanny trained to assist my children with online learning?**

Yes, as mentioned above, you can elect to be matched with a nanny trained as a learning coach in order to support online instruction. This unique offering is designed to help working families successfully navigate remote and/or hybrid learning environments.

Nannies who complete the instructional support training can help children and families establish an effective at-home learning environment, actively supervise and support the needs of multiple children with different learning goals, and offer motivational tips and techniques to help children remain focused on their work.

### **Does it cost more to work with a nanny who is trained as a learning coach?**

Yes, nannies who are trained as learning coaches are charged at a higher hourly rate than nannies who are not trained.

## **How do I contact College Nannies for support?**

You can call College Nannies at 952-653-1357.

# **Elder Care**

## **What services do I have access to through Years Ahead?**

Years Ahead connects you with elder care tools and resources — including search tools and referrals. Your Bright Horizons benefits include free access to this online elder care platform.

## **What will Years Ahead help me with?**

Through Years Ahead, you can take a needs assessment online for your loved one, learn about elder care options, access elder care resources, and get guidance in finding senior care providers near you or your loved one.

## **How do I access care through Years Ahead?**

To access these tools and resources, go to <https://clients.brighthorizons.com/okta> and scroll to Find Elder Care Resources under Bright Horizons Enhanced Family Supports. Click “Use It” to be directed to your employer’s Sittercity homepage. Select Years Ahead in the Membership Activation form, and then create a username and password to gain access.

## **Can I register for Sittercity and Years Ahead under one account?**

Sittercity and Years Ahead have separate registrations.

## **What resources are available to me through Years Ahead?**

Through Years Ahead, you are able to search a nationwide network of senior care providers that includes in-home agencies, independent living facilities, assisted living facilities, memory care, and nursing homes. You can browse providers’ profiles, which may include program information, photos, experience and capabilities, pricing, and reviews. The site also offers articles, cost calculators, and other tools to help you make an informed decision about care for your loved one.



## Who can I contact if I need help?

Customer support is available by email at [support@yearsahead.com](mailto:support@yearsahead.com) or by phone at (877) 719-3056. Support hours are 8:00 a.m.-4:00 p.m. CT.

The Years Ahead customer support team can help with a range of requests, including but not limited to registration questions, help using the site, information on available resources, how to pay for senior care, and understanding the different kinds of senior care available.

## What is the typical cost of care on Years Ahead?

There is no cost to use the Years Ahead website. The cost of care through the Years Ahead agencies and facilities will vary based on the level of care and, in the case of in-home providers, the number of hours per week. Agencies and facilities listed on Years Ahead will provide cost information directly to you in response to your inquiry.

# Pet Care

## What pet care services do I have access to through Sittercity?

As part of your free Sittercity membership, you can easily use the online database to find options for all your pet care needs — dog walking; coordinating check-ins, visits, pick-ups, and drop-offs; pet sitters and/or overnight care; bathing, grooming, and training resources; and more.

## How do I access pet care services?

Visit <https://clients.brighthorizons.com/okta> and click on “Use it” under Bright Horizons Enhanced Family Supports. This will bring you to your employer’s Sittercity homepage — if you do not currently have an account, you will create a username and password to gain access and begin to search for the solution to your pet care needs.

## What types of pet care resources does Sittercity offer?

Post your own listing or use the search filter to find just the right fit for you and your pet. Access information and screen potential candidates based on: years of experience; completed background checks; regular and short-notice availability; type of pets cared for; and more.

## How do I contact Sittercity for support?

You can call Sittercity at 888-748-2489 or email [support@sittercity.com](mailto:support@sittercity.com).

# Academic Supports and Tutoring

## What types of services are available?

Your Bright Horizons benefit gives you easy access to high-quality tutoring, test-prep, and academic support providers, offering a variety of online options with exclusive discounts for Bright Horizons families.

## How do I access academic supports and tutoring?

Go to <https://clients.bright Horizons.com/okta> and navigate to the Enhanced Family Supports section for direct access to the providers and discounts outlined below.

### *Revolution Prep*

#### What services does Revolution Prep offer?

Revolution Prep offers premium academic support and test preparation for students in grades K-16+, including: personalized tutoring with a curriculum tailored to each child's needs and interests; Revolution Math, a story-based math curriculum that takes students on an epic journey; and step-by-step test preparation with a full-time, highly trained tutor.

#### What discounts are offered through my benefit?

You receive a 20% discount off tutoring rates. You pay between \$79 and \$159 per hour for one-on-one tutoring with the discount, depending on the experience level of the tutor and the number of sessions purchased. A five-hour package for small-group tutoring is \$159 with the discount. You also receive 33% off Revolution Math.

#### How do I contact Revolution Prep for support?

You can call Revolution Prep at 877-738-7737.

### *Varsity Tutors*

#### What services does Varsity Tutors offer?

Varsity Tutors offers one-on-one and small-group tutoring on more than 3,000 subjects. When families sign up, they are assigned an educational consultant who helps identify the best tutor for their needs from more than 40,000 available tutors and instructors. Also offered are

hundreds of enriching online classes, camps, and extracurriculars for K-12 children, as well as online learning tools including instant homework help, adaptive testing, and learning labs.

### **What discounts are offered through my benefit?**

You receive a 20% discount off most programs. With Varsity Tutors, one-on-one tutoring starts around \$50 per hour with the discount. Discounted group classes start at \$10 per hour, with an average price of \$20 per hour.

### **How do I contact Varsity Tutors for support?**

You can call Varsity Tutors at 800-828-6354.

## ***MarcoPolo Learning***

### **What services does MarcoPolo Learning offer?**

MarcoPolo World School is a learning app featuring award-winning STEAM and literacy content designed by early education specialists. The app includes more than 500 premium video lessons and 3,000 interactive learning activities.

### **What discounts are offered through my benefit?**

You receive discounts of at least 20% off the monthly subscription and 65% off annual plans.

### **How do I contact MarcoPolo for support?**

You can email MarcoPolo at [support@marcopololearning.com](mailto:support@marcopololearning.com).

## ***Learning Pods***

### **What are learning pods and how do they work?**

Learning pods are small groups of children that are conducting remote learning together. Typically, a hired caregiver provides educational support for all children in a pod. You can post a learning pod job online through Sittercity and find a well-matched caregiver that meets the needs of your pod.

### **What discounts are offered through my benefit?**

Job postings for learning pod caregivers are included at no additional cost with the free premium Sittercity membership available through Bright Horizons Enhanced Family Supports.

Additionally, you can conduct basic background checks on potential learning pod caregivers at no cost through your benefit.

### **How do I contact Sittercity for support?**

You can call Sittercity at 888-748-2489 or email [support@sittercity.com](mailto:support@sittercity.com).

## **Center-Based Child Care**

### **What is Preferred Enrollment?**

Preferred Enrollment allows you to gain access to available full-time child care spaces in Bright Horizons centers ahead of the general community.

### **Will discounts be offered at Bright Horizons centers?**

At this time, discounts are not offered at Bright Horizons centers. Discounts are offered at select participating network centers.

### **Do I have to pay a registration fee for Preferred Enrollment?**

While Preferred Enrollment is offered to you free of charge, you do pay a fee to register at a child care center. However, that initial registration fee will be applied as a credit (up to a maximum of \$250) towards your next tuition payment after 30 days of enrollment at any participating Preferred Enrollment center. When selecting a center, you can download a coupon, which you should print and bring with you when you visit.

### **If I am already registered at another Preferred Enrollment center location, am I still eligible for the registration fee credit?**

Yes. If you enroll your child at a new Bright Horizons center location, the Registration Fee Credit is applied when you enter your second full month of enrollment. Therefore, you will be eligible at any participating center where you choose to enroll your child.

### **What is the Tuition Discount benefit?**

The Tuition Discount benefit provides you with a discount of up to 10% off child care tuition at select participating network centers (excludes Bright Horizons centers).

## **What age groups are eligible for a tuition discount?**

Tuition Discounts vary by center, and may only be available for children ages 2 and older. Check with your preferred network center for details.

## **What if I am currently enrolled in a participating center for the Tuition Discount benefit?**

If you are currently enrolled in a participating network center that offers a Tuition Discount, please reach out to your center director to inquire about the discount benefit. You will then be eligible to receive up to 10% off of your tuition moving forward. Some discounts are only available for new enrollments. Please refer to your benefit website to identify the discounts available to you. Discounts cannot be applied retroactively.

## **How do I find child care centers where I have access to Preferred Enrollment and Tuition Discounts?**

Visit your benefit website and click on the [Preferred Enrollment and Tuition Discounts](#) link under the Bright Horizons Enhanced Family Supports section. This will bring you to the Preferred Enrollment and Tuition Discounts site, where you will be able to use the center search locator to find center options in your desired area.

## **Is care available for family members with special needs?**

We make every effort to accommodate care recipients with special needs, which may include physical, emotional, or developmental challenges.

## **What if I am in the process of custody arrangements for my child?**

Bright Horizons cannot limit any parent's or guardian's access to his or her child without legal authority. If you believe any access or custody issues will arise during the course of your child's care, you must provide a copy of a signed court order prior to care.