

# NYC Health + Hospitals Child Care FAQs: Overview

New York City Health + Hospitals has partnered with **Bright Horizons**<sup>®</sup> to help you better manage your many work, family, and personal responsibilities.

## 1. Overview of NYC Health + Hospitals Application Process and General Information about Bright Horizons (Page 2)

## 2. Bright Horizons Additional Family Supports Available Now (Page 5)

*Bright Horizons Additional Family Supports*<sup>™</sup> offers free premium access to Sittercity, a fantastic solution for finding nannies and babysitters. Employees are responsible for the entire cost of care for your children provided by sitters and nannies.

**Find Support Now: Visit [sittercity.com/nychh](https://sittercity.com/nychh)**

## 3. Bright Horizons Back-Up Care Available April 15, 2020 (Page 6)

*Bright Horizons Back-Up Care*<sup>™</sup> provides access to back-up care for your children during a lapse in normal care arrangements. New York City Health + Hospitals employees that qualify for this benefit will not incur any cost for use of Bright Horizons Back-Up Care.

Detailed information about how to register and reserve care including a dedicated website will be published when Bright Horizons Back-Up Care<sup>™</sup> launches on April 13, 2020.

## General Questions?

Email us at [ChildCareServices@nychhc.org](mailto:ChildCareServices@nychhc.org)

or

Call the COVID19-CHILDCARE-HOTLINE (646-694-5100)

## **1. FAQ: NYC Health + Hospitals Application Process and General Information**

### **What is Bright Horizons and what services do they offer?**

Bright Horizons is a nationwide network of high-quality, licensed child care centers and a network of screened, in home care givers for children. Bright Horizons offers access to licensed child care centers and access to screened, in home care givers.

### **Who is eligible for Bright Horizons services?**

You are eligible for Bright Horizon services if:

- You are an active employee at NYC Health + Hospitals. Includes all H+H staff, affiliates, Metroplus and Correctional Health employees and temporary staff.

#### **AND**

- You are unable or ineligible to access the child care services offered by [NYC Department of Education Regional Enrichment Centers](#) (NYC DOE REC).

#### **OR**

- You are currently using NYC Department of Education services, but have additional child care needs.

### **Can I apply for Bright Horizon services if I send my child to a NYC DOE REC?**

Yes. If you need care beyond what the DOE REC center offers, you can apply.

### **Do I need to be a NYC resident to receive Bright Horizons services?**

No. All NYC Health + Hospitals employees can receive Bright Horizons services if you are unable or ineligible for NYC DOE REC or have child care needs beyond the NYC DOE REC.

### **Where can I receive Bright Horizons services?**

You can choose to send your child(ren) to a child care center or to have a screened care giver come to your home.

### **Do I need to pay for these services?**

NYC Health + Hospitals covers all costs related to sending your children to a Bright Horizons child care center or having a Bright Horizons screened care giver come to your home. This also includes access to the SitterCity website, however you are responsible for payment of all services booked through SitterCity (see FAQ #2).

### **Is there any age requirement to access Bright Horizons services?**

Bright Horizons services are available for children 0-12 years of age.

### **When will I be able to use Bright Horizons services?**

There is open enrollment during the COVID-19 emergency. Services will be available beginning April 15th. We encourage you to complete the enrollment application as soon as possible so you can access Bright Horizons child care.

**I need child care services today, I can't wait until I am approved for Bright Horizons child care. What can I do?**

NYC Health + Hospitals employees can access SitterCity. You can search for child care providers who have had background checks in your neighborhood. You are responsible for covering the cost of paying for your child care services through the SitterCity website: <https://www.sittercity.com/NYCHH>. (See FAQ #2).

**What's the difference between Bright Horizons services and SitterCity?**

Bright Horizons is 24/7 access for center based child care and in home child care services that NYC Health + Hospitals is paying for. SitterCity is a website that employees can use to find childcare services in their neighborhood. Employees are responsible for covering the cost of paying for their child care services through the SitterCity website. (See FAQ #2 & #3).

**How many times can I use Bright Horizons services?**

You can send your child(ren) to a Bright Horizons child care center or have a screened care giver come to your home as many times as necessary during the COVID-19 emergency.

**Where are Bright Horizons child care centers located?**

There are child care centers across New York and surrounding states. Once you have been approved for enrollment, Bright Horizons will provide you with a list of child care centers that have remained open during the COVID-19 emergency.

**Does Bright Horizons provide child care for children with special needs?**

Yes. Bright Horizons can support requests for care of those with special needs. During the Bright Horizons program registration, employees are asked to complete Health information for each Care Recipient. There is also a place during the reservation process to indicate any special needs or instructions. Bright Horizons will do their best to match the family with a caregiver that can meet the needs of the family.

**What screening does Bright Horizons conduct for in home child care?**

All in-home care is provided by employees of in-home caregiver agencies and not independent contractors. When contracting with an agency, Bright Horizons look for providers that share their commitment to quality, perform extensive reviews to ensure that background checks and screening of all potential caregivers are in line with our expectations and local licensing requirements, and then consistently monitor the network for performance.

**What is Bright Horizons' child care curriculum?**

The World at Their Fingertips is Bright Horizons' comprehensive, proprietary curriculum and includes the following learning elements with age appropriate activities for each topic:

- Language Works: Integrates activities for listening, speaking, reading, and writing.
- ArtSmart: Provides active, hands-on engagement with visual art, music, dance, creative movement, and drama.
- Math Counts: Helps children develop a solid foundation in mathematical skills and reasoning through active exploration.
- Science Rocks: Entails observing, making inferences, testing hypotheses, classifying, and communicating – and most of all, promotes an attitude of inquiry that inhabits everyone in the classroom.
- Well Aware: Fosters positive attitudes toward healthy living by addressing children's physical fitness and promotes an understanding of how food, exercise, wellness, and healthy choices impact our lives.
- Toward a Better World: Supports the development of empathy, caring, compassion and social responsibility in young children.

**After I submit my application, what should I expect in terms of confirmation of enrollment and information about next steps?**

Once you submit your application, it will be reviewed. If there are any issues on your application you will be contacted by the Child Care Team at NYC Health + Hospitals. If there are no issues and you are eligible for Bright Horizons services, you will receive an email directly connecting you to Bright Horizons services as soon as possible.

**How will Bright Horizons practice social distancing?**

Bright Horizons has introduced enhanced protocols at centers to ensure they are operating in a way so as to create the safest possible environment. The enhanced protocols are under constant review, with assistance from their medical expert, and updated based on the most current information available to us as this situation evolves. These protocols include, among other things, a daily health check requirement for both families and staff, prohibition of any non-essential visitors, reduced class sizes per applicable local guidance, consistent groupings of children and staff, and, as best we can, social distancing, in particular with respect to meal and nap times.

**What will be the ratio of staff to children at the Bright Horizons' child care centers?**

At a minimum, Bright Horizons adheres to state and NYC guidelines. Bright Horizons also uses recommendations outlined by NAEYC. Ratios are as follows:

- Children under 12 months 1:4 maximum of 8 per room (during COVID-19, class size is limited by the available room for cribs to be maintained at a minimum of 6 ft. apart)
- Children older than 1 will have a class size limited to no more than 10 children per room regardless of class size.

**How will Bright Horizons ensure the health of their staff?**

As part of the enhanced protocols Bright Horizons staff and families are required to perform a daily health check and to remain out of a Bright Horizons child care center if any household member has any of the following symptoms:

- Fever of 100.4 F or higher, now or in the preceding 72 hours
- Cough
- Sore Throat
- Muscle Aches
- Difficulty Breathing

**How will Bright Horizons guarantee that the in home care providers are screened for COVID exposure before entering my home?**

Bright Horizons cannot guarantee that any staff, in home provider or family member has not been exposed. Bright Horizons' COVID-19 policy applies to and is enforced with respect to their staff, in home caregivers, as well as, all the families they serve. All are required to undertake a health check and comply with the Bright Horizon illness policy. If there is a concern about a possible exposure it is evaluated per our guidance and in consultation with the local board of health.

## **2. FAQ: Bright Horizons Additional Family Supports**

### **Babysitters and Nannies**

#### **What services are included with this benefit?**

Your free premium Sittercity membership enables you to quickly find nannies and babysitters, from among 6+ million providers, and includes unlimited basic background checks at no cost. The service also includes online forums, tools, and resources that will help you choose caregivers that meet your preferences and needs for occasional and everyday child care and care for children with special needs. You are responsible for the entire cost of care provided for your children by nannies and babysitters.

#### **Who is eligible for care?**

All NYC Health + Hospitals employees are eligible to use Bright Horizons Additional Family Supports. Since you are responsible for all arrangements and costs of care, you can use these tools and resources to self-select care through Sittercity for your children, 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 Find Sitters, Nannies under Bright Horizons Additional 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 NYC Health + Hospitals' account.

#### **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).

### **3. FAQ: Back-Up Care**

**What is Bright Horizons Back-Up Care?**

Bright Horizons Back-Up Care can be used anytime you need to be at work, but your family member needs assistance or support.

**What type of back-up care is available?**

Care in high-quality centers for well children and screened in-home caregivers for children are available. Care recipients may include infants, toddlers, preschoolers and school-age children.

**Where is back-up care available?**

The benefit gives you access to a nationwide network of high-quality, licensed child care centers, including hundreds of accredited Bright Horizons child care centers across the United States. Chances are high that there are options near your home and your work site. In addition, we have partnerships with 650 in-home care agencies that employ a total of nearly 200,000 experienced caregivers who travel up to 35 miles to provide care in your home. Care options depend on the availability of these network providers in your area. While care is not guaranteed, Bright Horizons will make every effort to accommodate your reservation request.

**I do not see a local provider on the Bright Horizons Back-Up Care website. What should I do?**

Bright Horizons will help to determine if there are contracted providers in your local area. The contact center has the most up-to-date information on our contracted network, and they will try to help you find options that will suit your care requirements.

**What is the age limit for care recipients?**

For center care, age limits will vary by location. Most centers can serve children from 6 weeks to 6 years of age; some serve children through age 12. In-home care serves children 0-12.

**How can I provide feedback regarding my care experience?**

Your feedback is a critical part in helping us manage the experience people have when using this program. We will email you a link to a survey following the last date of care each time you schedule care with us. Please take a few minutes to complete this survey and let us know how we're doing.

### **Center-Based Back-Up Child Care**

**How can I be assured a center is a safe environment for my child?**

All the child care centers that provide back-up care meet stringent quality requirements and are licensed by the state in which they operate. Each center offers a developmentally appropriate curriculum led by qualified teachers, follows strict health and safety policies, and ensures appropriate teacher-to-child ratios for each age group.

These centers are specifically designed to provide a warm, inviting, and engaging environment where children actively explore and participate. Teachers in back-up care settings are specially trained to tune into your child's needs and interests, to help you comfortably transition at drop-off time, and to help your child feel welcome, secure, and at ease in what is usually an unfamiliar and new environment.

### **Can center staff administer medication?**

Each child care center in the back-up care network has its own policies regarding medications based on local and state regulations. Please check with the center you will be using, should the need for medication administration exist or arise at any point during the provision of care.

### **What information will I need to bring to a child care center?**

Once you schedule care, you will need to complete some information and forms to submit to the center. The specific materials required vary based on state and local requirements, but may include birth certificate, immunization records, and primary care physician contact information. The information is required by state licensing for the safety and care of your child and must be completed and given to the center in order to receive back-up care. Our care consultants can provide more details on specific requirements.

## **In-Home Back-Up Child Care**

### **When can I use in-home care for my child?**

In-home child care can be used when you prefer to have care take place in your home, rather than in a child care center. One in-home caregiver can care for up to three children.

### **How can I be assured the in-home caregivers provide a safe environment?**

In-home care is designed to provide comforting, individualized care for your child in the familiar surroundings of home. In-home caregivers are all employed by Bright Horizons or the agencies Bright Horizons has contracted with and they are professionally trained, screened, and credentialed. Experienced in child care, caregivers are carefully selected and meet stringent credentialing requirements, pass extensive background checks and screening processes, and are trained in CPR/First Aid.

As in any situation where third parties have access to your home while you are out, please take reasonable precautions to secure your cash, credit cards, and other valuables or information of a financial nature.

### **Who is authorized to greet and release the in-home caregiver?**

An adult (at least 18 years of age) must be present both when the caregiver arrives and departs. The adult must be someone who is willing to take responsibility for the care recipient(s) should the caregiver fail to arrive or otherwise be unable to provide care at the last minute. This can include, but is not limited to, a parent or guardian, a grandparent, an adult sibling, or a friend of the family. The adult, or adults, must be identified at the time care is requested.

The parent or guardian must take responsibility for greeting and/or releasing the caregiver in the event that the adult designated is unable to perform that function.

### **Can the in-home caregiver do light housekeeping?**

An in-home caregiver can perform light housekeeping as it relates to the care of the care recipient only. Light housekeeping normally includes: cleaning kitchen after meal/snack preparation, straightening up family/living room and child'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 restrooms/bathing areas, etc. The only time a caregiver may provide any of the above services is when the care recipient has created a mess requiring the above services.

**Can the in-home caregiver prepare meals?**

An in-home caregiver can prepare meals as it relates to the care of the care recipient only. Meal preparation normally includes: cooking meals and preparing snacks for the care recipient to be eaten during the hours of care. Meal preparation does not include preparing meals for upcoming days/weeks or preparing meals for other family members not using the benefit.

**Can the in-home provider administer medication?**

In-home caregivers may not dispense prescription or over-the-counter medication directly to any care recipient in their care. Caregivers may apply non-prescription topical ointments to a care recipient in their care. You may make other arrangements for third parties to dispense medications (such as a neighbor), provided the caregiver is notified in advance.

In-home care professionals that can dispense medication vary by state regulations, but generally are Registered Nurses (RNs) or Licensed Practical Nurses (LPNs). Medical care must be requested at the time the reservation is placed and an additional fee of \$50 per hour (1 hour minimum) will apply if dispensing of medication and/or certain medical procedures (including wound care) are required for the care provided.

**Can the in-home caregiver provide transportation?**

Caregivers may not transport any care recipient in a private vehicle. Caregivers are only allowed to accompany a care recipient using public transportation (i.e. taxi, bus, train, or special transit) when required in connection with the care provided and only with the prior authorization of the employee and notification of Bright Horizons.

**Can the in-home caregiver engage in outdoor activities with my child?**

Caregivers are required to provide care for care recipients in the homes of employees. Caregivers may leave the premises only with your prior authorization. Outdoor activities are limited by the transportation policy.

Caregivers may not accompany care recipients to any body of water (public or backyard pools, lakes, etc.), other than in connection with a pre-arranged activity that a third party is responsible for (such as a swimming lesson with an instructor), and only with your prior authorization.

**Are visitors allowed to come to my home while I am using in-home care?**

No visitors are permitted on the premises without your prior authorization. No authorized visitors may be under 18 years of age (unless they reside in the home). Authorized individuals must provide photo identification in order to be given access to the care recipient.

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

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 back-up care request.

**Can I find my own provider to use for back-up care?**

You are required to utilize centers and in-home providers that are contracted with Bright Horizons Back-Up Care.

## Back-Up Care Eligibility and Registration

### How do I register?

Access to back-up care requires a pre-application with NYC Health + Hospitals to determine eligibility before you register or reserve care (See FAQ #1). You and your family member(s) must be registered for Bright Horizons Back-Up Care before you may make a reservation and use the back-up 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, through the Bright Horizons Back-Up Care mobile app (available from the App Store or Google Play).

### How do I create a “Care Profile” and what information do I need?

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 Authorized Contacts:** Add any adults (e.g., spouse/partner, grandparent, friend) as emergency contacts and/or individuals who are authorized to pick up care recipients.
- **Enter Care Locations:** Let us know where you will typically need care.

Yes — you have back-up care at your fingertips with the Bright Horizons Back-Up Care mobile app. You can download it by searching “back-up care” in the App Store or Google Play. And once you’ve downloaded the app, be sure to register for your back-up care benefit so you can submit reservation requests anytime, anywhere — even when you’re on the go. Once you’ve downloaded the Back-Up Care mobile app, you’ll have the ability to:

- Register for back-up care
- Submit new or duplicate previous back-up care requests
- request a child care provider you used previously Find nearby child care centers and view each location on a map
- Add confirmed reservations to your device’s calendar
- Stay updated with real-time notifications and confirmations

### Does the care recipient who needs care have to be covered under my insurance to receive care?

No. Any care recipient who relies on you as a primary caregiver, qualifies to receive care through Bright Horizons Back-Up Care when normal care arrangements break down. Those eligible care recipients are not required to be covered under your insurance.

### Can spouses or domestic partners register?

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.

**What information is needed to register my child(ren) for back-up care?**

Information such as the care recipient's name, birth date, any known allergies, and emergency contact will be required.

## **Back-Up Care Reservations**

**Is registering the same as making a reservation?**

No. You and your family member(s) must be registered for Bright Horizons Back-Up Care before you may make a reservation and use the back-up care services. Register online with a few simple steps or contact us by phone and a knowledgeable care consultant will help you complete registration. Registration is free, so we strongly recommend that you register in advance so you are ready to use the benefit when you need care.

**Why do I have to make a reservation?**

Reservations allow our care consultants to secure the type of care you need, on the specific day(s) that you need care, and also alert the care provider to the specific needs of your family so he or she is prepared. You can make reservations for back-up care 30 days in advance of the date care is needed up to the morning of the day that care is needed. See the back-up care website for details. Reserve care either online via your benefit website, through the back-up care mobile app. You will then receive a confirmation of care email including details of the care arrangements.

**If I work non-traditional hours, such as evenings and weekends, can I still use the benefit?**

Evening and weekend care (typically in-home) is available and your company's standard benefit details will apply. However, you must be working during the time care is needed.

**Will my employer know that I am using the benefit?**

Yes, Bright Horizons will provide monthly utilization reports to your employer to show who has registered for and used the benefit.

**What is the cancellation policy?**

You must cancel by 5:00 p.m. local time on the business day prior to the day of care. If care is cancelled after 5:00 p.m. local time on the business day prior to the day of care, you will be charged the use of one day.