

Bright Horizons® Back-Up Care Service - Tip Sheet for Managers

Duke University Health has partnered with **Bright Horizons®** to offer new family care support to team members and help them better manage their many work, life, and family responsibilities.

Bright Horizons Back-Up Care™

Your eligible team members have access to a network of high-quality child care centers and in-home care providers, which support temporary care when team members have a disruption in their regular care.

Back Up Care Support Details	Back Up Care Helps When
<ul style="list-style-type: none">• Team members will have access to 10 annual days of back-up care• Center based care is \$15 per child/day or \$25 per family/day (two or more children)• In-home care is \$6 per hour• Registration is free and can be completed anytime• Reservations can be made up to 60 days in advance up to the day care is needed	<ul style="list-style-type: none">• School is closed for a holiday• A caregiver is unavailable• Transitioning back to work from leave• Working from home and children schooling from home• An adult or elder loved one needs care in their home anywhere in the U.S.

Registration and Reservations

Registration is free and can be completed anytime. Please encourage your team members to register in advance so that they are prepared to use care when they need it. Once registered, reservations can be made as far as 60 days in advance and up to the day that care is needed. Download the “Back-Up Care” app to quickly and easily connect to care.

Care consultants are available 24/7 to assist with any questions at 877-BH-CARES (242-2737).

Direct team members to <https://clients.brighthorizons.com/dukehealth> to learn more and access all of the services above.

