



A Bright Horizons Solution at Work

Frequently Asked Questions

INTRODUCTION

What is the Bright Horizons Care Advantage Program™?

The program provides access to most comprehensive online care database with access to regular caregivers, pet care, homework help, and more through Sittercity.

BRIGHT HORIZONS CAREADVANTAGE

Overview

With *CareAdvantage*, you get access to:

- Self-selected, pre-screened caregivers provided by Sittercity
 - Everyday care (babysitters and nannies) for children and for special needs
 - Elder care, planning and referrals
 - Homework and household help
 - Pet care

BRIGHT HORIZONS CAREADVANTAGE

Sittercity and Years Ahead

What services do I have access to under this program?

As part of the Sittercity and Years Ahead, you have access to self-selected, pre-screened caregivers for occasional and everyday child care. You also have access to care for special needs children, access to elder care, planning and referrals. In addition, you can find support for homework and household help, along with a way to find pet care when needed.

Who is eligible for care through Sittercity?

Anyone. Since you are responsible for all arrangements and costs, you can use care through Sittercity for anyone you want.

How do I access care through Sittercity?

To access care through Sittercity, go to www.careadvantage.com/uri and click on the Sittercity link. This will bring you to the Sittercity landing page where you will enter 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 and Years Ahead sites.

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

Please contact Sittercity customer service at 1-866-205-5625 for help with receiving a pro-rated refund for 2013.

What is the typical cost of care on Sittercity?

Access to the network of caregivers and background checks is included in the benefits program. Once you hire and contract care, the cost varies based on geographic region, type, number of children or pets and level of care (ie : infant care prices often differ from 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 you financially.

How are caregivers on Sittercity screened?

Caregivers on Sittercity are required to be at least 18 years of age and go through a pre-screening process prior to being allowed on the site. Each caregiver goes through identity verification and is screened through the national registries and once on the site, goes through constant screening of their communications with care seekers on the site. Additionally, all Sittercity users have access to unlimited basic background checks and can run an up-to-date background check on any care provider at anytime, free of charge. Care providers also have robust profiles, which include pictures, references and reviews from other care seekers on the site who have used that caregiver.

What kind of background checks do I have access to?

As a Sittercity registered user, you will have unlimited Basic Background Checks available to you. Included in those background checks are National Criminal records check for misdemeanors and felonies, and a National Sex offender registry check. The National Criminal records check goes back 7 years.

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

Yes. You can get an additional enhanced background check and a DMV check. There are additional fees that range from \$20-\$60 for these enhanced background checks.

What will Years Ahead help me with?

Years Ahead will navigate through senior care options, provide guidance in finding assistance programs and provide financial advice for seniors.

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

No. You must register for Sittercity and Years Ahead separately. However, you are able and encouraged to use the same login credentials for each membership to ensure ease of use.

What is the difference between care providers on Sittercity and care providers on Years Ahead?

Sittercity lists individual pre-screened caregivers; YearsAhead resources represent a nationwide network of in-home and facility-based agencies offering adult care services. More detail on each resource follows:

Sittercity: The providers on Sittercity are pre-screened through identity verification and you can run unlimited, free background checks on those providers as well. The individual companion care providers on Sittercity are not affiliated with an agency and have individual profiles that list references, reviews and their caregiving experience.

Years Ahead: Years Ahead is a nationwide network of high-quality care providers, both in-home and facility-based, to meet the unique needs of families seeking care. The network includes in-home senior companions, home health aides and medical personnel, independent living facilities, assisted living facilities, memory care, and nursing homes. The individual care providers on Years Ahead are affiliated with state licensed agencies, each with a detailed profile, including comprehensive information, photos, experience and capabilities, pricing and reviews. Each provider has been reviewed by the Years Ahead Quality Care Team using our four-point quality check, which includes:

- Verification of required state licensing information

- Review of Better Business Bureau history where available
- Review of online reputation, including reviews and ratings
- Confirmation of Years Ahead profile information accuracy

What do the Senior Care Advisors on Years Ahead assist with? What are their credentials?

Senior Care Advisors are available to assist you throughout the every step of the process of finding care for your aging loved one, from the initial conversations and decisions to determining the right caregiver or facility and moving your loved one. Our Senior Care Advisors carry a Masters in Social Work and go through a comprehensive course to become a CSA (Certified Senior Advisor). The CSA credential represents a qualified professional who understands the key health, social and financial factors that are important to the majority of seniors. The CSA is accredited by NCAA (The National Commission for Certifying Agencies). Senior Care Advisors are available via phone Monday – Friday, 9 a.m. – 5 p.m. CST.

What is the typical cost of care on Years Ahead?

The cost of care on Years Ahead varies based on the level of care and, in the case of in home providers, the number of hours per week. Companion and in home health care providers on Years Ahead are affiliated with agencies. Agencies and facilities in the network will provide information regarding costs with you individually.

OTHER QUESTIONS

Is care available for special needs family members?

We make every effort to accommodate care recipients with special needs, which may include physical, emotional, or developmental challenges. Our programs also strive to accommodate parents/guardians with disabilities, so that they can fully participate in our programs and services.

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 their 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.