Parents in a Pinch, Inc. is happy to provide you with in-home backup adult care as one of your employee benefits. Backup adult care services include both companion and personal care services, such as meal preparation, light housekeeping, transportation, prompting for medication, and assistance with bathing, dressing, and ambulation. Call 617-739-5437 to speak with an adult care specialist who can arrange care and who will also speak with you about your situation and help you to plan your next steps.

frequently asked questions

Q: When should I call Parents in a Pinch?
- When the regular provider is unavailable and your mother needs assistance with dressing, bathing, and ambulation
- When your grandfather is waiting for an opening in an assisted living facility
- When your father needs company to help him through the maze of doctor’s appointments
- When your spouse/partner is recuperating at home from surgery and needs temporary assistance
- When you need transportation to and from a medical procedure
- Anytime you have a gap in your adult care arrangements and you need to work

Q: Who in my family is eligible to receive care through my adult care benefit?
Your benefit extends to any adult dependent in your family or extended family for whom you have caregiving responsibilities, including:
- Your parents and your spouse/partner’s parents
- Your spouse/partner
- Grandparents, aunts, uncles
- Your adult children
- You!

Q: When are the adult care providers available? When can I call?
Adult care is available in your home (or home of the adult needing care) 24 hours/day, seven days/week. To initiate care arrangements, call during the Parents in a Pinch office hours: Monday – Thursday, 7:00 a.m. – 8:00 p.m. EST, and Friday from 7:00 a.m. – 5:00 p.m. EST. Advance notice helps Parents in a Pinch secure care for you when you need it.
Q: What is the process for arranging adult care?

• Pre-register with MIT (https://hrweb.mit.edu/cgi-bin/parentsPinch/parentsPinch.cgi) before calling Parents in a Pinch for assistance.
• Call Parents in a Pinch directly at 617-739-5437 to request adult care services. Identify yourself as an employee of MIT or an MIT post-doc fellow.
• Parents in a Pinch will identify an adult care network agency which meets your specific needs, and the network agency will contact you to finalize the arrangements.
• Once the care is received, Parents in a Pinch will charge your credit card at the appropriate hourly rate.

Q: How much do I pay?

Hourly rates vary by location but typically range between $15.00 to $20.00/hour. The rate in Massachusetts is $16.00/hour. (Mileage, parking and tolls for client transportation are not included in the hourly rate but will be included in the total cost of care. Higher hourly rates may apply on holidays, weekends, and for other special circumstances and/or requests.) In most cases, there is a four-hour minimum charge per day.

As an employee of MIT or an MIT post-doc fellow, you may use up to a combined total of 15 calendar days of adult care and childcare per contract year (July 1 through June 30).

Q: What if my elder lives in another city?

Parents in a Pinch maintains a growing national network of adult care agencies that meets established criteria for providing a high standard of care. Network agencies undergo a credentialing process, which includes gathering information on quality of care, assessing hiring and supervision protocols, verifying insurance and licensure requirements, and ensuring high levels of customer satisfaction. While Parents in a Pinch cannot guarantee a network agency in all locations throughout the country, they make every effort to meet the needs of your adult dependents, wherever they live. Providing information on location and type of care in advance increases the likelihood that Parents in a Pinch can provide the care requested.

Q: How does Parents in a Pinch screen their providers?

Parents in a Pinch’s adult care network agencies maintain a rigorous screening process for providers. Depending on the type of care requested, providers may be certified nurse’s aides, home health aides, or experienced eldercare companions. All providers have prior adult care experience, excellent references, and must pass a criminal records check and social security verification.

Q: What if I need to cancel my request?

If you cancel once a provider has already been reserved for a job, your credit card will be charged $30.00.