Backup child care providers can assist when normal child care or school arrangements are disrupted by school closings, vacations, provider illness, or when a child is mildly ill. Child care providers are available to come to your home. And, now, you can access backup care at a licensed child care center.

For more information, visit the MIT Work-Life Center at hrweb.mit.edu/worklife.

Care.com Backup Child Care can help you when:

- School or daycare is closed
- You have to work late or on weekends
- You have a gap in your regular child care
- Your child is mildly ill
- When you are traveling for MIT and your children accompany you.
FREQUENTLY ASKED QUESTIONS

What are my backup child care options?
Choose the backup child care that works best for you:

• **In-Home Care**: Serves children from birth to 17 years. Care is available 24/7.

• **In-Center Care**: Serves children from birth to 17 years. Care is available 24/7.

How much advance notice must I give?

• **In-Home Care**: Caregivers can often be located within 2 hours. However, more advance notice increases the chances of a successful match.

How do I request care?
Visit mitstudents.care.com or call during the following times:

- Monday through Thursday, 7 a.m. – 8 p.m. ET
- Friday, 7 a.m. – 5 p.m. ET
- Sunday, 5 p.m. – 8 p.m. ET (for care needed the following day).

How do I know I’ll be getting quality care?

The Care.com Backup Care screening process is thorough: candidates are screened for child care experience; child care references are checked by phone; Social Security verification and criminal background checks are completed; each candidate is interviewed. All candidates are required to complete health and safety training along with an orientation.

Caregivers are also trained in child development, early childhood education or a related field.

What should I expect after I make a request?
The Care.com team will work quickly to identify a caregiver or child care center that meets your needs.

Will my backup caregiver do all of the things my regular caregiver does?

**In-Home Care**: Backup caregivers come prepared to make sure your children are safe and happy, and to keep your home in the same condition you left it. They are not expected to do laundry, errands or house cleaning.

What is the cost and how do I pay?

The MIT subsidized costs are:

• **In-Home Care**: $5.00 per hour (can include more than one child), with a minimum of 4 hours. A maximum of 8 hours is allowed per day.

• **In-Center Care**: $10.00 per child per day. Maximum length of day depends on the child care center’s hours.

Your credit card will be charged by Care.com once the care is complete and the hours have been confirmed.

You have a maximum of 10 days of backup care per academic year.

What if I need to cancel?

• **In-Home Care**: Your credit card will be charged $30 if you cancel once a caregiver has already been reserved for your job.

• **In-Center Care**: Your credit card will be charged $10 if you cancel within 24 hours of the date reserved for child care. The canceled day will be counted towards your total 10 allotted days of care.

Can I use backup child care on a school holiday?
Yes. You can request care for school holidays and other days when your child’s school is not in session. As many people may want backup child care on these days, it is best for you to plan ahead and call as far in advance as possible for those requests. If you wait until the last minute, Care.com may not be able to fulfill your request.

Some Examples of High Volume days include:

- Martin Luther King Day
- President’s Day
- Last week in August/First week in September
- Rosh Hashana and Yom Kippur
- Columbus Day
- Veterans Day

For more information, visit mitstudents.care.com or call 855-781-1303 extension 2.