

# FREQUENTLY ASKED QUESTIONS

**Bright Horizons Back-Up Care**

**Bright Horizons Enhanced Family Supports**

**Bright Horizons College Coach**



# FAQs: Overview

Your employer has partnered with **Bright Horizons**<sup>®</sup> to help you better manage your many work, family, and personal responsibilities.

## Bright Horizons Back-Up Care

*Bright Horizons Back-Up Care*<sup>™</sup> provides access to back-up care for your children, adult, and elder family members during a lapse or breakdown in normal care arrangements.

## Bright Horizons Enhanced Family Supports

*Bright Horizons Enhanced Family Supports*<sup>™</sup> offers free premium access to Sittercity, a fantastic solution for finding babysitters, virtual sitting, pet care providers, and housekeepers. The program also includes discounts on a local, high-touch nanny placement service for full-time child care. Plus, access elder caregiving resources, learning pods, discounts on academic support, tutoring, and test prep services, and special privileges for full-time child care, such as preferred enrollment at Bright Horizons centers.

*Please Note: Current offerings provided under Bright Horizons Enhanced Family Supports are subject to change. Please check your benefit site for details on the current program.*

## Bright Horizons College Coach

*Bright Horizons College Coach*<sup>®</sup> provides resources to maximize your child's academic success.

## Access Your Benefits

Visit <https://clients.brighthouse.com/raytheon>

If prompted, enter **Employer Username:** Raytheon | **Password:** Benefits4You

**Download the Back-Up Care App:** Search "back-up care" in the [App Store](#) or [Google Play](#)

# 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.

### Examples of when you can use back-up child care include:

- Your child's school or center is closed.
- You have a change in your work schedule and need in-home child care for evening and weekend hours.
- You are in between child care arrangements.
- Your regular caregiver is unavailable.

### Examples of when you can use back-up adult and elder care include:

- Your parent's regular in-home care provider is unavailable.
- Your grandparents live out of state and need assistance.
- Your parents live with your sister...and your sister has a temporary conflict and is unable to care for them.
- Your mother-in-law is in the hospital and you would like someone to be with her for support.
- Your spouse or partner (or other adult family member) is recovering from an injury or surgery and needs assistance.
- You are recuperating from an injury or surgery and need assistance for yourself.

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

Care in high-quality centers for well children, screened in-home caregivers for children, and in-home adult and elder care is available. Care recipients may include infants, toddlers, preschoolers, school-age children, teens, and adult and elderly family members.

## **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 or the home of your relative. 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.

## **Who is considered an adult or elder relative?**

Any adult or elder relative for whom you have care responsibilities is covered. This could be a parent, grandparent, spouse or domestic partner, in-law, adult child, etc.

## **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. For in-home care, there is no age limit.

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

Your feedback is a critical part in helping us manage the quality and 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.

# In-Home Back-Up Child, Adult, and Elder 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.

## When can I use in-home care for my adult and elder family members?

In-home adult and elder care is available to cover a wide variety of care needs. In-home care is provided to your adult or elder family member in the comfort of his or her own home (or assisted living facility) and is available anywhere in the U.S. within established proximity of our in-home care agency partners. Any adult or elder for whom you have care-giving responsibilities is covered. Some reasons you may choose to use in-home care for adult and elder family members include:

- **Respite care** – which is perfect if your adult or elder family member's normal caregiver is not available, or if that primary caregiver needs a day outside the house.
- **Recovery care** – which is a great option if your adult or elder family member has had minor surgery and needs a caregiver for the first few days of recovery at home.

## **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, adult, or elder relative in the familiar surroundings of home. When your family member is in need of temporary care or assistance, our qualified caregivers provide in-home support so you can get to work free of worry.

There is no age limit for in-home care. 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 or geriatric 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.

## **Can I set up a “meet and greet” with an in-home caregiver prior to needing care?**

You may request to set up a “meet and greet” with the caregiver in advance; however, we cannot guarantee that the specific caregiver you meet will be available on a day when you actually need back-up care. When a “meet and greet” is scheduled, your employer’s specific policies would apply for the caregiver to come to your house. All applicable care minimums apply. Please note: it is also a requirement for caregivers to contact you prior to care to introduce themselves, discuss your child or adult or elder relative’s care needs, and more.

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

When the scheduled care is for a child, 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. Adult care recipients generally do not require a designated greet and release individual.

### **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. Caregivers are only allowed to remind the adult/elder care recipient to take his or her pre-measured medication at an assigned time where authorized by the employee. 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. In the case of adult or elder care, caregivers are allowed to accompany a care recipient when driven in a private vehicle by the care recipient or an acceptable family member or acquaintance of the care recipient.

## **Can the in-home caregiver engage in outdoor activities with my family member?**

Caregivers are required to provide care for care recipients in the homes of employees, the adult or elder relative, or other authorized locations. 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 he or she is confirmed for another family's back-up care request.



## **If I am traveling for work and need to bring my child, is care available in my hotel room?**

Yes. Care that takes place at a hotel is provided by our in-home agency network. With approval from you, the caregiver and the care recipient(s) are allowed to leave the room during care. Additionally, the caregiver and the care recipient(s) are allowed to leave the grounds of the hotel during care with written consent from you, which must be provided to Bright Horizons prior to care taking place.

## **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.

# **Back-Up Care Payments and Reimbursements**

## **How do I pay for the service?**

Any applicable copayments are collected by Bright Horizons or by your employer. Visit <https://clients.brighthorizons.com/raytheon> and select “Use It” on the Reserve Back-Up Care tile prior to making a care reservation to learn more about your employer’s specific copay policy and collection method.

## **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.

## **Can I use a flexible spending account (FSA) to pay the copay associated with care?**

If there are copays, they must be paid with a standard payment method. Often, copays may be reimbursable through your FSA program (subject to the terms of your employer’s FSA provider). In order to get reimbursed, you must submit the proper paperwork to your FSA vendor.

## If my child becomes sick and has to leave the care facility, will I receive a refund for that day of care?

As with any child care program, if your child becomes sick while at the child care facility, you will need to remove your child to prevent the illness from spreading to other children. There will be no monetary refund or credit to your back-up care allotment.

# Back-Up Care Eligibility and Registration

## How do I register?

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), or by calling the toll-free number at 1-877-BH-CARES (242-2737). Care consultants are available 24 hours per day, 7 days a week.

## 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.

## Can I access back-up care from my phone?

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.

## What can I do with the Back-Up Care mobile app?

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
- Easily manage your payment methods

## Does the family member 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, or a direct adult relative (i.e. parent, in-law, grandparent) 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.

## Is my adult family member who needs care required to live with me to be eligible for the services?

No, the adult family member does not have to live with you. Back-up care is available nationwide, so even if the family member lives in a different community or state, you can still take advantage of the benefit.

## 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 family member?

Information such as the care recipient's name, birth date, any known allergies, and emergency contact will be required. When you contact Bright Horizons, a care consultant will help you understand the specific registration materials needed.

## Do I have to register every year?

No. You only have to register once and can do this anytime. However, depending on the care needed, you may need to provide additional information for the unique center or in-home provider you use.

# 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, use the Bright Horizons Back-Up Care mobile app, 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 in advance of the date care is needed. See the back-up care website for details. Reserve care either online via the Bright Horizons benefit website, through the back-up care mobile app, or by calling our contact center. When you need to make a reservation for back-up care by phone, a care consultant will ask you a few questions to fully understand your needs, such as information about your family member, when you need care, and the location where care is needed. The care consultant will review potential options with you and make the arrangements with the provider on your behalf. You will then receive a confirmation of care email including details of the care arrangements.

## If I do not use all of my back-up care allotment during the year, does it rollover?

Your annual allowance of back-up care must be used during your allocated use year. Any unused days are forfeited.

## 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.

## Am I required to use this benefit?

Bright Horizons Back-Up Care is a service, subsidized by your employer, designed to assist with temporary care for your family members. You are not required to use this benefit; however, your employer will only subsidize care provided through Bright Horizons Back-Up Care.

## **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 against your annual limit and any applicable copayment will be collected per your employer's benefit parameters.

# Enhanced Family Supports Overview

Through *Bright Horizons Enhanced Family Supports™*, your employer provides you with resources to help you secure your own regular, ongoing family care, including:

- Premium online tools through Sittercity for finding and connecting with:
  - Babysitters for regular and weekend care (including children with special needs)
  - Caregivers who can manage small-group learning pods
  - Adult and elder companion caregivers
  - Pet sitters, dog walkers, groomers, and related service providers
  - Housekeepers
- Discounted, local high-touch nanny placement services, with the option to be matched with a nanny who is trained as a learning coach to support students with online instruction
- Elder care resources, planning, and senior housing search tools
- Preferred enrollment at select Bright Horizons child care centers and a registration fee credit
- Discounted tuition for full-time care at select partner centers in our child care network
- Academic support, tutoring, test prep, and homework help services

## Babysitters, Virtual Sitting, & Housekeepers

### What services are included with this benefit?

Your free premium Sittercity membership enables you to quickly find babysitters, virtual sitting, housekeepers, pet care, and more from a nationwide provider database, and includes unlimited basic background checks at no cost. The service also includes online forums, tools, and resources that will help you choose someone that meets your preferences and needs for



occasional and everyday child care, caregivers who can manage small-group learning pods, care for children with special needs, household help, and even pet care.

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

Anyone. Since you are responsible for all arrangements and costs, you can use these tools and resources to self-select care through Sittercity for anyone you want, 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 Search for Sitters, Nannies & Housekeepers under Bright Horizons Enhanced 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.

### **Will use of this benefit impact the use limit I have for Bright Horizons Back-Up Care?**

No. Your use of Sittercity resources does not impact your back-up care use allowance. However, many people find that Sittercity is a great solution for finding care once you have used all of the annual back-up care visits available through your employer.

### **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 employer's account.

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

Please contact Sittercity Membership Services at 1-888-748-2489 for help with receiving a pro-rated refund.

## 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).

## Where can I find more information about virtual sitting?

Sittercity has posted a variety of resources about virtual sitting, sitter selection, activity planning, and safety to the Trust & Safety section of their website. It states that a virtual sitting is when a caregiver cares for a child digitally for a short period of time; it is not a replacement for physical care. You can find some additional information [here](#).

## How does virtual sitting work?

A virtual sitter engages with a child or children via an online video platform set up by the parent (e.g., Skype, Zoom, FaceTime), according to a plan agreed upon by the parent and sitter in advance. These sessions may be structured to include interactive games and assistance with schoolwork. Parents should remain mindful that there could be lag or glitches or other technological issues during their children's virtual sitting session. For the children's safety, it's important for parents to never leave them unattended during a virtual sitting session.

## Is there a minimum time requirement for virtual sitting?

Virtual sitting jobs can be posted for a minimum of one hour.

## What is the average cost of virtual sitting?

Sittercity recommends that families pay sitters a standard sitter rate for virtual sitter sessions or in-person caregiving. The national typical hourly rate of sitters in 2020 is \$16.50 per hour, according to Sittercity data. Regional information can be found [here](#).

## What are learning pods and how do they work?

Learning pods are small groups of children that are conducting remote learning together. Typically, a hired caregiver provides educational support for all children in a pod. You can post a learning pod job online through Sittercity and find a well-matched caregiver that meets the needs of your pod.

## How do I contact Sittercity for support?

You can call Sittercity at 888-748-2489 or email [support@sittercity.com](mailto:support@sittercity.com).

# Nanny Placement

## How does the nanny placement process work?

This service is offered through College Nannies and starts with a family consultation to establish your family's unique needs. After signing up with a local College Nannies office, College Nannies will evaluate your schedule, ages of children, job duties, interests, and desired experience and attributes for your perfect nanny. As candidates are identified, you will receive an electronic profile for review and then arrangements will be made for your interviews. College Nannies follows up with both the family and candidate to ensure both parties feel it is a great fit before moving forward. After selection, orientation will be provided for the new nanny and College Nannies is available to help with the process of settling in for an exceptional experience. The discounted nanny placement fee and hourly charges for care will be paid by you directly to the local College Nannies office.

## How do I connect with College Nannies?

To connect with College Nannies, go to <https://clients.brighthorizons.com/raytheon> and click on Access Nanny Placement Services under Enhanced Family Supports. This will bring you to the College Nannies website, where you submit a short inquiry form. Your local College Nannies office will make contact within 48 hours to begin the consultation process.

## Are all nannies college educated?

Most nannies have completed some type of post-secondary education. Many are either current college students or recent college graduates.

## How are the nannies screened and trained?

A comprehensive background screen is conducted by an accredited national background screening agency and includes state and federal criminal history, National Sex Offender database check, and address history. This is completed as part of the nanny placement service at no additional fee. During initial orientation, all nannies must take training courses on child safety, security, child development, and age-appropriate fun. For ongoing training, College Nannies offers videos, print resources, resource directories, the most up-to-date tools available, and the ongoing professional guidance of the local College Nannies team. You can also elect to be matched with a nanny who is trained as a learning coach to support students with online

instruction – see more information below.

### **How long will it take to find a nanny for my family?**

College Nannies works quickly to find you a great nanny. This process usually takes two to six weeks, but may vary depending on your family's unique needs.

### **What discounts are available as part of my benefit?**

Current discounts include \$300 off nanny placement fees and a 10% hourly rate discount on services used. Please note, hourly rates and placement fees vary and are subject to change.

### **What happens if our nanny doesn't work out?**

College Nannies provides a replacement nanny at no additional charge, if required for any reason, during the first 12 weeks of the placement.

### **Can I hire a nanny trained to assist my children with online learning?**

Yes, as mentioned above, you can elect to be matched with a nanny trained as a learning coach in order to support online instruction. This unique offering is designed to help working families successfully navigate remote and/or hybrid learning environments.

Nannies who complete the instructional support training can help children and families establish an effective at-home learning environment, actively supervise and support the needs of multiple children with different learning goals, and offer motivational tips and techniques to help children remain focused on their work.

### **Does it cost more to work with a nanny who is trained as a learning coach?**

Yes, nannies who are trained as learning coaches are charged at a higher hourly rate than nannies who are not trained.

## How do I contact College Nannies for support?

You can call College Nannies at 952-653-1357.

# Elder Care

## What services do I have access to through Years Ahead?

Similar to your membership with Sittercity, the Years Ahead free online platform connects you with elder care tools and resources — including elder care planning and referrals.

## What will Years Ahead help me with?

Through Years Ahead, you can take a needs assessment online for your loved one, navigate through elder care options, access elder care resources, and get guidance in finding assistance programs.

## How do I access care through Years Ahead?

To access these tools and resources, go to <https://clients.brighthorizons.com/raytheon> and click on Elder Care Support under Bright Horizons Enhanced Family Supports. Then choose the “Get Online Support” option. This will bring you to your employer’s Sittercity homepage, where you can click to choose the Years Ahead resource and then create a username and password to gain access.

## 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 resources are available to me through Years Ahead?

Years Ahead is a referral resource offered by Sittercity and is only available through the partnership between your employer and Bright Horizons. Through Years Ahead, you are able to search a nationwide network that includes in-home agencies, independent living facilities,

assisted living facilities, memory care, and nursing homes. You also have access to an individual provider's profile, which may include comprehensive information, photos, experience and capabilities, pricing, and reviews.

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

Senior Care Advisors are available to answer questions you may have surrounding 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. Each Senior Care Advisor holds a Master's in Social Work and goes 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 NCCA (The National Commission for Certifying Agencies). Senior Care Advisors are available via phone Monday through Friday, 9 a.m.–5 p.m. CT.

## **What is the typical cost of care on Years Ahead?**

There is no cost to use the Years Ahead website resource. The cost of care through the Years Ahead agencies and facilities will vary based on the level of care and, in the case of in-home providers, the number of hours per week. Agencies and facilities in the network will provide information regarding costs with you individually.

# **Pet Care**

## **What pet care services do I have access to through Sittercity?**

As part of your free Sittercity membership, you can easily use the online database to find options for all your pet care needs — dog walking; coordinating check-ins, visits, pick-ups, and drop-offs; pet sitters and/or overnight care; bathing, grooming, and training resources; and more.

## **How do I access pet care services?**

Visit <https://clients.brighthorizons.com/raytheon> and click on "Use it" under Bright Horizons Enhanced Family Supports. This will bring you to your employer's Sittercity homepage — if you

do not currently have an account, you will create a username and password to gain access and begin to search for the solution to your pet care needs.

### **What types of pet care resources does Sittercity offer?**

Post your own listing or use the search filter to find just the right fit for you and your pet. Access information and screen potential candidates based on: years of experience; completed background checks; regular and short-notice availability; type of pets cared for; and more.

### **How do I contact Sittercity for support?**

You can call Sittercity at 888-748-2489 or email [support@sittercity.com](mailto:support@sittercity.com).

## **Academic Supports and Tutoring**

### **What types of services are available?**

Your Bright Horizons benefit gives you easy access to high-quality tutoring, test-prep, and academic support providers, offering a variety of online options with exclusive discounts for Bright Horizons families.

### **How do I access academic supports and tutoring?**

Go to <https://clients.brighthorizons.com/raytheon> and navigate to the Enhanced Family Supports section for direct access to the providers and discounts outlined below.

### ***Revolution Prep***

#### **What services does Revolution Prep offer?**

Revolution Prep offers premium academic support and test preparation for students in grades K-16+, including: personalized tutoring with a curriculum tailored to each child's needs and interests; Revolution Math, a story-based math curriculum that takes students on an epic journey; and step-by-step test preparation with a full-time, highly trained tutor.



## **What discounts are offered through my benefit?**

You receive a 20% discount off tutoring rates. You pay between \$79 and \$159 per hour for one-on-one tutoring with the discount, depending on the experience level of the tutor and the number of sessions purchased. A five-hour package for small-group tutoring is \$159 with the discount. You also receive 33% off Revolution Math.

## **How do I contact Revolution Prep for support?**

You can call Revolution Prep at 877-738-7737.

### ***Varsity Tutors***

## **What services does Varsity Tutors offer?**

Varsity Tutors offers one-on-one and small-group tutoring on more than 3,000 subjects. When families sign up, they are assigned an educational consultant who helps identify the best tutor for their needs from more than 40,000 available tutors and instructors. Also offered are hundreds of enriching online classes, camps, and extracurriculars for K-12 children, as well as online learning tools including instant homework help, adaptive testing, and learning labs.

## **What discounts are offered through my benefit?**

You receive a 20% discount off most programs. With Varsity Tutors, one-on-one tutoring starts around \$50 per hour with the discount. Discounted group classes start at \$10 per hour, with an average price of \$20 per hour.

## **How do I contact Varsity Tutors for support?**

You can call Varsity Tutors at 800-828-6354.

### ***MarcoPolo Learning***

## **What services does MarcoPolo Learning offer?**

MarcoPolo World School is an award-winning early education curriculum experienced through

an engaging app, which includes more than 500 premium video lessons and 3,000 interactive learning activities in STEAM and literacy subjects.

### **What discounts are offered through my benefit?**

You receive discounts of at least 20% off the monthly subscription and 65% off annual plans.

### **How do I contact MarcoPolo for support?**

You can email MarcoPolo at [support@marcopololearning.com](mailto:support@marcopololearning.com).

## ***Learning Pods***

### **What are learning pods and how do they work?**

Learning pods are small groups of children that are conducting remote learning together. Typically, a hired caregiver provides educational support for all children in a pod. You can post a learning pod job online through Sittercity and find a well-matched caregiver that meets the needs of your pod.

### **What discounts are offered through my benefit?**

Job postings for learning pod caregivers are included at no additional cost with the free premium Sittercity membership available through Bright Horizons Enhanced Family Supports. Additionally, you can conduct basic background checks on potential learning pod caregivers at no cost through your benefit.

### **How do I contact Sittercity for support?**

You can call Sittercity at 888-748-2489 or email [support@sittercity.com](mailto:support@sittercity.com).

# Center-Based Child Care

## What is Preferred Enrollment?

Preferred Enrollment allows you to gain access to available full-time child care spaces in Bright Horizons centers ahead of the general community.

## Will discounts be offered at Bright Horizons centers?

At this time, discounts are not offered at Bright Horizons centers. Discounts are offered at select participating network centers.

## Do I have to pay a registration fee for Preferred Enrollment?

While Preferred Enrollment is offered to you free of charge, you do pay a fee to register at a child care center. However, that initial registration fee will be applied as a credit (up to a maximum of \$250) towards your next tuition payment after 30 days of enrollment at any participating Preferred Enrollment center. When selecting a center, you can download a coupon, which you should print and bring with you when you visit.

## If I am already registered at another Preferred Enrollment center location, am I still eligible for the registration fee credit?

Yes. If you enroll your child at a new Bright Horizons center location, the Registration Fee Credit is applied when you enter your second full month of enrollment. Therefore, you will be eligible at any participating center where you choose to enroll your child.

## What is the Tuition Discount benefit?

The Tuition Discount benefit provides you with a discount of up to 10% off child care tuition and a waived registration fee at select participating network centers.

## What age groups are eligible for a tuition discount?

Tuition Discounts vary by center, and may only be available for children ages 2 and older. Check with your preferred network center for details.

## **What if I am currently enrolled in a participating center for the Tuition Discount benefit?**

If you are currently enrolled in a participating network center that offers a Tuition Discount, please reach out to your center director to inquire about the discount benefit. You will then be eligible to receive up to 10% off of your tuition moving forward. Some discounts are only available for new enrollments. Please refer to your benefit website to identify the discounts available to you. Discounts cannot be applied retroactively.

## **How do I find child care centers where I have access to Preferred Enrollment and Tuition Discounts?**

Visit your benefit website and click on the [Preferred Enrollment and Tuition Discounts](#) link under the Bright Horizons Enhanced Family Supports section. This will bring you to the Preferred Enrollment and Tuition Discounts site, where you will be able to use the center search locator to find center options in your desired area.

## **Is care available for family members with special needs?**

We make every effort to accommodate care recipients with special needs, which may include physical, emotional, or developmental challenges.

## **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 his or her 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.

# College Coach

## Overview

*Bright Horizons College Coach*<sup>®</sup> provides exclusive access to experts — former admissions and financial aid officers at colleges throughout the country — who offer the impartial guidance you need to help your child succeed.

Register on our easy-to-use portal today to get free access to:

- **Live Events** — 60-90 minute presentations highlighting important college preparation and financial topics.
- **Expert Guidance** — Individualized advice from our team of experts via one-on-one sessions, college list development, essay reviews, and answers to quick questions submitted on the portal.
- **Learning Center** — Interactive videos, tools, and resources targeted to your student's age and available 24/7 to you and your family members.

# Bright Horizons College Coach

## What does the benefit offer?

Your employer has partnered with Bright Horizons to offer a variety of college admissions and financial resources to support your family's needs. Get started by completing your free registration and entering the employer username and password associated with your benefit.

## What is the background of the team of experts?

Our team of more than 40 experts has 750+ collective years of experience. Former admissions and college finance officers know the process from the inside and have collectively decided on more than 200,000 admissions applications, reviewed over 420,000 admissions essays, and granted more than \$1.75 billion in financial aid.

## Am I charged a fee for this benefit?

Your employer has elected to partner with **Bright Horizons**<sup>®</sup> to offer this benefit as part of your employee benefit package, at no cost to you.

## How is this different from the assistance we receive from our high school's guidance counselor?

A guidance counselor must provide a broad range of support beyond academic advising to a large group of students — the national student-to-counselor ratio is 482:1. Our experts are former admissions and financial aid officers from colleges across the country who offer a far more focused perspective based on their comprehensive knowledge and experiences — and are available year-round on a one-to-one basis.

## **What is the Learning Center and how can it assist my family?**

Bright Horizons College Coach offers an online learning environment that's available 24/7. You can access videos, frequently asked questions and in-depth resources related to any curriculum topics presented during a live event. The Learning Center is also a great way to involve your whole family, as you can create a profile for your spouse or partner, and your student so they can access it at any time.

## **Can I bring my spouse, partner, or child to any live events or meetings with an expert?**

Bright Horizons College Coach has an open-door policy and your family members are welcome to attend live events and personalized meetings, provided this does not violate your employer's security policy. Your child can attend personalized meetings with an expert; however, the content is geared to you as a parent and may include discussion of personal financial details.

## **How can I connect with a Bright Horizons College Coach expert?**

Once registered, you can schedule an expert guidance session online via the portal. We encourage you to set up an appointment as questions arise or following a webinar or workshop to get more detailed information on how the content can support your family's unique needs.

## **Will Bright Horizons College Coach try to sell me a specific financial product?**

No. This is a free benefit available through your employer, providing you with unbiased information on the college finance process. We do not represent any financial firms or products and cannot make financial recommendations. Our experts are not financial planners or analysts and do not benefit in any way from the decisions made by your family.