

Care.com® + LifeCare®

# Family Care Benefits

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# Agenda

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- LifeCare Specialists
- Breastfeeding Support
- Backup Care for Children, Adults & Pets
- Care.com Membership
- LifeMart Discounts



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Strategic Account Manager

LifeCare

## LifeCare Specialists

**Comprehensive resources and 24/7 personalized assistance to support employees' family and overall well-being, ranging from daily distractions to major life events.**

- Care Specialists available to educate, research and qualify local providers *individual caregivers* based on a family's stated needs.
- Exclusive access to online content including guides, articles and more
- Content collections to support life's major moments including marriage or divorce, moving and relocation, dealing with natural disasters, etc.



# LifeCare Specialists Support:

## Parenting & Child Care

- Pre/Postnatal Resources
- Adoption
- Child Care Centers
- In-home Care
- Family Child Care Center
- Special Needs Programs
- Temporary Care
- Summer Programs
- Before and After School

## House & Home

- Moving & Relocation
- Home Improvement
- Automotive
- Event Planning
- Disaster Assistance
- Residential Cleaning Services
- Yard Services
- Organizing & Cleaning
- Safety

## Pets

- Groomers
- Walkers
- Sitters
- Boarding
- Obedience
- Wellness
- Veterinarians
- Adoption
- Pet-friendly locations

## Emotional Health & Wellness

- Fitness Centers
- Weight Loss Programs
- Exercise Programs
- Nutrition Programs
- Dieticians
- Smoking Cessation
- Stress Management
- Sleep Health
- Preventative Care

## Senior Care

- Provider Referrals
- Proactive Planning
- Retirement
- Independent Housing
- Nursing Home
- In-Home Care
- Home Safety
- Medicare & Medicaid
- Transportation & Meals
- Elder/Hospice/Respite Care
- Care Coordination Platform

## Education

- Private & Public Schools
- Advocacy
- Special Needs
- Colleges & Universities
- Financial Aid
- Scholarships
- Grants
- Tutoring
- Promoting Learning

## Legal & Financial

- Attorney Search
- Financial Professionals
- Free Consultations
- Budgeting
- Hardship
- Discounted rates for additional assistance
- Credit & Debt
- Estate Planning
- Elder Law

## Career

- Continuing Education
- Communication Skills
- On the Job Success
- Organization
- Time Management
- Productivity
- Career Development
- Leadership
- Management

# Access to Masters-level Social Workers

Senior Care Advisors work with families to provide advocacy and support through every step of the journey.



## Scheduling and Coordination

Dedicated Master's level social worker who understands the vast emotional, financial, and physical challenges that accompany senior care providing assistance with scheduling medical appointments, legal consultations, community tours and other time-consuming tasks.



## Care Plan

Senior Care Advisors create a personalized care plan for their loved one with clear steps and strategies as well as handle concrete tasks for your employees to save them time.



## Care Advocacy

Accompany employees on important phone calls to ensure all necessary information is collected and questions are answered.

*For example: Rehab and Hospital Care Plan Meetings, Discharge Planning, etc.*



## Consistency of Care

Ongoing work is completed by dedicated social worker to increase time saved by employees by mitigating issues before they escalate

# Family Care Hub

**Provides access to care coordination platform for ongoing coordination and communication regarding your loved one's care needs with your Care Team**

- **Care Team Account Access:** One digital platform accessible by employees, their family Care Team and the senior care advisor
- **Task Management:** Triage and manage tasks for a loved one with your Care Team
- **Document Storage:** Upload and store documents related to a loved one in a consolidated location. Document permissions for custom sharing preferences
- **Care Team Communication:** Discuss tasks and documents with the Care Team
- **Caregiver Guides & Resources:** Curated content to get up-to-speed about common senior care topics



# Breastfeeding Support

**Personalized breastfeeding support for breastfeeding employees (or their partners) to help them successfully return to work.**

## **Breastfeeding Support**

- 24/7/365 access to International Board-Certified lactation consultants who provide coaching to help new parents overcome common breastfeeding challenges
- Exclusive breastfeeding and parenting content and tools
- A breastfeeding kit containing free, essential products and information
- Unique product discounts
- Access to Medela-discounted hospital-grade pumps—and administration of a pump subsidy program for employers who want to further offset the cost of the pump

## **MilkShip®**

- Milk shipping program that enables parents who travel for work to pump, store, and transport or ship their milk home



# Backup Care

**Subsidized, vetted care for children & adults when regular care is not available.**

- Fast growing and scalable network of backup care providers
- In-home backup caregivers are experienced and vetted
- In-center child backup care network of national, regional, and local childcare centers who meet high standards for service and quality of care
- With Personal Network, employees can use providers outside of our network for backup care – for children and pets





## Backup Care Vetting Summary

### In-Home Backup Care for Children

All individuals performing in-home Backup Care for children are required to complete a Backup Care services orientation and screening process that includes:

- Criminal Background Check
- National Sex Offender Public Website Check
- Social Security Number Trace
- Identity Verification
- Reference Checks

### In-Center Backup Care for Children

Our dedicated staff vets each provider before it becomes an approved Backup Care provider in our network. Traditional child care or family child care centers (FCC) must be state licensed and perform the following on the staff they employ:

- National Sex Offender Registry check
- Central Abuse and Neglect Registry
- Confirmed Eligibility to work in the U.S.

### In-Home Backup Care for Adults

Care.com's network of adult care agencies maintain a rigorous screening process for the care providers they employ. Providers may be certified nurse's aides, home health aides, or experienced elder care companions, and will have at least:

- Two professional reference checks
- Criminal background check in accordance with state guidelines

# Care.com Membership

**Employees have unlimited access to the leading online community for finding family care.**

- Enroll and access Care.com through dedicated website, 24/7 access via desktop and mobile web
- Find help for ongoing and one-time family care needs for children, adults, pets, tutoring, distance learning, housekeeping, and more
- Since COVID-19, we have added the option to search for other local families to share nannies and learning pods with
- Detailed caregiver profiles include experience, availability, reviews, and ratings
- All caregivers must complete a background check, CareCheck
- Employees only pay for the care they hire on Care.com and additional background checks, if desired





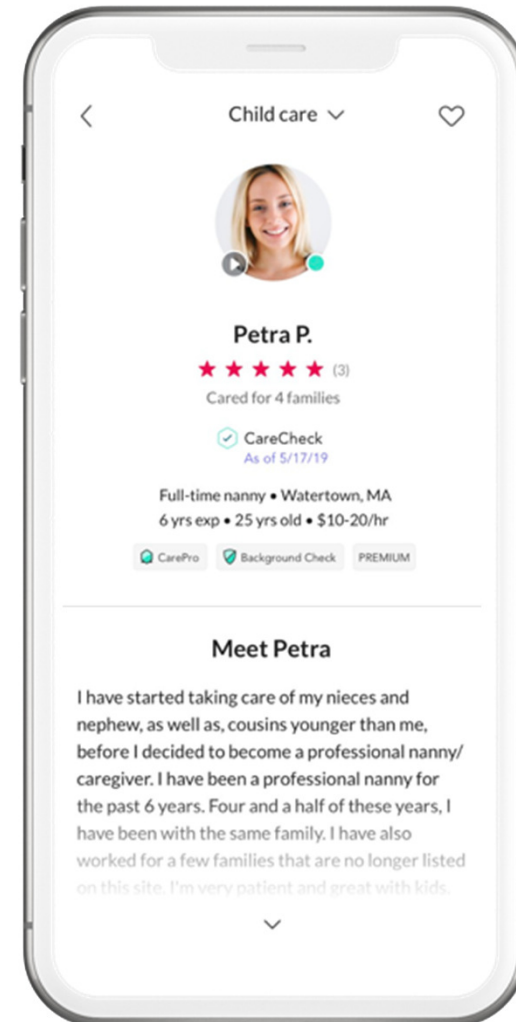
# Industry leader in safety

**All individual caregivers on the Care.com platform must complete a background check known as a CareCheck.**

CareCheck includes:

- Social Security Number trace
- Multi-jurisdictional criminal database search
- National Sex Offender Public Website search
- Federal and county-level criminal records search

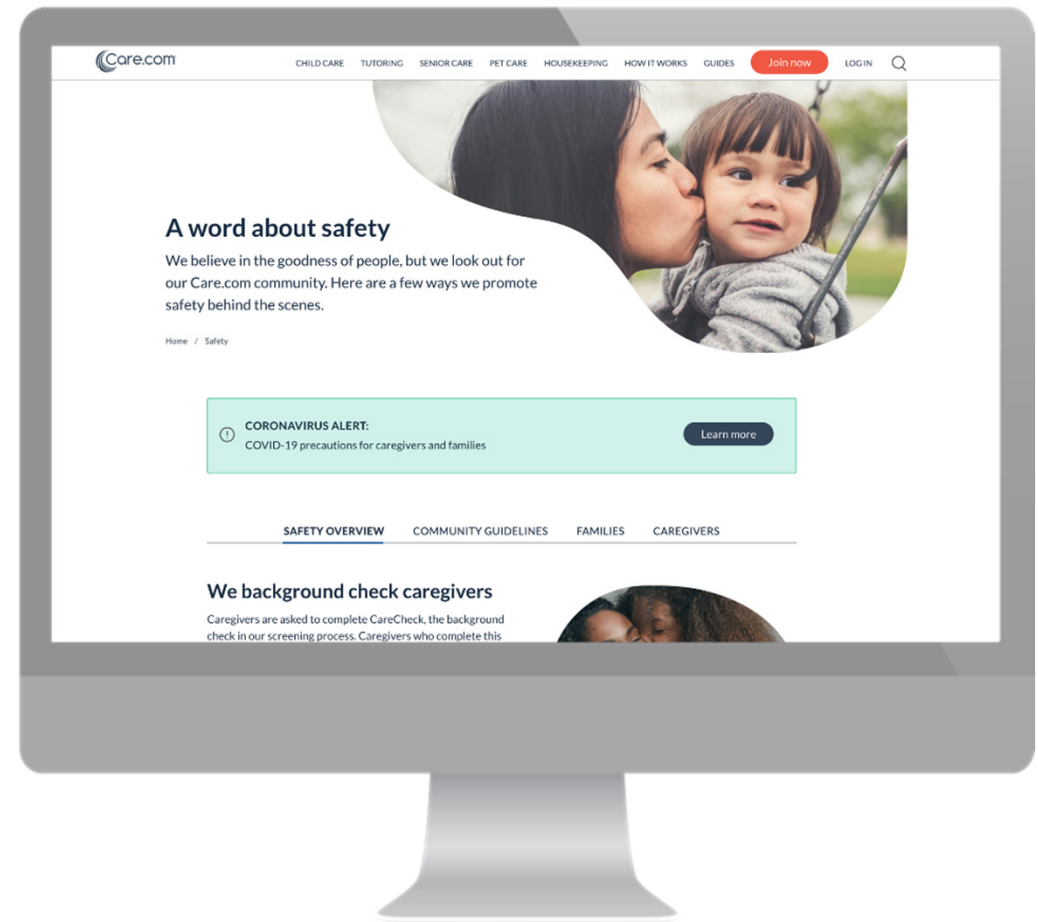
Additional background check options available for purchase by caregivers and families seeking care.



# Safety Center

**At Care.com/Safety we host a resource center for families and caregivers to access up to date safety resources including:**

- Information on CareCheck & additional Background Checks available for purchase
- Guidelines on monitoring applications and messages
- COVID-19 safety procedures
- Seeker safety guidelines for caregivers
- Family & Caregiver FAQs
- Nanny Share Safety Resources
- Regularly updated safety articles



# LifeMart Discounts

**Online platform providing offers and discounts on products and services nationwide.**

Employees can save money on everyday expenses like:

- Child care centers
- Senior care products and services
- Groceries and restaurants
- Pet Care
- Gym, fitness, and wellness
- Technology like computers and phones
- Legal and financial services
- Home goods
- Travel, hotels, and rental cars
- Tickets and entertainment
- Car buying and auto services
- Apparel
- And more



**\$6.4M**

Saved on child care in one year

\*Data and findings are based on 2020 member savings

# Thank you!

Speak to a specialist anytime about your benefits

**1-800-450-7071**

Assistance available in multiple languages.

Or log in at

**pearson.care.com**

Not registered? Click "Let's Get Started"

