



## PREPARING FOR A DAY OF IN-HOME BACK-UP CHILD CARE

Now that you've scheduled in-home back-up care for your child, you might be wondering, "How can we prepare?" Follow these simple guidelines to get ready. Preparing and setting clear expectations will help ensure top-notch communication and satisfaction with care.

### **Prior to the Caregiver's Arrival**

Once care is scheduled, you'll receive an introductory call\* from the caregiver or his/her agency – use this time to ask questions, learn about his or her background, discuss special care instructions, provide directions to your home, and confirm arrival time.

Before your caregiver arrives, download the daily activity log from our website and fill everything out, including how to contact you in the event of an emergency, allergies or food restrictions, your child's likes and dislikes, household rules, and more. Don't forget to review the list with the caregiver when he or she arrives!

### **After the Caregiver's Arrival**

Introduce yourself and your child(ren) to the caregiver and discuss the care needs. Give the caregiver a tour of your home – point out the first aid kit, exits, off-limits rooms, explain door and window locks, give instructions on phone usage, the thermostat, appliances, and anything else the caregiver might need to use.

*\*If you have not received a call by the evening before the first day of care, please contact Bright Horizons Back-Up Care™ (formerly Back-Up Care Advantage) at 877-BH-CARES (242-2737).*

### Show the caregiver where to find:

- A change of clothes or pajamas
- Diapers, wipes, bibs, and other supplies
- Cooking utensils and serving items (including bottles and baby food)
- Cleaning supplies

### When You Return

Review the day with the caregiver – ask things like, “What did you do today? Do you have any concerns or problems we should discuss?” and “Is there anything I could’ve done to make your day go more smoothly?”

### Evaluation

Following care, you’ll receive a brief survey via email from Bright Horizons Back-Up Care – please take a few minutes to fill it out. Your comments and suggestions will help us continue to improve the quality of our services. Thank you in advance!

**For more information, please call us at 877-BH-CARES (242-2737).**

