



PREPARING FOR A DAY OF IN-HOME ADULT CARE

You've scheduled a day of in-home back-up care... and you might be wondering, "How can we prepare?" As you and your parent or adult relative get ready for your in-home care experience, follow these simple guidelines. 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 reach you, who to contact in the event of an emergency, signs of illness or injury to look out for, preferred food and drink options, daily routines, and more. Don't forget to review the list with the caregiver when he or she arrives!

**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).*

After the Caregiver's Arrival

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

Show the caregiver where to find:

- A change of clothes
- Cooking utensils and serving items
- Cleaning supplies
- Medication and medical supplies, as well as how they should be used (for those requiring a trained medical professional)

When You Return

Review the day with the caregiver – ask things like, “How did it go? 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).

