



The Employee Experience

Return to Work

Return to Work

Access additional uses of Back-Up Care to help transition back to work after adding a new child to your family

Accessing from My Bright Horizons

Access **Return to Work** through **Bright Horizons Back-Up Care** on My Bright Horizons

Look for the tile that says “**Back-Up Child Care**”

Click the **yellow** button to begin

Subsidized

✓ BACK-UP CARE

Back-Up Child Care

When school's closed, your sitter's busy, and you still have to work, reliable care has you covered.

20 Days Remaining

[Reserve Child Care](#)

[Learn More](#)

Getting started

Bright Horizons. Back-Up Care

Welcome Mandy Demo | Benefit - (Demo FS Client) Logout | Other Services

Home Reservations Providers Benefit Care Profile Resources Notifications My Account | Help

MESSAGE CENTER

Your care profile is complete! Make your first reservation now.

EMPLOYEE PROFILE VIEW BENEFITS

Mandy Demo
Bright Horizons Back Up Care™ 20.00 Days*
Remaining Utilization*

EMPLOYEE PROFILE
CARE PROVIDERS
AUTHORIZED CONTACTS
LOCATIONS

Tutorial Request My First Care Reservation

CENTER-BASED BACK-UP CHILD CARE
When school's out, you're in between care arrangements, or your regular child care is unavailable, we've got you covered. Schedule high-quality care at convenient child care centers right near home or work.

Pet Care¹
Find Pet Care

Camp Finder

Once you have completed your care profile, you can then select **Make My First Reservation** to request Back-Up Care



Helpful Hint: Return to Work days expire on the 12th month of child's date of birth, so use these days first

Reserve Return to Work care

Bright Horizons Back-Up Care

Welcome Mandy Demo | Benefit - (Demo FS Client) Logout | Other Services

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NEW RESERVATION

1 Care Recipients 2 When & Where 3 Care Options 4 Verify Info 5 Review Details

Type: Back-Up Special Program

2. Select Who Needs to Attend This Special Program
Please select all recipients that you want to attend.

- Test Smith (2yrs 2mths - 11/9/2020)
- Mandy Demo (14yrs 1mth - 12/11/2008)

ADD A CARE RECIPIENT

Under Type, select **Special Program/Return to Work**;
Select or add all recipients that you want to attend

Home Reservations Providers Benefit Care Profile Resources Notifications My Account | Help

BACK-UP RESERVATION

1 Care Recipients 2 When & Where 3 Care Options 4 Verify Info 5 Review Details

Test

WHEN AND WHERE DO YOU NEED CARE?

1. Select The Date And Time For Care

You can select a single date or multiple dates and the start and end time. Dates with different times should be added separately.

CARE RECIPIENT(S)	DATE(S) OF CARE (MM/DD/YYYY)	START TIME	END TIME
<input checked="" type="checkbox"/> Test	<input type="text"/>	10:00 AM	4:00 PM

REMOVE CARE SESSION

ADD ANOTHER DATE

2. Select The Location For Care

Please tell us where you would like care to take place. You can choose to search at or near a location, or you can search for care along a route between two locations.

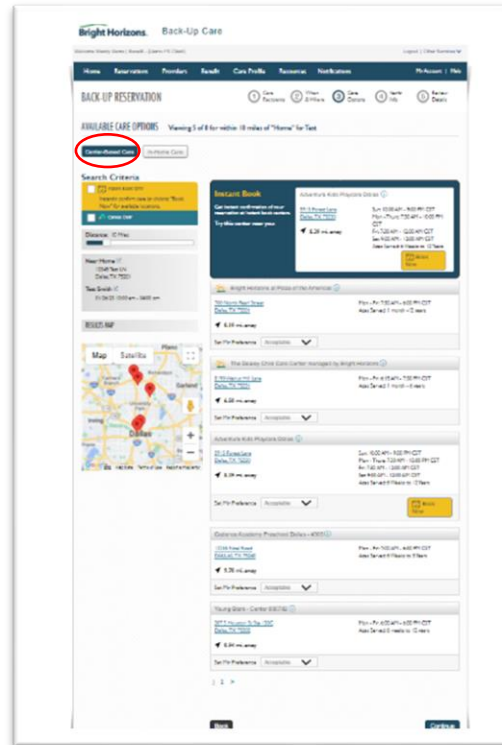
SEARCH TYPE	DISTANCE	LOCATION	ADD NEW LOCATION
<input checked="" type="radio"/> At/Near a Location	10 Miles	Home	12345 Test LN, Dallas, TX 75201
<input type="radio"/> Along a Route			

Back Continue

Select **dates** and **times** you want to reserve

Reserving center-based care

- Use location radius to find top centers near home or work
- Select “Along a Route” to see centers right on your commute
- **Instantly book** an available center, or select your preferred options
- Set preferences for Acceptable, 1st, 2nd, 3rd choice, or Unacceptable centers



Reserving in-home care

- Set provider preferences and exclusions
- Provide additional information and special care instructions

The screenshot displays a web application interface for a 'BACK-UP RESERVATION'. The navigation bar at the top includes links for Home, Reservations, Providers, Benefit, Care Profile, Resources, Notifications, and My Account | Help. The main heading is 'BACK-UP RESERVATION' with a progress indicator showing five steps: 1. Care Recipients, 2. When & Where, 3. Care Options, 4. Verify Info, and 5. Review Details. Under the heading 'AVAILABLE CARE OPTIONS', there are two tabs: 'Center-Based Care' and 'In-Home Care', with the latter being selected and circled in red. Below the tabs is the 'IN-HOME CARE GUIDELINES' section, which explains that in-home back-up care is available through a nationwide network of many and in-home health agencies. The 'LOCATION TYPE' section shows 'Residence' selected and 'Hotel' unselected, with a 'Home' address listed as '12345 Teit LN Dallas, TX 75201'. The 'In-Home Care Options' section includes an 'IN-HOME CARE ELECTION' with a checkbox for 'I am electing to use In-Home Care and DO NOT wish to use a Care Center*', which is checked. Below this is the 'PROVIDER PREFERENCES (Optional)' section, which has three 'No Preference' input fields for agency preference, caregiver preference, and agency preference. There is also a 'Special Instructions (i.e. speaks Spanish)' field with 'None' entered. The 'TELL US ABOUT THE CARE ENVIRONMENT' section includes a 'Helpful instructions to find this location:' field, and three questions: 'Does anyone smoke in the care location?' (No selected), 'Are there any pets in the care location?' (Yes selected), and 'Is anyone other than the care recipient(s) expected to be at the care location?' (No selected). A 'Pet' section shows 'Type' as 'Dog', 'How Many?' as '2', and 'What Breed?' as 'Golden Retriever', with a 'REMOVE PET' button and an 'Add Another Pet' link.

Verify info

The screenshot shows the 'Verify Info' step of a 'BACK-UP RESERVATION' process. The page header includes the Bright Horizons logo and 'Back-Up Care'. A navigation bar contains links for Home, Reservations, Providers, Benefit, Care Profile, Resources, Notifications, My Account, and Help. A progress indicator shows five steps: 1. Care Recipients, 2. When & Where, 3. Care Options, 4. Verify Info (current step), and 5. Review Details. The main content area is titled 'CARE INSTRUCTIONS & INFORMATION VERIFICATION' and includes a 'Test' button. Below the title, there is a text area for 'Care / Special Instructions' and a section for 'Any changes to profile details like allergies, etc.' with radio buttons for 'No' and 'Yes'. At the bottom, there are 'Back' and 'Continue' buttons. The footer contains copyright information and links for Feedback, Privacy Policy, Cookie Notice, Terms of Use, and Trademark Notice.

- Provide care instructions
- Verify profile information and make necessary updates

Confirm your care details

The screenshot shows a navigation bar with links: Home, Reservations, Providers, Benefit, Care Profile, Resources, Notifications, My Account, and Help. Below the navigation bar, the page title is 'BACK-UP RESERVATION' with a progress indicator showing steps 1 through 6: 1 Care Recipients, 2 When & Where, 3 Care Options, 4 Verify Info, and 5 Review Details. The main heading is 'REVIEW RESERVATION AND PAYMENT DETAILS'. Under 'Care Recipients', the reason for care is 'Flexible work conflict'. The recipient is 'TEST SMITH' (2 Yrs 3 Mths - 11/9/2020). A list of documents required for care is shown, including TX Admission Information, TX Gang Free Zone Parent Awareness, TX Authorization of Medication Administration Form, Back-Up Informed Consent Form, TX Allergy Health Care Plan, Suspected Allergy/Food Intolerance Form, Health Care Plan-Asthma, TX Discipline Guidance Policy, Food Preference Form, COVID Informed Consent and Acknowledgment, and Bright Horizons Print Care Profile Instructions. All listed documents are marked as 'Not Submitted'.

- For center-based care, see a list of the required forms for the care recipient
- For in-home care, confirm special instructions for caregiver

- Confirm reservation contact details, preferred communication methods, see estimated copay charges, agree to payment terms and cancellation policy, submit reservation

The screenshot shows the 'Requested Care Sessions' page. It includes sections for 'Care Recipients', 'Care Providers', and 'Specialty/Additional Provider'. The 'Requested Care Sessions' table shows 'PEDI-CARE' with 'Health Home' as the provider. Below this, there are sections for 'Reservation Contact Info', 'Emergency Contacts', and 'Authorized Pick-ups'. The 'Reservation Contact Info' section includes 'Health Home' and 'Jill Bussard'. The 'Emergency Contacts' section includes 'Jill Bussard' and 'Tom Conner'. The 'Authorized Pick-ups' section includes 'Jill Bussard' and 'Tom Conner'. There are also sections for 'Preferred Method of Contact', 'Residential Information', and 'Final Payment/Refund/Receipt'. The page has a 'Next' button at the bottom left and a 'Request Care Session' button at the bottom right.



Confirmation & next steps

RESERVATION: CAS-4098863-59F4R1 (Confirmed) [Home](#) // [Reservations](#) // Reservation CAS-4098863-59F4R1

Requested By: Elizabeth Forsyth (Employee)

[Cancel Entire Reservation](#) [Edit/Cancel Care Sessions](#)

Important Information About Your Care Provider

Caregiver
Thalia Acevedo - Bright Horizons at Home-Spotswood (Formerly CNT
Little Falls) - 60632571

Languages
English, Spanish

Education/Certifications
Nanny

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- Receive confirmation of your back-up care request
- **Instant Booked** requests are immediately confirmed