



IN-HOME BACKUP CHILDCARE

Johns Hopkins University and the Johns Hopkins Hospital & Health System Corporation have partnered with Parents in a Pinch, Inc., a premier backup care specialist, to provide you with backup services. Parents in a Pinch is happy to provide you with excellent, dependable in-home backup childcare as one of your employee benefits to help you with your childcare needs.

45 Bartlett Crescent
Brookline, MA 02446

617.739.KIDS
800.688.4697
617.739.1939 fax

frequently asked questions

Q: When should I call Parents in a Pinch?

- During school vacations or when daycare is closed
- When your child is a little bit under the weather and you need to work
- When you have to work late or on weekends
- When your nanny goes on vacation or quits unexpectedly
- Anytime you have a gap in your regularly scheduled childcare arrangements and you need to work

Q: When are the caregivers available? When can I call?

Childcare is available in your home in the day or evening, seven days/week. The Parents in a Pinch office hours are: Monday – Thursday, 7:00 a.m. – 8:00 p.m. EST, and Friday from 7:00 a.m. – 5:00 p.m. EST. As an employee of Johns Hopkins University or the Johns Hopkins Hospital/Health System, you also have access to a Placement Specialist on Sunday from 5:00 p.m. – 8:00 p.m. EST for care needed the following day. Sometimes Parents in a Pinch can locate a caregiver for you within an hour or two, but the more time you give them, the more likely they can make a successful match. Twenty-four hour advance notice is usually sufficient.

Q: What is the process for arranging childcare?

- Call Parents in a Pinch directly at 800-688-4697 to request care. Johns Hopkins University employees must be pre-registered with the Office of Work, Life and Engagement. Johns Hopkins Hospital/Health System employees must be pre-registered with the Human Resources Department.
- Identify yourself as an employee of Johns Hopkins University or the Johns Hopkins Hospital/Health System.
- Parents in a Pinch will identify a caregiver for you who meets your specific needs. You will receive two confirmations:
 1. Parents in a Pinch will call to tell you about your caregiver.
 2. The caregiver will call to confirm the details of the job.
- At the end of the day, sign the timesheet and pay the caregiver directly.

Q: How many days of backup care am I eligible for?

As an employee of Johns Hopkins University or the Johns Hopkins Hospital/Health System, you may use up to a combined total of 10 calendar days of childcare and adult care per contract year (July 1 through June 30).

Q: How much do I pay?

Employees pay an hourly fee directly to the caregiver. In the Baltimore metropolitan area, the hourly fee is \$14.00; in the Washington, DC metropolitan area, the hourly fee is \$16.00. There is a four-hour minimum charge per day. Johns Hopkins University or the Johns Hopkins Hospital/Health System may also reimburse you for a portion of the costs that you incur when using the backup childcare program. Depending on your annual compensation, you may be reimbursed between \$4.00 and \$8.00 per hour. Simply fax the reimbursement form to Parents in a Pinch at 617-739-1939 and you'll receive the reimbursement at the beginning of the next month.

Q: What if I need childcare not related to work?

You are welcome to use the backup services when your need is not work-related or your needs exceed the maximum 10 placements during the year. In these cases, you pay the same rate to the child caregiver, and in addition, your credit card will be charged a placement fee of \$50.00 per day.

Q: How does Parents in a Pinch screen their caregivers?

The Parents in a Pinch screening process is thorough: candidates are screened for childcare experience; childcare references are checked by phone; a social security verification and criminal background check are completed; and each candidate is interviewed face to face. Candidates are also required to complete a health and safety training program and an in-person orientation. Parents in a Pinch follows up after every job with an online survey to ensure that the caregivers and their service continue to meet your high quality expectations.

Q: What if I need to cancel my request for care?

If you cancel once a caregiver has already been reserved for a job, your credit card will be charged \$35.00.

Q: How can I make the transition easier for my children?

- Before the caregiver arrives, let your children know that a wonderful playmate is on the way. Suggest that they show the caregiver their favorite toy or book. When the caregiver arrives, introduce her warmly to the children. If you are nervous, the children will pick up your signals.
- Go over the house rules – TV, snacks, bedtime – with the caregiver and the children together, so that the ground rules are clearly set.
- Review the emergency telephone numbers with the caregiver. Give her the number where you and/or your spouse/partner can be reached, the pediatrician's name and number, someone to call in case of an emergency, and a list of any allergies that the children may have.
- Never sneak out the door! Say good-bye happily and firmly and leave. Coming back or delaying your departure will increase your children's anxiety.

Q: When I call next time, can I get the same caregiver? Will she clean the house?

Parents in a Pinch's goal is to give your family as much consistency as possible. They will be happy to contact your last caregiver to see if she is available. Backup caregivers come prepared to make sure your children are safe and happy – but not to do regular housecleaning.

