



## JOHNS HOPKINS UNIVERSITY

### In-Home Backup Eldercare

Parents in a Pinch, Inc. is happy to provide you with in-home backup eldercare as one of your employee benefits. Just call 800-688-4697 and Parents in a Pinch will connect you with the eldercare service provider. Backup eldercare services include both companion and personal care services, such as meal preparation, light housekeeping, prompting for medication, and assistance with bathing, dressing, and ambulation.

## frequently asked questions

### Q: When is it appropriate to call Parents in a Pinch?

- When your spouse is recuperating at home from surgery and needs some assistance for a day or two
- When your elder is housebound because of weather and needs short-term companionship
- When a senior is waiting for an opening in an assisted living facility
- When your elder needs company to help her through the maze of doctor's appointments
- Anytime you have a gap in your eldercare arrangements and you need to work

### Q. When are the eldercare providers available? When can I call?

Eldercare is available in your home 24 hours/day, 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 a n employee of Johns Hopkins University, you also have access to a customer service representative on Sunday from 5:00 p.m. – 8:00 p.m. EST for care needed the following day. The more time you give them, the more likely they can make a perfect match.

### Q. What is the process for arranging eldercare?

- Call Parents in a Pinch directly at 800-688-4697 to request care. You must have already registered with the Office of WORKlife Programs before requesting care.
- Identify yourself as a n employee of Johns Hopkins University.
- Parents in a Pinch will identify a provider for you who meets your specific needs, and the eldercare service provider will contact you to finalize the arrangements.
- When the caregiver arrives, sign an authorization and release form.
- At the end of the day, pay the caregiver directly: \$14.00 to \$20.00 per hour, depending on your particular situation. (In some cases, you may not pay the caregiver at the end of the day; your credit card will be charged within two weeks for the hours of care.)

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[www.parentsinapinch.com](http://www.parentsinapinch.com)

617.739.1005

800.688.4697

617.739.1939 fax



**Q. How much do I pay?**

Employees pay an hourly fee directly to the caregiver; however, in some cases, your credit card will be charged within two weeks for the hours of care. The cost ranges from \$14.00 to \$20.00 per hour. There is a four-hour minimum charge per day.

As an employee of Johns Hopkins University, you may use up to a combined total of 10 calendar days of childcare and eldercare per contract year (July 1 through June 1). Johns Hopkins University will also reimburse you for a portion of the costs that you incur when using the backup eldercare program. Depending on your annual compensation, Johns Hopkins University will reimburse you 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 my elder lives in another city?**

If your elder lives in a city other than where you live, you can still use Parents in a Pinch for eldercare. However, your elder must live in a location where Parents in a Pinch currently provides service.

**Q. How does Parents in a Pinch screen their caregivers?**

Parents in a Pinch's eldercare service providers are certified nurse's aides and home health aides who have prior experience, significant eldercare references, pass a criminal records check, and are screened annually against the Nurse's Aide Registry distributed by each state.

**Q. What if I need to cancel my request?**

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