

FREQUENTLY ASKED QUESTIONS

Bright Horizons Enhanced Family Supports

FAQs: Bright Horizons Enhanced Family Supports

Overview

Bright Horizons Enhanced Family Supports

Your employer has partnered with **Bright Horizons®** to help you better manage your many work, family, and personal responsibilities.

Bright Horizons Enhanced Family Supports™ offers free premium access to Sittercity, a fantastic solution for finding nannies, babysitters, virtual sitting, pet care providers, and housekeepers. The program also includes discounts on a local, high-touch nanny placement service for full-time child care. Plus, it provides access to elder caregiving resources, learning pods, discounts on academic support, tutoring, and test prep services, and special privileges for when you are looking for full-time child care, such as preferred enrollment at Bright Horizons centers.

Find Support Now

Visit <https://clients.brighthorizons.com/exeloncares>. Choose the tile for the program you are interested in. Then, click USE IT to be forwarded to the Bright Horizons partner site. You'll be required to register and set up your account for that service.

For questions, you may also contact 1-877-BH CARES (1-877-242-2737).

Please Note: Current offerings provided under Bright Horizons Enhanced Family Supports are subject to change. Please check the Bright Horizons site above regularly for details of the current offerings.

Sittercity

What services are included with this benefit?

Your free premium Sittercity membership enables you to have access to a nationwide database to quickly self-source nannies, babysitters, virtual sitting, housekeepers, pet care and more, including:

- Unlimited basic background checks at no cost. Basic Background checks include SSN verification, a multi-state criminal record check and a record check by name. The data check goes back 10 years and results are provided within one day.
- Enhanced background screenings at a discounted rate of \$48. Enhanced background checks include SSN verification, a multi-state criminal record check, a manual county records search and a record check by name that includes the given name and one alias or maiden name. The data check goes back 10 years and results are provided within 1-3 days.
- The service also includes online forums, tools, and resources that will help you choose caregivers that meet your preferences and needs for occasional and everyday child care, who can manage small-group learning pods, care for children with special needs, provide household help, and even pet care.
- **You are responsible for confirming all hiring arrangements and paying for any identified caregivers directly.**

What is virtual sitting?

Virtual sitting is not the same things as in-person babysitting. It's hiring a professional to engage your children digitally for a short period of time through a mobile device or laptop. Sessions can be used to assist your children with schoolwork or facilitate an interactive game.

What are learning pods and how do they work?

Learning pods are small groups of children that are conducting remote learning together. The learning pod can be a group of children you have formed through your own networks or you can reach out to other parents through Sittercity to form a pod. Typically, a hired caregiver provides educational support for all children in a pod. You can post a learning pod job online through Sittercity and find a well-matched caregiver that meets the needs of your pod. Pods can be arranged with all participants meeting virtually or in-person, based on the preference of all families in the learning pod. Once you reach an agreement with all members of the learning pod, you can post a job or search for a caregiver that meets your agreed upon requirements.

What is the typical cost of care on Sittercity?

The cost of care varies based on geographic region, type, number of children or pets and level of care (i.e., infant care prices often differ from the cost of care for school-age children). In the Trust and Safety Center on the Sittercity site, you can use a rate calculator to determine the appropriate pricing based on region, number of children and the caregiver's years of experience. In addition, when posting a job, you are able to indicate the rate preferred per hour and work with caregivers that best fit your budgetary needs. In addition to searching by preferred rate and budget, you can also search by other caregiver parameters such as years, type of experience and specific skills that would be most beneficial to your family.

Nanny Placement

How does the nanny placement process work?

This service is offered through College Nannies and starts with a family consultation to establish your family's unique needs. After signing up with a local College Nannies office, College Nannies will evaluate your schedule, ages of children, job duties, interests, and desired experience and attributes for your perfect nanny. As candidates are identified, you will receive an electronic profile for review and then arrangements will be made for your interviews. College Nannies follows up with both the family and candidate to ensure both parties feel it is a great fit before moving forward. After selection, orientation will be provided for the new nanny, and College Nannies is available to help with the process of settling in for an exceptional experience. The discounted nanny placement fee and hourly charges for care will be paid by you directly to the local College Nannies office. Current discounts include \$300 off nanny placement fees and a 10 percent hourly rate discount on services used. Please note, hourly rates and placement fees vary and are subject to change.

How are the nannies screened and trained?

A comprehensive background screen is conducted by an accredited national background screening agency and includes state and federal criminal history, National Sex Offender database check, and address history. This is completed as part of the nanny placement service at no additional fee. During initial orientation, all nannies must take training courses on child safety, security, child development, and age-appropriate fun. For ongoing training, College Nannies offers videos, print resources, resource directories, the most up-to-date tools available, and the ongoing professional guidance of the local College Nannies team. You can also elect to be matched with a nanny who is trained as a learning coach to support students with online instruction.

Academic Supports and Tutoring

What types of services are available?

Your Bright Horizons benefit gives you easy access to resources for high-quality tutoring, test-prep, and academic support providers, offering a variety of online options with exclusive discounts for Bright Horizons families.

How do I access academic supports and tutoring?

Go to your Enhanced Family Support site at clients.brighthorizons.com/exeloncares and navigate to the Enhanced Family Supports (no password required). Click on the tile for the program you are interested in, then hit USE IT to be forwarded to the Bright Horizons partner website for that service. You'll be required to register and set up your account for that service.

Revolution Prep

What services does Revolution Prep offer?

Revolution Prep offers premium academic support and test preparation for students in grades K-12, including: personalized tutoring with a curriculum tailored to each child's needs and interests; Adventure Math, a story-based math curriculum that takes students on an epic kindergarten journey; and step-by-step test preparation with a full-time, highly trained tutor.

You receive a 20 percent discount off tutoring rates. You pay between \$79 and \$159 per hour for one-on-one tutoring with the discount, depending on the experience level of the tutor and the number of sessions purchased. A five-hour package for small-group tutoring is \$159 with the discount. You also receive 33 percent off Adventure Math.

Varsity Tutors

What services does Varsity Tutors offer?

Varsity Tutors offers one-on-one and small-group tutoring on more than 3,000 subjects. When families sign up, they are assigned an educational consultant who helps identify the best tutor for their needs from more than 40,000 available tutors and instructors. Also offered are hundreds of enriching online classes, camps, and extracurriculars for children in grades K-12, as well as online learning tools including instant homework help, adaptive testing, and learning labs. You receive a 20 percent discount off most programs. With Varsity Tutors, one-on-one

tutoring starts around \$50 per hour with the discount. Discounted group classes start at \$10 per hour, with an average price of \$20 per hour.

MarcoPolo Learning

What services does MarcoPolo Learning offer?

MarcoPolo World School is an award-winning early education curriculum experienced through an engaging app, which includes more than 500 premium video lessons and 3,000 interactive learning activities in STEAM (Science, Technology, Engineering, Art and Math) and literacy subjects. You receive discounts of at least 20 percent off the monthly subscription and 65 percent off annual plans.