

Back-Up care advaNTage program POLICIES Overview

In order to offer a successful back-up care experience to families receiving care, as well as to providers and their caregivers delivering the service, the following program policies must be observed .These policies define the specific parameters and expectations of the BUCA program . Please contact Provider Relations with any questions or additional clarification needed .

1. **Medications.** Caregivers may not dispense prescription or over-the-counter medication directly to any Care Recipient in their care . Excluding topical ointments referred to on page 18 under medications . Caregivers are ONLY allowed to remind a Care Recipient to take his or her pre-measured medication at an assigned time where authorized by the Client Employee .
2. **Outdoor Activities.** Caregivers are required to provide care for Care recipients in the homes of Client Employees or other authorized locations . Caregivers may leave the premises only with the prior authorization of the Client Employee and Bright Horizons .
3. **Transportation.** Caregivers may not transport (drive) any Care Recipient in a private vehicle . Caregivers are ONLY allowed to accompany a Care Recipient using public transportation (e .g ., taxi, bus, train, or special transit) when required in connection with the care provided and only with the prior authorization of the Client Employee and Bright Horizons .

In the case of adult care only, caregivers are allowed to accompany a care recipient when driven in a private vehicle by the care recipient or an acceptable family member or acquaintance of the care recipient .

4. **Swimming, etc.** Caregivers may not accompany Care recipients to ANY body of water (pools, lakes, etc .) other than in connection with a pre-arranged activity with a third party responsible for the activity (e .g ., a swimming lesson with an instructor) and only with the prior authorization of the Client Employee and Bright Horizons .
5. **Visitors.** No visitors shall be permitted in the premises unless authorized by the Client Employee . No authorized visitors may be under 18 years of age .
6. **Relinquishment of Custody.** Caregivers shall relinquish custody of a Care Recipient ONLY to an adult authorized by the Client Employee . If the adult

releasing the caregiver at the end of care is different than the adult that greeted the caregiver at the beginning of care, the caregiver must ask the releasing adult for photo identification prior to their entering the care location .

7. **Infant Sleep Position.** The American Academy of Pediatrics (AAP) strongly recommends that infants be put to sleep on their backs to reduce the chance of Sudden Infant Death Syndrome (SIDS) . It is the policy of Bright Horizons and the Back-Up Care Advantage Program® that all infants be put to sleep on their backs on a firm infant crib mattress in a crib . When infants can easily turn over from the back to the stomach position, they will continue to be put down to sleep on their back, but allowed to adopt whatever position they prefer to sleep . Repositioning sleeping infants onto their backs is not recommended by the AAP . Providers in the *Back-Up Advantage Program* are required to comply with these protocols, and may not place an infant in our care on his/her stomach for sleep . Any requests by parents to do so cannot be honored . If the parents insist that their child must be put to sleep on his/her stomach, care will be denied . If a caregiver is asked to do something that does not comply with this policy they should immediately notify your agency and you MUST notify the Back-Up Care Advantage Program® so that we can contact our client to review the policy . Under no circumstances should your agency or caregiver accommodate our client if doing so violates this policy .

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8. Epipen Use.

The Americans with Disabilities Act (ADA) requires reasonable accommodations to our customers with disabilities who are requesting in-home care . A care recipient who may require an Epipen is an emergency situation that falls within the protections of the ADA .

Bright Horizons is required by law to provide a reasonable accommodation when care is requested

Administration of an Epipen does not require specific training or medical expertise, therefore we have determined that nonspecialized caregivers can be used on these cases (with instructions on how to use an Epipen) Instructions attached .

9. Life Saving Measures.

In the event of an emergency, a caregiver is able to use life saving measures to assist a care recipient (CPR/First Aid and emergency protocols)

The Americans with Disabilities Act (ADA) requires Bright Horizons to provide a reasonable accommodations (and to eliminate barriers to care) when care is requested by an individual who may require rescue medication (such as a rescue inhaler, an EpiPen, or a glucagon injection) in an emergency situation .

Rescue medication is different from medication administered or required on a regular basis which would fall under our In-Home Medication Administration Policy and which requires a skilled caregiver to dispense .

Directions on and permission to administer the rescue medication in an emergency situation will be obtained verbally from the customer upon intake of their care request

Customers will be asked on intake to identify any rescue medications on site needed for emergencies .The customer's response will provide advance notification to Bright Horizons, the caregiver and the agency of the need to address any appropriate protocols .

With respect to EpiPen needs ONLY, the agencies/caregivers will be provided with a one-page written instruction sheet on the use of an EpiPen and the parent/guardian will need to show the caregiver where the kit is located when he or she arrives at the care location .

10. Hotel Care.

The caregiver and the care recipient(s) are allowed to leave the room during care

The caregiver and the care recipient(s) are allowed to leave the grounds of the hotel during care with written consent from the family that needs to be provided to BUCA prior to the care taking place and will be provided to the in-home agency

The Client Employee will provide details as to what activities are permitted in the room (ex . guidelines related to room service, watching TV/movies)

If the adult that is releasing the caregiver at the end of the care is different than the adult that greeted the caregiver at the beginning of care, the releasing adult will be required to provide photo identification prior to entering the hotel room

Pool/water policy applies to any care provided in a hotel

Visitor policy applies to any care provided in a hotel

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