

Back-Up Care Advantage Program®



Preparing for a Day of In-Home Back-Up Child Care

When preparing for the arrival of a home caregiver, following a few simple guidelines can lay the foundation for a positive experience for the caregiver and your family. Being prepared and setting clear expectations can help ensure the greatest satisfaction with the care of your loved ones and minimize miscommunication.

Prior to the caregiver's arrival

After care is scheduled, the caregiver or an agency staff member can make an introductory call to your family. If you have requested a call and have not received it by the evening before care begins, please contact the *Back-Up Care Advantage Program* at 877-BH-CARES. The purpose of this introductory call is to learn more about the caregiver's background, discuss special care instructions, provide directions to your home, and confirm arrival time.

Before the caregiver arrives, please download the daily activity log from our Web site. The daily activity log includes a list of items to be completed prior to receiving care and should be reviewed with the caregiver upon arrival.

- How to contact you, and who else should be contacted in the event of an emergency
- What types of non-emergency situations would warrant a call to you?
- Food and drink options you would like offered to your child for meals and snacks as well as any allergies or food restrictions — If possible, prepare pre-made meals and snacks for the provider to offer your child
- Household rules for:
 - Playing outside
 - Television viewing
 - Computer and video games
 - Areas of the house that are off limits to certain activities (for example eating and drinking)
- Daily routines such as nap times, meal times, and favorite activities
- Your child's likes and dislikes
- Possible behavior problems and how to best address them

After the caregiver's arrival

When the caregiver arrives at your home please take some time to introduce yourself and your child(ren) and discuss your child(ren)'s care needs for the day.

- Provide a home tour: Point out all exits and indicate any rooms that are off limits
- Provide instructions on operating window and door locks and when to lock up the house or apartment, and where to find the keys in the event that you have authorized an outing
- Phone: Specify if you would like the caregiver to answer your phone and outline expectations for use
- Thermostat: Indicate if the caregiver is allowed to adjust or use
- Television remote control and other household appliances (such as washer/dryer as related only to care of your Child(ren)s): Demonstrate use and indicate when use is appropriate
- Where to find:
 - A change of clothing or pajamas (if possible select these items and lay them out for your child if needed)
 - Diapers, other diapering supplies, and bibs
 - Cooking utensils and serving items
 - Cleaning supplies as needed for care for the child(ren), for example, spills, cleaning up after meals, etc.
 - First aid kit

When you return

Take a few minutes after you return home to review the day with the caregiver.

Examples of questions you may want to ask include:

- What did you do today?
- Were there any problems or concerns we should discuss?
- Is there anything I could have done to make your day go smoother?

Evaluation

Following the delivery of back-up services, you will receive a brief survey from the *Back-Up Care Advantage Program* to complete by e-mail. Your comments and suggestions will enable us to continually revise and improve the quality of services available to you. Thanks in advance for your cooperation!

For more information, please call the *Back-Up Care Advantage Program* at 877-BH-CARES.

