Support When You Need It Most

We offer employee benefits that are among the very best in our industry. Our reward programs are excellent. This includes our company programs, which offer resources to help you put your work and personal life in balance, and keep them in balance.

We’re very proud of all of our company programs. This brochure is designed to familiarize you with one of its key components: the suite of Family Care Solutions programs.

Family Care Solutions programs go well beyond the typical package of benefits at many other companies. We realize that many of you have obligations to provide care for family members—young children, teens, a spouse/domestic partner or aging parents. We also know these obligations can place substantial demands on your time and energy.

The benefits provided through Family Care Solutions are here to help you—and may be just the resources and services you have been looking for.
What’s Included

**Identity Theft Protection**
Identity Theft Protection Coverage includes 24/7 credit/personal data monitoring, full restoration services and much more. *Eligible participants: Employees, spouse/domestic partner, dependent children, parents and parents-in-law. Cost: 100% company.*

**Child Care**
Looking for quality care for your children can be a very stressful process. Through Family Care Solutions, you can *locate care for children*, get support and resources for children with special needs, help coordinate before- and after-school care, and much more. This solution also includes employee access to **Sittercity**, the leading web-based network of more than 2 million pre-screened caregivers nationwide. In addition, employees now have access to **back-up child care**, which provide families a “safety net” for days when regular daycare or child care arrangements fall through. *Eligible participants: Employees’ dependent children. Cost: Some co-pays for services may apply.*

**College Coach Services**
A college education is one of the biggest and most important investments you can make in your child’s future. Naturally, you want to ensure that you and your child make the right college-related choices. Through the Family Care Solutions program, you have access to admission experts to assist with helping high school students pick the right college, find grants, scholarship and financing for college and even write a personal statement. *Eligible participants: Employees’ dependent children. Cost: 100% company (services limited to a maximum number of hours per admission).*
Emotional Support for Caregivers and Aging Parents
Juggling work and home life when unexpected events happen can leave employees and family members feeling stressed, anxious and overwhelmed. Eligible participants may receive up to five confidential counseling/therapy sessions/resources. Eligible participants: Employees, spouse/domestic partner, dependent children, parents and parents-in-law. Cost: 100% company.

Adult Care Specialist (or Professional Care Manager)
An Adult Care Specialist provides personalized guidance to employees caring for a parent/parent-in-law facing ongoing health conditions. Specialists offer in-home assessments, assisted living and nursing home facility reviews, post-hospitalization assessments and ongoing care coordination. Eligible participants: Employees’ spouse/domestic partner, parents and parents-in-law. Cost: 100% company (services limited to 6 hours).

Adult Back-up Care
As with child care, arrangements for the care of adults can fall through at the last minute, or a need can arise unexpectedly. The Adult Back-Up Care benefit can help employees find and pay for care in these situations. Employees have access to licensed and certified in-home adult care providers. Eligible participants: Employees’ spouse/domestic partner, adult dependent children, parents and parents-in-law. Cost: Some co-pays for services may apply.
Legal Help for Your Parents
This program helps employees arrange for their parents or parents-in-law to have direct access to a network of attorneys who can assist them with a variety of legal services. Eligible participants: Employees’ parents and parents-in-law. Cost: 100% company (only specific document preparation and reviews are eligible).

Healthcare and Insurance Help
Navigating through the healthcare system can be confusing and complicated. Get expert help in locating doctors, scheduling appointments, understanding billing questions/claims issues and obtaining answers to questions about test results, treatments and prescribed medications. Eligible participants: Employees, spouse/domestic partner, dependent children, parents and parents-in-law. Cost: 100% company.

Medicare / Medicaid Help
As your parents and/or parents-in-law approach retirement age, they may find that government programs are difficult to maneuver. Speak with experts to learn about different Medicare options, what’s included in each part, applicable deductibles, coinsurance, co-pays and eligibility and enrollment deadlines. Eligible participants: Employees, parents and parents-in-law. Cost: 100% company.