



INFINITE POSSIBILITIES.  
ONE FAMILY.



# CARE@WORK

Los asociados de habla hispana pueden comunicarse con Care.com al 855-781-1303 para recibir asistencia para inscribirse y utilizar los servicios.

**Rich's offers a family care service that can help you find caregivers for your whole family, including your child, parents/ grandparents and/or pet.**

Caring for your family while you are at work can often be a challenge. Whether it's after-school care, caring for a child who is home ill, or the responsibility for aging parents, sometimes you need additional support, even at a moment's notice. As we have all learned during this global pandemic, life can be unpredictable, so to help alleviate life's unexpected challenges, we offer this family care benefit to support a productive work-life balance for our associates. This benefit offers many services to help support you during various life situations. Below are further details about this new enhanced benefit and how to take advantage of it:

## CARE.COM MEMBERSHIP

You get unlimited access to the world's largest network of caregivers. You can use this membership to find nannies and babysitters, senior caregivers, housekeepers, personal assistants, transportation assistance, pet sitters and groomers, summer or vacation camps, special needs caregivers, errand runners and tutors.

You can explore detailed caregiver profiles in your area, post a job for caregivers to apply to, access the [Care.com](#) Safety center and background check options, send real-time payments to caregivers, and even learn about household payroll and tax assistance.

## BACKUP CARE

Access to a last-minute caregiver solution to help balance your work and child or adult care needs. Backup care could be for in-home or in-center childcare, or in-home adult care.

- Caregivers in the In-center or In-home backup care program have been vetted and background checked; they include nanny quality caregivers for children and home health agency resources for adults.
- The Personal Network Backup Childcare program allows associates to utilize their own provider, typically a friend, family member or familiar business or service.

Each associate will receive an allocation of up to 10 days of subsidized backup care. Rich's will continue to monitor the need.

Backup Care Service*	Eligible Individual Co-pay Amounts
In-Center Backup Childcare	\$10/day per child up to \$25/day maximum family copay
In-Home Backup Childcare or Adult Care	\$5/hour
PersonalNetwork Backup Childcare (In-home and In-center)	\$125/day max reimbursement \$5/hour copay (up to 3 children) for in-home care and \$10/hour/ per child copay for in-center care

*\* Backup childcare can be requested solely for your child or stepchild (whether through blood or adoption), foster child or another child for whom you are legal guardian. Adult backup care may be used for yourself, your parents, grandparents, in-laws, spouse/partner, spouse/partner's parents, adult children, or any adult dependent needing temporary care.*

*Personal Network care providers are not evaluated, vetted or recommended by [Care.com](#). Associates who select this backup care option are responsible for vetting, scheduling, and directly paying Personal Network care providers.*



### LIFEMART DISCOUNT PROGRAM

Eligible to save 10% on full-time, part-time, and drop-in tuition for children ages six weeks to 12 years at a select network of early childhood education programs in the U.S. This offer is available to new families as well as those already enrolled in a participating center.

### HOW TO SIGN UP

To access the above family care benefits, go to <https://rich.care.com> and select “Let’s get started” or download the Care@Work mobile app to enroll (available in the App Store on your IOS device, and on Google Play). For assistance, you can call [Care.com](https://rich.care.com) at 855-781-1303 Monday through Friday, 8am to 6pm EST or email [careteam@care.com](mailto:careteam@care.com).

If you already have a current [Care.com](https://rich.care.com) account outside of Rich Products, follow the below steps to link them.

- Visit <https://rich.care.com>
- Click “Join Now” and follow prompts. You'll be asked to enter information to set up your account and to verify that you are a Rich's associate.
- Set up your account making sure to use the email address that is registered on your existing account.
- If the email address is already registered with Care.com, you will be prompted to link accounts.
- Need help? Dial our member care team at 855-781-1303.

