University of Iowa Hospitals & Clinics has entered into an agreement with Bright Horizons, the organization which has operated the UIHC Child Care Center for more than 25 years, to provide a limited back-up child care service for eligible employees with children through age 12. Through this offering, eligible staff may register for up to 10 annual uses of in-center or in-home child care during their scheduled work shift when their traditional arrangements are not available.

FAQs

Q. What is “back-up care”?
A. Back-up care is child care that is available to you when your traditional child care provider is not available or accessible, such as:
   - When your child’s school or day care center is closed;
   - You have a temporary change in your work schedule and need care during the evening or weekend hours; or
   - Your regular child care provider is sick or otherwise unavailable.

This is not intended to be long-term or permanent child care.

Q. Where is back-up care available?
A. Bright Horizons has a network of centers and providers across the country, including several in the Iowa City and Cedar Rapids areas. Additionally, they have partnered with in-home care providers who can come to your home to care for your children.

Q. When are these services available?
A. Enrollment begins on Sept. 15, 2020, and will be filled as available.

Q. Who are “eligible employees”?
A. The back-up child care program will be implemented in phases, with the initial phase encompassing those UIHC staff providing direct patient care and support. To be eligible for the program employees must meet the following requirements:
   - Be currently employed as an active UIHC employee
   - Be a regular staff member (50% time or greater) or resident or fellow
   - Serve as a frontline employee working in direct patient care and support services (nurses, environmental services employees, food and nutrition employees, radiology techs, social workers, lab techs, and pharmacists, for example)
   - Have a dependent child or children ages 12 or younger
Employees in administrative, research, faculty, and other positions are not eligible in the first phase of this program. Employees who are eligible to work from home are not eligible for this program.

Eligible employees may be pre-determined according to job code and the ages of children on your UI insurance policy. If you meet the eligibility criteria above and your children are not on your UI insurance, or you do not have UI insurance, be sure to let your manager or Human Resources representative know you’d like to enroll in this program. Eligibility is based on your position of employment, not your insurance provider. More information is available from your manager or through Human Resources. To submit an application for review of eligibility, please complete the Bright Horizons Back-up Care Application form at: https://workflow.uiowa.edu/form/BrightHorizonsBackupCare (you may need to copy and paste link into browser.)

Q. What does it cost?

A. For employees using in-center care – care provided in a Bright Horizons-affiliated child care center – the daily cost is $15 per child or $25 per family. For those using in-home services – where a Bright Horizons employee comes to your home – the cost is $6 per hour for up to three children, with a four-hour minimum required.

Q.) How do I enroll?

A. To enroll, go to the website, https://clients.brighthorizons.com/UIHC and select a service. Eligible employees will receive an email with login information and will be required to list their University ID to set up an account. Only eligible employees will be granted access to the site information, as well as be required to input their University ID to gain access and set up an account.

Q. How often can I use these services?

A. Eligible employees will have up to 10 annual uses between September 15, 2020 and September 14, 2021 and they cannot be rolled over into the next year. If both parents are eligible, they would each receive 10 uses per year, for a total of 20 uses per family.

Q. Is there an age limit for the children they care for?

A. Age limits vary by location, but the majority of centers in this area can accommodate children as young as 6 weeks old through age 12.

Additional information about back-up child care and other programs – such as learning assistance, elder care, and pet care – can be found on the Bright Horizons website, https://clients.brighthorizons.com/UIHC.