FREQUENTLY ASKED QUESTIONS

Bright Horizons Enhanced Family Supports

FAQs: Overview

Bright Horizons Enhanced Family Supports

Your employer has partnered with **Bright Horizons**® to help you better manage your many work, family, and personal responsibilities.

Bright Horizons Enhanced Family Supports™ offers discounts on top child care, tutoring, elder care, summer camp, new parent, and STEM learning providers for your family. Services include:

- Free premium access to Sittercity, a fantastic solution for finding babysitters, pet care providers, and housekeepers
- Local, personalized placement service that will help you find a full-time or on-call nanny
- Special privileges for full-time child care, such as preferred enrollment and waived registration fees at Bright Horizons centers
- Exclusive elder caregiving resources
- Tutoring, STEM programs, summer camps, and small-group classes for school-age children
- Parental leave, caregiving, medical, and developmental resources for expecting and new parents

Find Support Now

Visit https://clients.brighthorizons.com/zara

Please Note: Current offerings provided under Bright Horizons Enhanced Family Supports are subject to change. Check your benefit site for details on the current program.

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Babysitters & Housekeepers

What services are included with this benefit?

Your free, premium Sittercity membership enables you to quickly find babysitters, housekeepers, pet care, and more, and includes unlimited basic background checks at no cost. The service also includes online forums, tools, and resources that will help you choose someone that meets your preferences and needs for occasional and everyday child care, care for children with special needs, household help, and even dog walkers.

Who is eligible for care?

Anyone. Since you are responsible for all arrangements and costs, you can use these tools and resources to self-select care through Sittercity for anyone you want, as many times as you want.

How do I access care?

To access these tools and resources, go to your Bright Horizons benefit page and navigate to the "Find Sitters" or Sittercity tile. This will bring you to your employer's Sittercity homepage, where you will create a username and password to gain access and begin to search for the solution to your care needs.

Will use of this benefit impact the use limit I have for *Bright Horizons Back-Up Care*™?

No. Your use of Sittercity does not impact your back-up care use allowance. Many people find that Sittercity is a great solution for finding care once you have used all of the annual back-up care visits available through your employer.

If I am already a registered Sittercity customer, do I have to re-register?

No, you do not have to re-register. You can use your existing username and password to access the Sittercity website. Simply contact the Sittercity Membership Services team at 1-888-748-2489 to have your personal account moved under your employer's account.

Will I get a refund for fees paid as a retail customer?

Please contact Sittercity Membership Services at 1-888-748-2489 for help with receiving a pro-rated refund.

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What is the typical cost of care on Sittercity?

The cost of care varies based on geographic region, type, number of children or pets, and age of care recipients (i.e., infant care prices often differ from the cost of care for school-age children). Sittercity offers a rate calculator in the Trust and Safety Center, which can help you determine market pricing for the services you need. You can indicate a preferred hourly rate when posting a job and work with caregivers that best fit your financial requirements.

How can I evaluate and select the caregiver that seems right for me?

Sittercity has a variety of filters to help match caregivers to your needs and preferences. You can also browse caregiver profiles, which may include pictures, references, and reviews. In addition, you can run unlimited basic background checks at no charge through your employer benefit and receive discounts on enhanced background checks.

What kind of background checks do I have access to?

You can run basic background checks for free through your employer benefit, receive discounts on enhanced background checks, and view results of those you previously completed.

Can I get a more enhanced background check if I want it?

Yes. You can get an enhanced background check for an additional fee (ranging from $20-$60).

How do I contact Sittercity for support?

You can call Sittercity at 888-748-2489 or email support@sittercity.com.

Nanny Placement & On Call Sitters

What services are included with this benefit?

Jovie, formerly College Nannies & Sitters, works with families to provide fun, well-trained long-term nannies and on-call sitters who are equipped with the tools and support they need to bring order and joy to homes.

How does the nanny placement process work?

This service is offered through Jovie and starts with a family consultation to establish your family's unique needs. After signing up with a local Jovie office and paying the one-time registration fee, they will evaluate your schedule, your children's ages, job duties, interests, and desired

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experience and attributes for your perfect nanny. As candidates are identified, you will receive an electronic profile for review and arrangements will be made for candidate interviews. Jovie will follow up with both your family and the candidate to ensure both parties feel it is a great fit before moving forward. After selection, orientation will be provided for the new nanny, and Jovie is available to help with the process of settling in for an exceptional experience. The nanny placement fee and hourly charges for care will be paid by you directly to the local Jovie office.

Is there a placement fee to hire a Jovie on-call sitter?

A placement fee is only applied to full-time and long-term nanny placements, not for on-call sitters. Families interested in a Jovie sitter will pay the one-time registration fee to their local Jovie office and then only pay the sitter's hourly rate when care is used.

How do I access the service?

To connect with Jovie, visit your Bright Horizons benefits page and navigate to "Nanny Placement" or Jovie tile. This will bring you to the Jovie website, where you can submit a short inquiry form. Your local Jovie office will make contact within 48 hours to begin the consultation process to learn more about your care need and if a nanny or a sitter would be the right choice for your family.

Do all nannies and sitters have a college education?

Most nannies and sitters have completed some type of post-secondary education. Many are either current college students or recent college graduates.

How are the nannies and sitters screened and trained?

A comprehensive background screen is conducted by an accredited national background screening agency and includes state and federal criminal history, National Sex Offender database check, and address history. This is completed as part of securing a nanny or sitter and comes at no additional fee to families. During initial orientation, all nannies and sitters must take training courses on child safety, security, child development, and age-appropriate fun. For ongoing training, Jovie offers videos, print resources, resource directories, the most up-to-date tools available, and the ongoing professional guidance of the local Jovie team. You can also elect to be matched with a nanny who is trained as a learning coach to support students with online instruction — see more information below.

How long will it take to find a nanny or a sitter for my family?

This process usually takes 2-6 weeks, depending on your family's unique needs. In the meantime, Jovie takes care of your immediate childcare needs through reliable sitters. Jovie sitters offer a temporary solution for the childcare families need while Jovie finds the right ongoing nanny for your family.

If you are interested in hiring the occasional sitter for a date night, school closing, or temporary arrangement, a call to your local Jovie office can help you get set up with the care you need when you need it.

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What discounts are available as part of my benefit?

As of May 16, 2024, you will receive 50% off the Jovie one-time registration fee of $200 for your nanny or sitter.

What happens if our nanny or sitter doesn't work out?

Jovie provides a replacement nanny at no additional charge, if required for any reason, during the first 12 weeks of the placement.

If you are interested in changing sitters, your local office or MyJovie app can help facilitate that search.

How do I contact Jovie for support?

Jovie is a national franchise spanning 125 offices across 28 states. You can find and contact your local Jovie office for support here.

Center-Based Child Care

What is Preferred Enrollment?

Preferred Enrollment allows you to gain access to available full-time child care spaces in Bright Horizons centers ahead of the general community.

Will discounts be offered at Bright Horizons centers?

Discounts are not offered at Bright Horizons centers.

Do I have to pay a registration fee to enroll?

Your registration fee at Bright Horizons centers is waived through Preferred Enrollment. When selecting a center from your Bright Horizons benefits page, download the available coupon, print it, and bring it with you when you visit.

If I move my child to another Bright Horizons center, will the new registration fee be waived?

Yes. If you enroll your child at a new Bright Horizons center location that accepts Preferred Enrollment, your registration fee will be waived. This is also true for enrolling multiple children.

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Where can I receive tuition discounts?

Your Bright Horizons benefit provides you with a discount of up to 10% off child care tuition at participating centers in our partner network (excludes Bright Horizons centers).

Which age groups are eligible for a tuition discount at participating centers?

Tuition discounts vary by center, and in some cases are available only for children ages 2 and older. Check with your preferred network center for details.

Can I receive the discount if my child is already enrolled in a participating center?

If you are currently enrolled in a participating network center that offers a tuition discount, please reach out to your center director for more information. Some discounts are only available for new enrollments. Please refer to your benefit website to identify the discounts available to you. Discounts cannot be applied retroactively.

How do I find child care centers that offer Preferred Enrollment and Tuition Discounts?

Visit your Bright Horizons benefit page and navigate to the “Secure Full-Time Care in a Quality Child Care Center” or “Child Care Centers” tile. This will bring you to the center search feature, where you will be able to browse and explore center options in your area.

Is care available for family members with special needs?

We make every effort to accommodate care recipients with special needs, which may include physical, emotional, or developmental challenges.

Elder Care

What services do I have access to through Years Ahead?

Years Ahead connects you with elder care tools and resources — including search tools and referrals. Your Bright Horizons benefits include free access to this online elder care platform.

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What will Years Ahead help me with?

Through Years Ahead, you can take a needs assessment online for your loved one, learn about elder care options, access elder care resources, and get guidance in finding senior care providers near you or your loved one.

How do I access care through Years Ahead?

To access these tools and resources, visit your Bright Horizons benefits page and navigate to "Find Elder Care" or Years Ahead tile. This will direct you to your employer's Sittercity homepage. Select Years Ahead in the Membership Activation form, and then create a username and password to gain access.

Can I register for Sittercity and Years Ahead under one account?

Sittercity and Years Ahead have separate registrations.

What resources are available to me through Years Ahead?

Through Years Ahead, you can search a nationwide network of senior care providers that includes in-home agencies, independent living facilities, assisted living facilities, memory care, and nursing homes. You can browse providers' profiles, which may include program information, photos, experience and capabilities, pricing, and reviews. The site also offers articles, cost calculators, and other tools to help you make informed decisions about care for your loved one.

Who can I contact if I need help?

Customer support is available by email at support@yearsahead.com or by phone at (877) 719-3056. Support hours are 8:00 a.m. - 4:00 p.m. CT.

The Years Ahead customer support team can help with a range of requests, including but not limited to registration questions, help using the site, information on available resources, how to pay for senior care, and understanding the different kinds of senior care available.

What is the typical cost of care on Years Ahead?

There is no cost to use the Years Ahead website. The cost of care through the Years Ahead agencies and facilities will vary based on the level of care and, in the case of in-home providers, the number of hours per week. Agencies and facilities listed on Years Ahead will provide cost information directly to you in response to your inquiry.

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Steve & Kate's Camp

What types of services are available?

Enroll your child in camp spaces at Steve & Kate's locations across the country, with an exclusive discount.

How does Steve & Kate's Camp work?

Steve & Kate's runs camps that operate around your needs, where kids take chances and shape their experience, choosing from a number of creative, active, enriching, and — of course — fun activities each day. Built for working families, Steve & Kate's operates on a flexible model with refunds for any unused passes at the end of the summer.

How do I access the service?

Visit your Bright Horizons benefits page, then navigate to the "Camp," "Summer Days Camps," or Steve & Kate's tiles. You'll be guided to Steve & Kate's registration to set up your account and activate your special savings.

What are the qualifications of Steve & Kate's staff?

After 40 years of running camp, Steve & Kate's has a knack for finding caring counselors who are ready to roll up their sleeves, play hard, and champion kids' passions. All counselors are background checked and CPR/First Aid Certified; plus, they get ongoing training and support from camp directors.

What discounts are offered through my benefit?

Get $10 off per day when you reserve a week or multiple weeks of camp. Or enroll your child for the whole summer and get $300 off.

Who can I contact if I need help?

Please reach out to your local Steve & Kate's team with any questions! Visit the Steve & Kate's site via your Bright Horizons benefits page and select your preferred location to see contact details for the local team.

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Before- and After-School Programs

What types of services are available?

Enroll your child in safe, engaging, and meaningful extracurricular programs to support their learning and provide you with peace of mind. Get discounts for Right at School programs — on-site at participating school campuses across the country.

How does Right at School work?

Right at School offers before- and after-school programs on-site at elementary and middle schools across the country. Students attend daily Right at School programs in the same school they attend for daytime instruction without the need for transportation to an off-site location.

How do I access the service?

Visit your Bright Horizons benefits page and navigate to the “Before- and After-School Care” section on the site or the Right at School tile. These will take you to the Right at School site, where you can click “Find Your Program” to see if programs are offered at your child’s school.

What are the qualifications of Right at School’s staff?

Right at School staff are dedicated and experienced educators with a passion for working with children. As part of their focus on safety, all employees must pass rigorous background checks and meet local school district requirements. In addition, their commitment to providing enriching academic and social experiences is supported by extensive professional development, training, and mentorship for all Right at School educators.

What discounts are offered through my benefit?

You get a 10% discount on Right at School programs.

Who can I contact if I need help?

Contact your local program with questions. Visit the “Find your program” feature via your Bright Horizons benefits page and select your local program from the list for contact details. Or call 855-AT-SCHOOL.

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Pet Care

What pet care services do I have access to through Sittercity?

As part of your free Sittercity membership, you can easily use the online database to find options for all your pet care needs — dog walking; coordinating check-ins, visits, pick-ups, and drop-offs; pet sitters and/or overnight care; bathing, grooming, and training resources; and more.

How do I access pet care services?

Visit My Bright Horizons and search for 'Sittercity" in the search bar in the top right-hand corner. Once you click the tile, navigate to the Sittercity platform to create an account and search for pet care providers.

What types of pet care resources does Sittercity offer?

Post a job listing or use the search filter to find just the right fit for you and your pet. Access information and screen potential candidates based on years of experience, completed background checks, regular and short-notice availability, type(s) of pets cared for, and more.

How do I contact Sittercity for support?

You can call Sittercity at 888-748-2489 or email support@sittercity.com.

Education Support and Tutoring

What types of services are available?

Your Bright Horizons benefit gives you easy access to high-quality tutoring, test-prep, and academic support providers, offering a variety of online and in-person options with exclusive discounts.

How do I access education support and tutoring providers?

In the My Bright Horizons search bar, search for each partner below by name. Locate the tile for the partner you're searching for and click to navigate to the partner portal for use.

Revolution Prep

What services does Revolution Prep offer?

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Revolution Prep offers premium academic support and test preparation for students in grades K-12, including personalized tutoring with a curriculum tailored to each child's needs and interests and step-by-step test preparation with a full-time, highly trained tutor.

What discounts are offered through my benefit?

You receive a 15% discount off tutoring rates. You pay between $79 and $159 per hour for one-on-one tutoring with the discount, depending on the experience level of the tutor and the number of sessions purchased. A five-hour package for small-group tutoring is $159 with the discount.

How do I contact Revolution Prep for support?

You can call Revolution Prep at 877-738-7737.

Varsity Tutors

What services does Varsity Tutors offer?

Varsity Tutors offers virtual tutoring in one-on-one and small group formats on more than 3,000 subjects. When families sign up, they are assigned an educational consultant who helps identify the best tutor for their needs from more than 40,000 available tutors and instructors. Also offered are hundreds of enriching online classes, camps, and extracurriculars for children ages 5-18, as well as online learning tools including instant homework help, adaptive testing, and learning labs.

What discounts are offered through my benefit?

You receive a 20% discount off most programs. With Varsity Tutors, one-on-one tutoring starts around $50 per hour with the discount. Discounted group classes start at $10 per hour, with an average price of $20 per hour.

How do I contact Varsity Tutors for support?

You can call Varsity Tutors at 800-828-6354.

Sylvan Learning

What services does Sylvan offer?

Sylvan offers in-person and virtual tutoring designed around a child's strengths and needs and aligned with state standards. Sylvan tutors take a three-step approach to working with students: first creating a learning plan, then adapting the plan to the child's skill level and pace, and finally applying that learning plan to directly impact their success in school.

What are the qualifications of Sylvan Learning's teachers?

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Sylvan Learning has certified teachers who know how to challenge and inspire children. Teachers are versed in their curriculum, and Sylvan's curriculum aligns with state and provincial standards.

What discounts are offered through Bright Horizons?

You receive 15% off most Sylvan services.

Who can I contact if I need help?

You can contact your preferred Sylvan location with questions. To do so, start by filling out the form and selecting the location of your choice, or the virtual option, from the drop-down menu.

Enrichment and STEM

What types of services are available?

Your Bright Horizons benefit gives you discounted access to a range of hands-on, fun, and educational learning programs for your child, offering a variety of online and in-person options for ages 3-14.

How do I access enrichment and STEM providers?

In the My Bright Horizons search bar, search for each partner below by name. Locate the tile for the partner you're searching for and click to navigate to the partner portal for use.

MarcoPolo Learning

What services does MarcoPolo Learning offer?

MarcoPolo World School is a learning app featuring award-winning STEAM and literacy content designed by early education specialists. The app includes more than 500 premium video lessons and 3,000 interactive learning activities.

What discounts are offered through my benefit?

You receive discounts of $30 (or 37%) off the MarcoPolo Learning annual subscription.

How do I contact MarcoPolo for support?

You can email MarcoPolo at support@marcopololearning.com.

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Little Passports

What services does Little Passports offer?

Little Passports is a service that provides globally inspired, hands-on art and science activities and stories. Kids will build and foster independence and curiosity through hands-on adventures that encourage exploration and question-asking

What discounts are offered through my benefit?

You receive a 25% discount off your first payment for any subscription type.

How do I contact Little Passports for support?

You can contact Little Passports via email or live chat.

codeSpark

What services does codeSpark offer?

CodeSpark is a learn-to-code app that teaches children the basics of computer programming. Sometimes, screen time is necessary – instead of eliminating it altogether, make it full of engaging skill-building opportunities.

What discounts are offered through my benefit?

You receive a 20% discount on an annual subscription.

How do I contact codeSpark for support?

You can contact codeSpark at support@codespark.com.

Birth & Infant Parent Resources

What types of services are available?

Your EFS benefits help expecting families and infant parents thrive in their career with a curated bundle of valuable pre-planning, childbirth, and post-birth supports.

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How do I access Birth & Infant Parenting resources?

In the My Bright Horizons search bar, search for each partner below by name. Locate the tile for the partner you're searching for and click to navigate to the partner portal for use.

Parental Leave Toolkit

What services does Parental Leave Toolkit offer?

Parental Leave Toolkit is a collection of resources designed to support expecting parents as they plan for and take their parental leave after the birth of a child, including personalized plans, checklists, and coaching tools. These are presented via a timeline where a user is recommended certain tasks and associated resources based on how close they are to the birth of their child / return to work.

What discounts are offered through my benefit?

You have free access to the full toolkit.

How do I contact the Parental Leave Toolkit team for support?

You may request support through My Bright Horizons or your employer-specific landing page.

NAPS

What services does NAPS offer?

NAPS provides families with resources to navigate through the stages of pregnancy and early parenting through personalized support by trained medical professionals. Their services include live and on-demand courses and webinars, parenting support groups, "Ask a Nurse," expert-led consultations (breastfeeding, sleep).

What discounts are offered through my benefit?

You receive a 20% discount on all NAPS services.

How do I contact NAPS for support?

You can contact NAPS at hello@nurturebynaps.com or (857) 496-5095.

BabySparks

What services does BabySparks offer?

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BabySparks is an app offering thousands of activities for parents to do with their children ages 0-3 and includes resources to track childhood milestones.

What discounts are offered through my benefit?

You receive a 60% discount on an annual premium subscription.

How do I contact BabySparks for support?

You can contact BabySparks via email.

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