

COVID-19 Safety Update

The health and safety of families and caregivers is our top priority. We are always taking precautions to prevent the spread of infectious viruses like the flu, but COVID-19 presents unique challenges.

We've put into place the following guidelines for in-home Backup Care to help protect you and your loved ones.

Frequently Asked Questions

If someone in your family has been diagnosed with coronavirus, is showing symptoms, and/or is in quarantine for coronavirus, can Care.com provide Backup Care?

If anyone in your household may have been exposed to COVID-19 (coronavirus) or is experiencing symptoms, we require a 14-day wait period since last possible exposure before requesting Child or Adult Backup Care. When you request Backup Care, you will need to confirm that no member of your household has the virus or is within this precautionary wait period. And, we need to be notified if there are any health changes in your household between the time you request care and the day the care is taking place.

In the case of actual infection, per CDC guidelines, we will require you to confirm that you have been *both* symptom-free for 7 days and fever-free (without any fever-reducing medications) for 3 days.

Can I use Backup Care for my child if they have a fever?

To avoid the spread of contagious disease, we cannot provide Backup Care to any person who has a fever above 100 degrees.

What health precautions is my family required to take when using the Backup Care Service?

Any adults who will be at home on the day of care are required to wear a mask when in the presence of the caregiver.

What precautions have you taken regarding the health of your caregivers in your Backup Care network?

As it relates to COVID-19, we are requiring our care providers to adhere to the CDC-recommended best practices described [here](#). This includes:

- Taking their temperature before they leave to go to any job to confirm they are fever-free (100 degrees or above) and letting Care.com know if they are not feeling well;
- Using preventive hygiene and washing their hands thoroughly with soap and warm water, for at least 20 seconds, when they arrive at a job and throughout the day;
- Wearing a face covering for the duration of a Backup Care job.
- The caregiver will reach out to the family in advance of when the care takes place to let the family know that they will be arriving wearing a face covering – and throughout the duration of care – and ensure that there has been no change in the household's health status since they booked the care.
- We ask that families do their part in maintaining a safe environment by adhering to the 6-foot social distancing guidelines and wearing masks when possible.

The health and safety of our care providers and the families we care for is our top priority. Therefore, we screen both the caregivers as well as the families requesting Backup Care, as described above. As always, we encourage our care providers to get annual flu shots and to inform us if they are ill or have symptoms that would prevent them from being able to safely provide care.