

Stanford Medicine



Stanford
MEDICINE

March 13, 2020

All,
During this challenging time in response to the COVID-19 pandemic, we are incredibly grateful for your dedication to caring for our patients and families. As an organization, we are in a unique position to support the community with COVID-19 response while continuing to care for all of our patients, many of whom come to us in critical condition.

We recognize that many of you may be affected by school closures in the coming weeks and we are working to ensure you have all the assistance you need. We understand this is a difficult situation, and our priority is to offer full support to you and your families.

As you know, the situation is evolving rapidly. We are trying to respond equally rapidly and wanted to provide you information on the resources that are available now. Currently, the following approaches may be options for impacted staff who are unable to work remotely:

Option 1: Explore Personal Options

- It is often ideal for children to be cared for by someone they know.
- We encourage you to explore options available to you for childcare/adult care including partners, family, trusted friends, etc.
- Parents are discouraged from having older family members provide childcare as they are a higher risk group for COVID-19.

Option 2: Use Your Benefits

- For benefit eligible employees and physicians, consider utilizing Bright Horizons' Back-Up Care Advantage Program, which provides up to 80 hours of back-up care (center-based care or in-home care options) for your children and adult/elder relatives when regular dependent care is unavailable. To register please call the 24/7 contact center at 877-BH-CARES (242-2737) or register online using the following steps:

- Go to <https://backup.brighthorizons.com>
- o Click "Not signed up yet?"
- o Enter your institution username and password and then follow the prompts.
 - For SHC employees: Username: SHC Password: backup1
 - For SoM physicians: Username: sucares Password: Benefits4You
- If you have exhausted your allocation of Bright Horizon's hours, SHC benefit eligible employees can request up to 80 additional Bright Horizon's Back Up Care hours.

Option 3: Access Additional Assistance

- Through Bright Horizons Back-Up Care Advantage program, SHC benefit eligible employees can receive a reimbursement stipend of \$100 per day to help pay for care you arrange with a babysitter, friend, or relative. To qualify, register and then make a reservation prior to the day you need care (or on the same day for urgent needs). This can be used up to 10 days. Here are the steps:
 - o When making a reservation, from the "Available Care Options" page, select the "Crisis Care" button.
 - o Follow the prompts to reserve care and complete the necessary Confirmation and Release
 - o Within 10 days after care, submit a completed Request for Reimbursement to be reimbursed \$100/day
 - o Click on "Use It" (New users, select "Not signed up yet? Register Now")
 - o Questions? Contact Bright Horizons 24/7 at 877-242-2737

We are actively monitoring the situation and working aggressively to determine what additional resources and support we can provide. We are committed to providing you a variety of options so you can determine what best meets the needs of your family and your work situation. To help us understand more options to consider, please fill out the needs assessment at the following link:

https://stanforduniversity.qualtrics.com/jfe/form/SV_9LWt2NF5c4zxfal

As a reminder, please be sure to frequently review the COVID-19 information that is updated regularly on SHC Connect.

Thank you again for dedication to our patients and our community at this time. We are committed to supporting you and appreciate your patience and feedback as we try to augment that support.

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