

LifeCare

Finding the right ongoing care for your family can be hard, especially when you're balancing the demands of work. That's why your company provides your LifeCare benefit, including 24/7 personalized assistance from highly trained Care Specialists, access the world's largest community for finding care and helpful online resources to support you with family care decisions.

Care Specialists Can Help You:

- Locate child care that meets your specific criteria
- Match you with senior care that's right for your aging loved one
- Research colleges, grants, and scholarships

Personalized Support

24/7 one-on-one help with parenting, child and senior care, education and more.

Care.com Membership

Create a job post and/or search for caregivers that meet your requirements.

Online Resources

Exclusive access to content including guides, articles, events and more.

Parenting & Child Care • Seniors • Education •
House & Home • Pets



Frequently Asked Questions

Who are Care Specialists?

All Care Specialists are full-time employees of Care.com and have a minimum of a Bachelor's degree and 3-5 years of experience in their specialty area. If an employee's case requires complex senior care support, they will work with a Senior Care Advisor. All Senior Care Advisors are experts in the field of adult/senior care and maintain the skillset to work through challenging family dynamics and implement a plan of care successfully. Senior Care Advisors are also full-time employees of Care.com, which allows for more control and consistency over quality and service.

What precautions does Care.com take to maintain a safe community?

Your family's well-being is important to us. That's why we offer tools and resources to help you evaluate risk and stay savvy about safety. At care.com/safety-center you can find:

- Safety guides to help you make safer decisions throughout your caregiver search
- Background Check Guide
- Option to request and run a background check on a caregiver
- Safety resources to stay informed and help keep you and your family safe
- Safety FAQs

Care specialists also prescreen each potential provider before they are referred, and as part of the prescreening/qualification process. Care Specialists also check online ratings/reviews as appropriate.

How often can I use LifeCare?

You have unlimited access to your LifeCare benefit.

Are LifeCare services confidential?

Yes, LifeCare services are completely confidential. This means when you or a family member call the toll-free number, neither your employer nor anyone else will know you have used the services unless you choose to tell them.

How it Works:

- 1 Enroll and log in to your account through your company's Care.com website or the Care.com app to get started.
- 2 Choose who you want to find care for.
- 3 Choose the option for the help you need.

