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# Back-Up Care Policy Statement

**Updated: July 1, 2021**

As we continue to operate and evolve our new ways of working, we recognize that many of you have family needs that may impact our ability to perform your duties. We continue our support of you and your family to reflect the evolving availability of care providers.

Effective July 1, 2021, there are two levels of care.

**1. Areas where caregiving alternatives are available through the Bright Horizons or Care.com caregiving networks.**

For employees residing in areas where caregiving alternatives are available, we will reinstitute our emergency back-up care program through Bright Horizons and offer additional care options through Care.com. These programs provide back-up care services when your ordinary care arrangements fall through. Care is available in Bright Horizons, Care.com or affiliated centers, or through certified in-home caregivers. Beginning July 1, 2021, employees will be eligible for up to 80 hours of back-up care support through Bright Horizons program or up to 10 days through Care.com for the remainder of 2021. For more information on these programs, go to the [About You - Backup Care site](#).

**2. Areas where caregiving alternatives are not available through the Bright Horizons or Care.com caregiving network.**

**For employees residing in areas where caregiving alternatives are not available through the Bright Horizons or Care.com network, we will continue to maintain our in-house Emergency Back-Up Care Reimbursement Program. This allows employees to leverage their own personal network to find care.** To determine your eligibility, review criteria noted in the following section.

For temporary child/elder care services by a caregiver of choice, you will be reimbursed \$15 per hour with a maximum payout of \$100 per day, per family.

The in-house program will not be available to employees who have caregiving alternatives available through Bright Horizons or Care.com's caregiving networks.

Please remember that this program is intended to be used in situations where it is required to complete your work responsibilities. Many employees working from home will experience a certain amount of disruption and interruptions during the day but will still be able to perform their work responsibilities. The back-up care benefit is not intended to solve these types of minor disruptions. Instead, it is meant to cover longer periods of time where direct supervision is needed to care for loved ones who would otherwise inhibit an employee from completing their work responsibilities.

Taking into consideration that your family needs can change from week to week or month to month, we are expanding your care options by providing you with continued access to Bright Horizons and a new care partner Care.com. This expanded network of care centers and in-network providers will be available for emergency back-up care subject to copays.

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and annual hour or daily limitations. We expect you to reach out to either Bright Horizons or Care.com to source care providers for your family prior to submitting a request for Verizon's Emergency in-home backup care reimbursement program.

### Who is eligible for the Emergency Back-Up Care Reimbursement Program?

All US-based management employees and associate employees in the West, New York and New England areas can access back-up care for dependent children, elder family members, adults with special needs, or other household members when care is not available through Bright Horizon or Care.com's network or if there is a temporary breakdown in normal care arrangements. Back-up care is not meant to replace normal care arrangements but should serve as a temporary solution when no other care options are available.

NOTE: Union represented employees in the MidAtlantic area, reach out to your local Work Family Committee for caregiving resources offered to you:

- MidAtlantic - IBEW - Advisory Council on Career and Life Strategies (ACCLS)
- MidAtlantic - CWA - Advisory Council on Family Care (ACFC)

### Prior to requesting reimbursement, please review the following parameters of the program.

- Back-up care reimbursement through the Emergency Back-Up Care Reimbursement Program is available if your normal dependent care arrangements are unavailable, and you must pay someone to provide care during working hours so that you can work.
- The Emergency Back-Up Care Reimbursement Program is only available in areas where caregiving alternatives are not available through Bright Horizons or Care.com's networks.
- The care is only eligible if it is being provided so that you can do work for Verizon; it cannot be used to benefit friends, neighbors, etc., or while engaging in other employment.
- Back-up care should only be used during the days and times when you would otherwise be working. **NOTE: Unless approved in advance, overnight care and weekend care do not qualify for reimbursement.**
- Care must be delivered in person; virtual care (e.g., telephonic, remote video, etc.) is not eligible.
- The back-up care reimbursement should not be used for durations below half of a standard business day (4 hours minimum).

All reimbursement requests for the Emergency Back-Up Care Reimbursement Program benefits are subject to but not limited to the following requirements:

- Verizon will reimburse employees \$15 per hour of care, up to \$100 per day.
- The maximum reimbursement is \$100 per day per household, regardless of the number of recipients.
- There is no limit on the number of days for which employees can seek reimbursement up through the time that you would normally be allotted through Bright Horizons or Care.com (e.g. 80 hours or 10 days), provided that the hours reimbursed are for hours the employee is working for Verizon each date.

For all requests, employees must email the back-up care team

– [vz.backup.care.administration@verizon.com](mailto:vz.backup.care.administration@verizon.com) for review and approval of all claims prior to submitting a request. The back-up care team will require documentation from current care



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providers (ex. school, care centers) showing the date care was disrupted or the lack of care in their geography to confirm the need to use the reimbursement program.

Additional details regarding caregivers under the Verizon Emergency Backup Care program:

- You may select adult caregivers of your choice to provide in-home care through your personal connections, including friends, neighbors, and family members who themselves are not working full time.
- The caregiver should not be a family member who is ordinarily expected to provide for the wellbeing of the dependent (for example, a non-working spouse who has parental responsibilities for the dependent).
- Spouses, parents, domestic partners, legal guardians or anyone else that would normally be expected to care for the dependent are not considered eligible caregivers.
- Caregivers must be physically present in the residence where the care is being provided.
- Care recipients may be young children (age of 13 or younger), elder family members, adults with special needs, or other dependent family members who are unable to care for themselves.
- For households with two working adults and eligible dependents, you should make every attempt to coordinate work schedules so that back-up care support is not needed. If both adults are able to work modified schedules, you are not eligible for reimbursement.
- If your spouse, parent of the dependent, domestic partner, step-parent of the child, or legal guardian is not working, they are not eligible to be used as a caretaker for this program.

NOTE: For traditional back-up care services (e.g., care-center or in-home care) through Bright Horizons or Care.com care provider's network, you can review and reserve available care services in your area by logging onto their individual websites. For additional program details, you can go to [About You - Backup Care site](#). If you are new to registering to either Bright Horizons or Care.com, please have your ten digit enterprise ID available to complete the registration process.

Any exceptions to the rules above must be approved in advance by Human Resources prior to seeking reimbursement. If you have questions about the program rules for back-up care or wish to request an exception, please send an email to [vz.backup.care.administration@verizon.com](mailto:vz.backup.care.administration@verizon.com). Access [backup care reimbursement form](#).

You are responsible for retaining accurate records and accounting of all of the payment receipts to your care provider for the timeframes in which you're requesting reimbursements. Verizon reserves the right to audit all claim submissions either during or after the operation of this Emergency Backup Care program.