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# Backup Care Policy Statement

**Updated: May 13, 2020**

During these unprecedented times, Verizon is here to support you with balancing the needs of the business with your personal life. As we continue to operate and evolve our new ways of working, we recognize that many of you will have family needs that complicate your ability to perform your duties in the same way you did before the pandemic. To assist with that, we are pleased to announce the next phase of our backup care program which will take effect May 16, 2020.

We are continuing the emergency in-home reimbursement arrangement (up to \$100 per work day) that was set up as part of the COVID-19 response with some administrative changes noted below that will allow for inclusion of the reimbursement in your paycheck. You will continue to be able to use your own personal network/caregiver of choice and request reimbursement directly through Verizon. There will be no caps on the amount of hours you can use, subject to the terms below.

In geographies where Bright Horizons support is able to open, you will have additional access to care in the way it operated before the COVID-19 outbreak. Bright Horizon's centers and in-network providers will be available for emergency backup care subject to the pre-outbreak copays and annual hour limitations.

## **Who is eligible for the Emergency Verizon Backup Care?**

As a reminder, all US-based management and associate employees can access backup care for dependent children, elder family members, adults with special needs, or other household members when there is a temporary breakdown in normal care arrangements. Backup care is not meant to replace normal care arrangements but should serve as a temporary solution when no care options are available. Prior to requesting reimbursement, please review the following parameters of the program.

- Backup care reimbursement 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 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.
- Backup care should only be used during the days and times when you would otherwise be working. 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 backup care reimbursement should not be used for durations below half of a standard business day (4 hours minimum).

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- Backup care should only 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 backup 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.

All reimbursement requests for emergency in-home backup care benefits are subject 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, provided that the hours reimbursed are for hours the employee is working for Verizon each date.

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).
- Caregivers must be physically present in the residence where the care is being provided.
- Care recipients may be young children, 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 backup care support is not needed. If both adults are able to work modified schedules, you are not eligible for reimbursement.

NOTE: For traditional backup care services (e.g., care-center or in-home care) through Bright Horizons care providers network, review and reserve available care services in your area by logging onto the [Bright Horizons](#) site.

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 backup 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](#).

Verizon reserves the right to audit all claim submissions either during or after the operation of this Emergency Backup Care program.

