



Dependent Care Support Services



canopy



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DEPENDENT CARE SUPPORT OVERVIEW

Canopy's service model includes:

- Contact with an experienced dependent care (child and/or adult) Work-Life Specialist.
- Expert consultations available without limit for individuals seeking advice and perspective on how to approach a child or adult care situation.
- In-depth research by Canopy Work-Life Specialist to find information and resources.
- Unlimited referrals to resources and services are provided for both adult and childcare issues.
- Prescreening of resources, such as day care providers for children or a home health aid for adults, to ensure availability and services match the individual's needs.
- Case management provided throughout user experience, ensuring:
 - » Continuity of service for each caller for the duration of the case.
 - » Quality of service managing all aspects of the case.
- Follow-up with each case to ensure the individual received the support and/or resources required.

Childcare Referrals:

- Back-up care
- Before/after school
- Childcare centers
- Family day care
- Nannies and In-home care



Childcare Information and Resources:

- Adoption services
- After-school programs
- Childcare referrals
- Conducting background checks
- Evaluating day care options
- FMLA
- Infant and child development
- Interview questions for nannies, babysitters, and child care centers
- Lactation consultants
- Parenting books and websites
- Pediatricians and other specialists
- Special needs
- Summer Camps
- Workplace benefits for new parents



CANOPY HELPS GUIDE INDIVIDUAL CAREGIVERS THROUGH THE ISSUES AND TRANSITIONS ASSOCIATED WITH ADULT CARE.

The following are examples of ways we can assist employees and their family members:

Adult Care Referrals:

- Assisted living and skilled nursing facilities
- Adult/elder day care
- Home health care
- Hospice programs
- In-home assistance
- Meals on wheels
- Nursing homes
- Respite care

Adult Care Information and Resources:

- Caregiver support services
- Housing options
- Medicare and Medicaid
- Transportation services
- Unlimited financial coaching
- Estate planning
- Guardianship and healthcare proxy



CHILDCARE RESOURCES FAQ

What is the benefit of Childcare Resources that Canopy offers?

Canopy offers support for you when you are looking for childcare. Your specialist will work with you to provide customized information based on your request.

What happens when I call Canopy for Childcare Resources?

Canopy will assess your needs and gather information from you based on the following:

- Who: How many children, age (DOB), gender, any special needs, potty trained, etc.?
- Schedule & Duration: Full-time or part-time care? What hours/days do you need? When would you like care to start?
- Cost: What is your monthly budget? Do you need information about financial assistance?
- Location: Where do you need care? We suggest the initial search to include two zip codes. Search criteria can be expanded if options are limited within your area.
- Preference: Do you prefer a care center or in-home family? Please note that many in-home family childcare providers do not offer part-time care.

How does Canopy locate Childcare Providers?

Canopy utilizes State Registries to locate licensed providers who meet your criteria. Canopy makes it a priority to locate providers with no history of complaints, non-compliance issues, or injuries reported (if supplied by your state).

Our Work-Life Specialists contact care providers that meet these criteria to determine availability based on your specific needs.

Within business 5-7 days, we then provide a list of options to the member. This allows you to make an informed decision based on the specific needs of your family.

What happens when there are no childcare providers in my area that fit my preferred criteria?

We do our best to find providers who have availability, and meet the criteria listed above. Some common reasons why we might not find a provider are:

- a shortage in rural or high-demand areas
- limited providers availability for times/days needed
- locations or budget constraints

Typically, under the age of 2 is the most difficult age to find care, due to State regulated provider-to-child ratios.

Do you find nannies?

We can provide resources for nanny service agencies nearest to the area you are desiring care.

Do you find babysitters?

We do not have a list of specific babysitters. Many clients have success with care.com, a fee-based website to search childcare providers in your area. Canopy can also help find options for commercial drop-in care in your area, if available.

Can I get help for paying for childcare?

We can provide you with information on how to apply for financial assistance through your State of residence.

Does Canopy have a relationship with any care providers?

Canopy provides resources to our clients based on publicly available information. We do not provide an endorsement for any particular care provider.

When can I expect my resources?

We will email you resources within 5-7 business days.



CHILDCARE SUPPORT

Childcare

Infant to college-age information and resources for childcare, education, parenting, and adoption. Information is sent to the member within 5-7 business days of intake assessment.

Services Include:

- Consulting to assess needs and preferences
- Gathering information on appropriate facilities and providers
- Verifying state licensure and registration
- Contacting facilities for space and availability
- Providing up to three options when available

ADULT CARE RESOURCES FAQ

What is the benefit of Adult Care Resources that Canopy offers?

Canopy can help find solutions for family members caring for older adults as their needs change. We help employees and their families through the often-confusing maze of services encountered with aging, sudden and chronic illness, or disability. Your specialist will work with you to provide customized information based on your request.

What happens when I call Canopy for Adult Care Resources?

Canopy will assess your needs and gather information from you based on the following:

- **Who:** Age of person needing care? Any other household members needing care? Pets?
- **Preference:** What kind of a facility would be needed (retirement, assisted living or memory/nursing care)? What type of in-home care is needed? If staying in their home, do they need assistance with hygiene, shopping, medication management, etc.?
- **Location:** Where do they live? Where is the care needed? (city, state, zip)
- **Schedule & Duration:** How many days/hours per week?
- **Cost:** What is the budget for both in home care and/or facility? Does the person have any long-term care insurance? What is the medical insurance besides Medicare?
- **Additional Questions to Consider:** Who is the current in-home care provider, if any? Has the person been evaluated by a doctor? Is there any need for medical/psychological evaluation?



ADULT CARE SUPPORT

Adult Care

Canopy's Adult Care Support Services provide assistance in finding solutions for family members caring for older adults as their needs change. We help identify and align services for employees and their families as they navigate the challenges associated with aging, sudden/chronic illness, or disability.

Services include:

- Consulting to assess needs and preferences
- Gathering information on appropriate facilities, providers, and resources needed
- Connecting you with experienced adult care specialists who are knowledgeable in specific areas of care needed (if necessary)
- Providing up to three options of support services when available

As a caregiver, you may not be able to control or even influence your loved one's actions in their new home, but here are some helpful suggestions to help ease your loved one's transition into their new home.

1. Keep an open mind.

This is absolutely imperative. Since the move into assisted living requires change and adjustment, seniors are more likely to adapt well if they understand and prepare for this.

2. Socialize.

When moving into a new place, making acquaintances and friends can make all the difference in the world; it can help make a new house feel like a home. However, if your loved one didn't socialize much in their own home, do not expect a personality change!

3. Ask questions.

With all of the changes involved, new residents should ask the staff any questions that come to mind. If they are unsure about something, they should ask the staff - that's why they are there!

How does Canopy locate Adult Care Services?

Canopy utilizes a variety of platforms and has partnerships with adult care advisors nationwide who will help to locate the resources you are looking for and can also help with placement for your loved one, answering questions each step of the way.

What options are available?

Below are some of the options to consider for your loved one

- Staying in their home
- Moving in with family
- Independent living
- Assisted living
- Skilled nursing facilities
- Memory care facilities

Can I get help paying for adult care?

We can provide you with information on how to access Medicare, Medicaid, private insurance, or apply for financial assistance through your State of residence.

Does Canopy have a relationship with any adult care providers?

Canopy provides resources to our clients based on publicly available information. While we do not provide an endorsement for any particular care provider, we do often work with certain adult care advisors and locators who can find the best possible care and consultation for your loved one.

When can I expect my resources?

We will email you resources within 5-7 business days, or connect you directly with an experienced adult care advisor who will start working with you ASAP.

WAYS CANOPY CAN SUPPORT YOU AS A CAREGIVER



Financial Coaching

Your EAP benefit offers unlimited access to financial coaches, experienced in providing professional guidance and cutting-edge tools to achieve your financial goals.

- Managing a budget
- Paying for childcare
- Saving for college



Legal Consultations

Contact Canopy for a free thirty-minute office or telephone consultation. A 25% discount from the attorney/mediator's normal hourly rate is available thereafter.

- Wills and Trusts
- Guardianship and Custody
- Power of Attorney



Coaching

Confidential and objective support, focused on setting achievable goals. Connecting with a Master's level Coach can help you feel happier, more productive, and more in control of your life.

- Return to work after a change in family structure
- Practical and emotional issues facing parents
- Caregiver concerns



Counseling

You have access to professional, confidential, and accessible support.

- Relationship counseling
- Family counseling
- Post partum depression or anxiety
- Navigating surrogacy and adoption



Resources

Canopy saves you time by identifying, researching and verifying information and resources for you.

- Support groups
- Childcare and adult care resources
- Special needs

ADDITIONAL RESOURCES

Visit our website, my.canopywell.com, for a variety of resources, including activities, enrichment, tutors, care centers and more.

Benefits.gov

<https://www.benefits.gov/categories>

Locate federal benefits within a variety of categories including Family and Children Services, Financial Assistance, Healthcare and Medical Assistance, and Social Security and Retirement. As the official benefits website of the U.S. government, our mission is to increase citizen access to benefit information, while reducing the expense and difficulty of interacting with the government.

Caregivers (MedlinePlus)

<https://medlineplus.gov/caregivers.html>

Information for caregivers provided by the National Library of Medicine at NIH.

Caregiving (National Institute on Aging)

<https://www.nia.nih.gov/health/caregiving>

Information on caregiving from the National Institutes on Aging at NIH.

ChildCare.gov

<https://www.childcare.gov>

Find local resources on childcare, health and social services, financial assistance, support for children with special needs, and more.

Eldercare Locator (Administration on Aging)

1-800-677-1116 (M-F, 9 am-8pm ET)

<https://eldercare.acl.gov/Public/Index.aspx>

The Eldercare Locator is the first step to finding resources for older adults in any U.S. community. It is a free national service of the Administration on Aging that provides an instant connection to resources that enable older persons to live independently in their communities and offers support for caregivers. The Eldercare Locator is administered by The National Association of Area Agencies on Aging (n4a).

Office of Child Care, US Department of Health and Human Services

<https://www.acf.hhs.gov/occ>

The Office of Child Care supports low-income working families through child care financial assistance and promotes children's learning by improving the quality of early care and education and afterschool programs.



HOW TO **REACH** US



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