



MEMORANDUM

DATE: April 29, 2020

TO: All Employees

FROM: Michael J. Ortega, PE
City Manager

**SUBJECT: COVID-19 Pandemic Human Resources Guidelines – Part V
Childcare Needs for Emergency Responders During COVID-19 Pandemic**

In recognition of the childcare needs of Emergency Responders, and in accordance with the parameters of pandemic sick leave (Sick Leave A.D. 2.01-7B), the City Manager has directed that all remaining LifeCare child and elderly care days be reserved for the City’s Emergency Responders. The parameters of the benefit will be adjusted to ensure availability for those employees who need the benefit the most.

The LifeCare benefit will provide three (3) days of childcare or elderly relative care per employee per year at no cost to the employee. To be eligible for the benefit, the employee must be identified as an Emergency Responder by their Department Director and be at work when the benefit is used.

The benefit will provide licensed in-home care or in-center care for in-network childcare centers at no cost to the employee; or full reimbursement for out-of-network childcare centers. The benefit works on a 24-hour calendar day and will provide care for any number of hours between 12:01 AM to 11:59 PM as one “care day,” once the care crosses midnight, a second care day will be counted.

It is encouraged that this benefit be used when no other resource is available for child and/or elderly care. The intent is to provide Emergency Responders paid childcare when no other option is available, but they are still required to report to work. In the spirit of this intent, the “Friends and Family” component of the benefit, that allows employees to reimburse their friends and family for caring for their children while the employee works, has been temporarily suspended.

The benefit is subject to a pre-paid bank of days; however, the bank of days and the allotment per employee will be reviewed as circumstances change and if/when federal funding is identified to reimburse the City for additional costs incurred as a result of COVID-19.

The employee discount component of the program, LifeMart, will continue to be available for all employees, as well as all the web content for parenting, education, pet, adult care, live talks/webinars etc., and all employees can continue to contact a LifeCare specialist for Research and Referrals for long term care needs for children and aging loved ones.

Employees can access the benefit three ways:

- <http://member.lifecare.com> (registration code is TUCSONAZ)
- Free downloaded app Backup Care Connection powered by LifeCare
- 24/7 personal concierge at 1-866-697-5202

Please contact johanna.hernandez@tucsonaz.gov or ashley.herran@tucsonaz.gov with any questions regarding this benefit.