

Care.com FAQs

AECOM strives to support you in balancing the demands of your work and your life outside of work, and we want to help you and your family be well. Care.com makes it easier for you to find caregivers for your whole family, including your children, parents, grandparents and pets.

1. Who is eligible for Care.com?

All regular full-time and regular part-time employees in Canada are eligible for the Care.com benefit. Temporary staff, on-call staff and craft employees are not eligible.

2. How can Care.com help me?

You have free access to a searchable database of providers for your family care needs including care for an elderly adult, child, or pet, as well as house cleaning and tutoring services.

3. How do I sign up for Care.com?

- To activate your benefit, go to [Care.com Canada website](#).
- You must enrol with your AECOM email address to gain access to the digital, self-service site.

4. Do I pay anything to use Care.com?

- You pay nothing to find caregivers on the self-service Care.com site. AECOM pays the membership fee.
- If you choose a caregiver, you and the caregiver will discuss cost.

5. Is there a limit to the number of times I can use Care.com?

There is no limit to the number of times you can use the self-service website.

6. How do I know if care is available in my location?

Available care services vary by location. You can search for caregivers by postal code, and Care.com's backup care team will try to find a nanny or centre that is most convenient for you (close to home or close to work).

7. What if I already have a Care.com account outside of AECOM?

- Please send a message to membercareca@care.com
- Provide the email address your current account is signed up with and let the Care.com team know that you are an employee of AECOM in Canada.
- The team will then cancel your paid subscription, assign your account to the AECOM workplace group and offer you a refund, as eligible.

8. How do I learn more about Care.com?

You can learn more about the Care.com benefit by visiting [Care.com Canada website](#). Click on the Canadian flag to begin.

9. Who do I contact if I have questions about Care.com?

Call Care.com directly at 855.781.1303 between, 10 a.m. to 7 p.m. Eastern Time.

Get Started