

Bright Horizons Family Concierge

Honeywell has partnered with Bright Horizons® to help you better manage your many work, family, and personal responsibilities. If you are unsure where to start or want to learn more connect with our Bright Horizons Family Concierge **at no cost to you**. They offer personalized guidance for families to manage, plan, and execute the best care and education choices for their unique needs.

Access this **free** benefit by creating an account and clicking on the Family Concierge pop-up:
<https://clients.brighthorizons.com/Honeywell>

For more information, please review the FAQs below, use the “Ask Red” feature, visit Benefits.Honeywell.com or reach out to Bright Horizons for further details.

What is a Family Concierge?

A Family Concierge is a dedicated team member who can help you find, coordinate, and schedule the best Bright Horizons benefits solutions for child care, elder care, pet care, housekeeping, education enrichment, and more. This team member has extensive knowledge of your employer’s Bright Horizon’s benefits and will work closely with you to create a care plan, share ongoing best practices and as your family’s needs change, help adapt your plan.

What is the cost of Family Concierge and how many times can I reach out to my Family Concierge?

There is no cost to you. Family Concierge is covered by Honeywell. There is also no limit to the number of times you can reach out so please reach out as many times as you would like to develop a care plan that best suits you and your family. Our team will go above and beyond for our families, we’re happy to help!

What can a Family Concierge help me with?

Family Concierge can help with a wide variety of needs: ongoing or occasional child care, elder care, tutoring, housekeeping, camps, after-school care, and connecting you to other Bright Horizons benefits your employer offers. Your Family Concierge will also help you adjust your plan as your family’s needs change over time.

How does it work?

Simply sign in to your My Bright Horizons account and click on the Family Concierge tile and answer a few quick questions so your Concierge can get started on your care plan. You can also email familyconcierge@sittercity.com or call 1-888-874-0420 to schedule a time to speak with a Family Concierge.

What happens after our conversation?

You will receive an email with your comprehensive, customized plan and next steps. Additional follow-up actions will vary based on your family’s needs but could include providing a list of suitable child care centers with openings, assistance scheduling back-up care, or help setting up a job description to search for long-term in-home care.