

## HOUSTON METHODIST CHILDCARE CENTER AT THE WOODLANDS FAQs

### Location and Hours:

#### **Where will the center be located?**

The center will be located at 8328 Highway 242 Conroe, TX 77385

#### **When will the center open?**

The center is expected to open in Winter 2021, contingent upon receipt of an operating license from the state licensur.

#### **What will the hours of operation be?**

The center will be open Monday through Friday from 6:00 a.m. to 7:30 p.m. It will remain open year-round and follow the Houston Methodist Child Care Center at The Woodlands holiday schedule.

### Eligibility and Availability:

#### **Who is eligible to enroll in the center?**

All employees and employees' legal dependents are eligible to enroll in the child care center. If an employee is PT or PRN they must sign up for full time enrollment.

#### **What ages will the center serve?**

The center has a capacity for 108 children and will serve children ages six-weeks through 5 years.

#### **Can children with special needs enroll in the center?**

Yes, Bright Horizons' early childhood programs serve children with special needs. Bright Horizons believes in inclusive programs that meet the needs of a wide range of children and focus on each child's strengths. Teachers also receive additional training. Bright Horizons supports a team approach; the teacher, director, specialists, and parents work closely to identify and meet every child's needs through an individualized plan.

#### **What is the capacity and ratio per age group?**

The capacity per age group and teacher-to-child ratios are summarized below:

Age Group	Teacher-to-Child Ratio	Group Size	Number of Classes	Total Capacity
Infant	1:4	8	2	16
Toddler	1:5	10	2	20
Twos	1:6	14	2	28
Preschool	1:10	22	2	44

The ratios at the center are designed to support one-on-one interactions between the teachers and children, an in-depth understanding by the teachers of each child's individual needs, and the formulation of consistent caregiving routines based on the teachers' knowledge of the **individual** children. These teacher-to-child ratios also support enhanced development, particularly language development.

**Is part-time child care available at the center?**

No. There will be no part-time care or back up or drop in care.

**If Houston Methodist no longer employs me, what is the last day that my child can use the center?**

If you terminate your position with Houston Methodist, child care benefits end the last day of work. If you decide to remove your child/ren from child care, a 30-day notice is required. If Houston Methodist terminates you, child care benefits end the last day of your employment, a refund for any unused tuition will be issued. Any outstanding balances must be paid at that time.

## **About Bright Horizons:**

**Can you provide more background on Bright Horizons?**

Bright Horizons was founded more than 30 years ago and partners with more than 1000 employers across the U.S., as well as in Europe, Canada, and India. Their client list includes half of those named to FORTUNE magazine's "100 Best Companies" and more than three-fourths of the companies on Working Mother magazine's "100 Best" list. Bright Horizons operates centers in communities, as well as onsite at major employers.

**What curriculum will be used at the center?**

Bright Horizons' successful core curriculum *The World at Their Fingertips* will be used at the center. To learn more about the Bright Horizons curriculum, please visit [www.brighthouse.com/curriculumguide](http://www.brighthouse.com/curriculumguide)

**What are the qualities and qualifications of the teaching and care staff?**

Bright Horizons works to recruit and hire the highest quality teachers. Bright Horizons' staff is nurturers as well as educators who encourage learning through exploration and partnership with parents. They're trained to deliver the highest standard of care. All candidates undergo a thorough screening, including a Bright Horizons enhanced background check and state-required background checks. All teachers must meet state educational licensing and additional center requirements.

**Is there a website available to learn more about Bright Horizons and the center?**

You can visit the center website at [brighthouse.com/thewoodlands](http://brighthouse.com/thewoodlands)

**What resources does Bright Horizons offer to families?**

Bright Horizons offers many resources to support families' efforts to nurture children's development, be actively involved in their education, and balance work/life demands. Bright Horizons Resources can be found at [www.brighthouse.com/familyresources](http://www.brighthouse.com/familyresources).

## **Enrollment Process:**

### **How do I enroll my child?**

Bright Horizons will launch the enrollment process on August 30, 2021. If you are interested in enrolling your child, you will need to pay registration via the Family Information Center no later than September 30, 2021. More information about the enrollment process will be available during the virtual **Family Information Session** meetings scheduled for **August 11, 2021, at 7:30 a.m., 12:30 p.m., and 6:30 p.m.**

### **How will enrollment spaces be allocated?**

Families who submit their enrollment interest before September 30, 2021, will receive priority enrollment. Enrollment will be offered to families in the order that their registration fee is paid on a first-come, first-served basis.

### **How soon can I enroll my child if on the waitlist?**

The length of time will vary depending on the size of the waitlist and the ages of the children. We will send periodic communications to keep you informed of your status on the waitlist. We will do everything we can to ensure you are offered a space as soon as it becomes available.

### **How long can my family stay on the waitlist?**

Your family's status on the waitlist will remain intact until space becomes available and is offered to your family. Families may decline an offer and maintain their current position on the waitlist once. After the second decline, their name is moved to the bottom of the waitlist.

## **Tuitions and Fees:**

### **What are the tuition rates, and how were they determined?**

Tuition rates are established in alignment with comparable, high-quality child care centers in the surrounding area. While establishing these rates, Bright Horizons works hard to balance the tuition rates with the need to deliver the highest quality care possible, which is framed by the following factors:

- Lower classroom ratios and smaller group sizes
- Professional training, management, and support for teachers
- Ample equipment and resources for children and families

The tuition rates are listed below.

Age Group	Monthly Rates
Infant	\$1300
Toddler	\$1250
Twos	\$1200
Preschool	\$1150

### **Is food included in the tuition?**

Breakfast, morning snack, lunch, and an afternoon snack will be provided per day and are included in the tuition.

### **What are other fees required?**

In addition to the tuition, you will be required to pay the following:

- **Registration Fee:** A non-refundable registration fee of \$150 is due upon registration. After the enrollment interest period ends, families will be contacted by a Bright Horizons representative to discuss enrollment or waitlist status.
- **Enrollment Deposit:** An enrollment deposit equal to one month's tuition will be due when the enrollment offer is accepted. The enrollment deposit will be applied to the first month of tuition. If a family chooses not to enroll their child after accepting the enrollment offer, the enrollment deposit will be forfeited.
- **Annual Re-Registration Fee:** A \$100 fee per child will be required each subsequent year to cover annual administrative and licensing fees.

### **Is there a sibling discount?**

No sibling discount is offered at this time.

### **Will I receive a tuition credit for time away on vacation?**

No, the center will not offer vacation credits.

### **Can I pay to reserve a space at the center without attending?**

Bright Horizons will hold space for up to six weeks as long as tuition is paid monthly during that period. After the six-week period, you must enroll your child, or the space will be offered to another family on the waitlist.

## **Health & Safety Protocols**

### **What enhanced COVID-19 health and safety protocols are implemented at the center?**

Bright Horizons' goal is to ensure that all health and safety practices are in line with recommendations provided by the CDC and requirements of state and local municipalities and have the well-being of children, families, and staff at their core. Bright Horizons partnered with pediatric infectious disease specialist Dr. Kristin Moffitt of Boston Children's Hospital to implement enhanced safety protocols, including reduced class sizes, restrictions as to who comes in and out of the center, daily health screening and temperature check upon arrival for adults and children, masks for teachers, staff, and all other adults in the center, as well as strict guidelines on distancing, cleaning, and disinfecting. The team is committed to these protocols every day. And Bright Horizons continues to consult with experts and monitor updated guidance to ensure protocols evolve with new learning around COVID-19 so that children, families, and teachers are protected. For additional information outlining Bright Horizons protocols and safety measures, please visit [brighthorizons.com/health-safety](https://brighthorizons.com/health-safety).

## Center Policies:

### **What are Bright Horizons' safety and security policies?**

As guardians of your children, there is nothing more important to us than their safety and protection while they are in our care. Bright Horizons has a series of security protocols and procedures to help guard against any threat to the safety of children and staff, and we perform safety drills on a regular basis. We do everything we can to make our centers safe and secure and to ensure that our teachers and staff are well-trained to protect children in the case of an emergency.

#### **Access to the center:**

- The center entrance will be locked and require badge access at all times. Families are not allowed to share security badges, even with people who are pre-authorized to pick up their children.
- Center policies prohibit families and staff from holding the door open for others they do not know.
- Parents/guardians are responsible for physically checking their child into and out of the center each day. This ensures that each child is safe and supervised at all times and encourages daily communication between families and staff. A parent/guardian must accompany each child into the classroom and confirm that the child is under adult supervision before leaving the premises.
- We require notice in writing before releasing a child to someone other than those authorized at enrollment.

#### **Safety Drills and Training:**

- The center will conduct monthly evacuation drills, regular lockdown drills, and "shelter in place" exercises.
- Emergency supplies are purchased and stored in an area accessible to staff with the ability to relocate if needed.
- All Bright Horizons teachers are trained and well-prepared in the event of an emergency. In addition to safety drills, we regularly review our safety policies and procedures.

#### **Emergency Communication:**

- In conjunction with center communications that are sent by email or through My Bright Day, Bright Horizons activates its "Ready to Respond" in the event of an emergency. Parents can call the **Ready to Respond** line (1-800-420-1970) to find out the status of a center lockdown or evacuation if unable to reach the center directly.

#### **Injury Prevention:**

- Teachers for each age group are responsible for daily safety inspections of their assigned areas and equipment. Defective equipment is removed or repaired to prevent injury. Small toy pieces or other objects that could pose a choking hazard to infants and toddlers are not allowed in areas designated for children under age three.
- For the same reason, children's personal items such as barrettes, hair ties, earrings, necklaces, and beaded jewelry are strongly discouraged in these areas.
- Due to the risk of choking, the following clothing and accessories are prohibited:
- Outerwear with neck strings, including scarves
- Pants with drawstrings on the waist or bottom that extend more than three inches when tied
- Bibs, pacifiers, and teething with ties or strings of any kind
- Teething beads, including Amber beads

- When visiting your child's classroom, please ensure that purses, briefcases, or backpacks are not left within reach of children.

**Weapons Policy:**

- Firearms, explosive devices, and other weapons are not permitted on Bright Horizons premises, regardless of any valid permit to carry such weapons.

**How are dietary restrictions managed?**

If your child has special dietary needs or food allergies, please work with the center management to find suitable accommodations. Although food may be available to address food allergies, Bright Horizons cannot provide or manage other food substitutions for religious or cultural requirements, food intolerances, or a child's preference.

**Contact Information:**

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