



Child Care and Early Education Center

Managed by Bright Horizons

Hope Street Friends

Managed by Bright Horizons Family Solutions

Frequently Asked Questions

Q: What is Hope Street Friends?

A: Hope Street Friends is a full-service child care facility that provides convenient, high quality care. Opened in 2010, the center is administered and operated by Bright Horizons, the premier provider of employee-sponsored child care programs.

Q: Who may attend the center?

A: Hope Street Friends was founded by representatives from Munger, Tolles & Olson LLP, O'Melveny & Myers LLP, and Oaktree Capital Management L.P (our Clients). The center is open to families from these firms as well as members of the Los Angeles community, however, our clients receive priority access to the center. Our currently enrolled sibling families receive secondary priority access.

Q: What are the Center's hours?

A: The Center is open Monday through Friday from 7:00 a.m. to 7:00 p.m.

Q: Is the Center open year-round?

A: Yes! The Center is only scheduled to be closed the nine legal holidays that are observed by the Client firms.

Q: What age group does the Center serve?

A: Six weeks old through pre-kindergarten age (4 years old turning 5, or 5 years old turning 6, depending on when the child is age-eligible to enroll in Kindergarten).

Q: What safety systems are in place at the Center?

A: Safety of the children is a primary concern, and we have numerous systems in place to make the Center the safest possible. Among them are:

- Secure entryways that are monitored at all times
- There are no signs advertising Hope Street Friends within the Wells Fargo Center. We prefer to “fly under the radar” in terms of visibility.
- We practice fire drills every month
- Everyone who works at the Center is certified every year in Infant, Child, and Adult First Aid and CPR. Medication is only administered by Administration.
- Prior to an offer of hire, all Center employees go through three background screenings. Their fingerprints are sent to the California Department of Justice and the FBI. Those agencies run criminal background checks and a child abuse index check. Bright Horizons conducts its own independent background check, using an outside agency. All three agencies must return 100% clean, criminal-activity free reports (to comply with Bright Horizons’ zero tolerance policy) in order for there to be an offer of employment.

Q: Can I come visit anytime I’d like?

A: Absolutely! Hope Street Friends has an open door policy and you are welcome to visit anytime you’d like. You may also call whenever you’d like and we will be happy to speak to you or connect you to your child’s classroom or caregiver.

Q: How long is the wait pool?

A: The wait pool is extensive, especially for the Infant and Toddler programs. Given that the Infant Room is full, it is unlikely, although not impossible, that we will be able to offer a spot for your child, unless you are a client family. Therefore, you must secure other long-term childcare arrangements until we would be able to accommodate you and your family

Q: Why are you calling it a *wait pool*? Isn’t it just a numbered *list*?

A: We refer to the names of potential children as a wait *pool*, as we enroll a child in a classroom based on space availability, chronological age, and other developmental factors. It is *not* simply a numbered list, where the next name gets

offered a spot, however the chances of being offered a spot are increased based on when a pre-enrollment form is submitted.

Q: How do I get on the wait pool?

A: Once you have toured the center and have ensured that it is the right fit for your family, you may complete a pre-enrollment registration form and submit a \$50.00 non-refundable application fee to have your name added to the wait pool.

Q: How will my wait pool date be determined?

A: Your wait pool date will be determined as the date you submit your pre-enrollment registration form along with the \$50.00 non-refundable application fee.

Q: How will I know where my child is on the wait pool?

A: The best way to get an idea about where your child is on the wai pool is to keep in periodic contact with the center director, Lexie Palacio. She is available by email at lexie.palacio@hopestreetfriends.com or by telephone at 213-787-2929.

Q: Will my \$50.00 application fee check be cashed, or will it be held until I actually enroll my child?

A: Your non-refundable application fee check will be cashed once it is received by the center.

Q. Since I may need to make sure that I have made other long-term care arrangements, do you have any suggestions where I might look?

I am only comfortable recommending other Bright Horizons facilities, because I know that they will meet the standards of care that you are looking for. In the local area, try calling these centers which take “community children” (children of parents not associated with the sponsoring corporate client):

- Bright Horizons at Ocean Park

3350 Ocean Park Blvd.

Santa Monica, CA 90405

310-452-1919

oceanpark@brighthorizons.com

- Northridge Hospital Children's Center

18460 Cantara Street

Reseda, CA 91335

818.885.5498

nrid@brighthorizons.com

- South Bay Children's Center

2270 E. El Segundo Blvd.

El Segundo, CA 90245

310.535.5580

sbc@brighthorizons.com

- UCLA Westwood Child Care Center

10861 Weyburn Avenue

Los Angeles, CA 90024

310-481-0664

ucla@brighthorizons.com

- Water Garden Children's Center

1620 26th Street, Suite 1020

Santa Monica, CA 90404

310.449.0047

Hope Street Friends is able to add your child to 3 Bright Horizons center waitlists. Please contact Hope Street Friends in order to do so.

Another suggestion is to visit www.naeyc.org where you can search for an accredited program by zip code.

Q: When or how are enrollment spots offered?

A: Since the Infant and Toddler Rooms at Hope Street Friends are currently at capacity, we recommend submitting your child to the waitpool if interested; however, we must emphasize that we cannot guarantee a space for your child at any time. The Young Preschool, Preschool, and Pre-K classrooms presently have space available and we are able to transition children into these classrooms at any time.

Q: Does anyone have priority for enrollment?

A: Yes. Families that are employees with our client firms (Munger, Tolles & Olson LLP; Oaktree Capital Management; O'Melveny & Myers) and siblings of currently enrolled children do have wait pool and enrollment priority.

Q: Why is there a difference in tuition based on the age group?

A: All tuition dollars go directly to faculty salaries. As your child ages through the different programs and classrooms, there are fewer faculty in each program (the child to teacher ratio increases).

Q: Is there a part-time rate?

A: No. However, your tuition rate covers 12 hours of care per day and you may utilize as much or as little of each day as you'd like. There are no additional charges for "early morning" or "late afternoon" care as you may find at other centers. One rate covers it all, including three snacks per day. We offer tuition plans for 2, 3, and 5 days of care per week.

Q: How is the tuition paid?

A: Tuition is due on the 25th of the month prior to service. Tuition can be paid by check or money order only; no cash will be accepted. There are no tuition credits for absences due to illness or vacation.

Q: Will there be an annual increase in tuition?

A: Yes. You should expect an increase in tuition each January. The increased tuition helps us maintain our quality care.

Q: What are the current ratios and group sizes?

A: Because of our commitment to quality care, you will find our ratios and the number of caregivers in each room to be outstanding. Below you will find our current ratios, maximum group sizes, and the number of caregivers in each room:

<u>Room</u>	<u>Ratio</u>	<u>Max Group Size</u>	<u># of Caregivers in Room</u>
Infant	3:1	12	7 (3 primary caregivers; 4 support teachers)
Toddlers	4:1	12	5 (4 primary caregivers, 1 support teacher)
Twos	6:1	24	4 (3 primary caregivers, 1 support)
Preschool	10:1	20	3 (2 primary caregivers, 1 support teacher*)
Pre-K	10:1	20	3 (2 primary caregivers; 1 support teacher*)

* One support teacher is shared between the Preschool and Pre-K classroom

Q: What is a “primary caregiver”?

A: While there are numerous teachers in each room, and each teacher will interact with and get to know your child and family, each family is assigned a primary caregiver. Your primary caregiver is the teacher who will get to know you and your family more personally, if you will. Your child’s primary caregiver is the teacher who will be *primarily* responsible for communicating about your child’s growth and development (i.e., using such assessment tools as anecdotal observations about your child and a more formalized report called a Child Observation Record, which is discussed with families during Family Conferences), establishing and updating your child’s individual portfolio, and writing in each child’s individual journal. In short, your primary caregiver is your “go to” teacher for in-depth information about your child’s daily experience at the Center.

Q: What is your illness policy?

A: Our Child Illness Policy is based on the Model Health Care Policies developed by the American Academy of Pediatrics. Children will be excluded for the following reasons (this list covers most common illnesses, but is not inclusive of all reasons for exclusion):

- Illness that prevents the child from participating comfortably in program activities
- Illness that results in a greater need for care than our faculty can provide without compromising the health and safety of other children
- Fever (101° axillary, 102° aural / ear) accompanied by other symptoms, i.e., lethargy, irritability, constant crying, difficulty breathing, diarrhea, vomiting

- Diarrhea – two episodes in a four hour period or stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper or underwear
- Vomiting (with other illness symptoms)
- Oozing, open sores that cannot be covered
- Nasal discharge that is thick and yellow-green / green in color
- Rash with fever or behavioral changes, unless a physician has determined it is not a communicable disease
- Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow eye discharge) until on antibiotics for 24 hours and discharge free
- Impetigo – until 24 hours after treatment has begun
- Strep throat – until 24 hours after treatment has begun

Q: How are medical emergency situations handled?

A: Minor injuries (e.g., scraped knees, etc.) will be handled internally, and a Bright Horizons incident report will be completed as will notification of the parent. In the event of a severe injury, 911 will be called and the parent as well as building security will be notified. As a safety precaution, parents will be called for any type of injury above the neck (e.g., bumped heads, etc.).

Q: What is the Center’s discipline policy?

A: First, please understand our definition of “discipline.” True discipline is not punitive in nature; it is a time when the adults in the environment can teach children what behaviors are expected of them and what behaviors are acceptable and unacceptable in a group care setting. At the Center we use positive methods such as redirection to another activity or play area, as well as modeling and teaching children the verbal skills to handle situations independently. We do not ever shame, bribe, ridicule, or otherwise embarrass children. We also do not utilize “time out.”

Q: Is Hope Street Friends accredited?

A: At the moment, no. We are seeking accreditation by the National Association for the Education of Young Children by the summer of 2013 . The NAEYC sets the criteria for what constitutes quality care. The accreditation process of self-study, faculty and parent questionnaires, and administrative reporting is quite intensive and concludes with two NAEYC validators spending an entire day at the Center observing to ensure that the report submitted is valid and accurate. Finally, the validators observation report is sent to the NAEYC Commission who makes a final determination about whether to grant accreditation status. Less than 9% of all children’s centers in America obtain NAEYC accreditation.

