

WOODCREEK CHILD DEVELOPMENT CENTER

FREQUENTLY ASKED QUESTIONS

Will the center be only for employees' children?

Children who are claimed as legal dependents on Shell employees' federal tax returns are eligible for enrollment in the Woodcreek Child Development Center.

How did Shell select the operator for the Woodcreek Child Development Center?

Shell requested proposals and evaluated a number of potential child care providers to operate the Woodcreek Child Development Center. This included an extensive review of each company's proposal, qualifications, and experience in operating on-site, employer-sponsored child care and early education centers. Bright Horizons was selected as the operator of the center and will secure the license to operate the center and employ its staff.

Who is Bright Horizons Family Solutions?

Bright Horizons was founded more than 25 years ago and partners with more than 850 employers across the U.S., as well as in Europe, Canada and India, including 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 many communities, as well as onsite at major employers.

No two Bright Horizons centers are alike; however, they are all designed and operated to meet the highest quality standards in the field of early childhood. At the heart of any Bright Horizons center are passionate and talented teachers for whom Bright Horizons has the utmost respect and gratitude. Bright Horizons has been recognized for 15 years as "One of *FORTUNE* magazine's 100 Best Companies to Work for in America."

What ages will the Woodcreek Child Development Center serve?

The Woodcreek Child Development Center has a capacity of 200 children and will serve children ages 6 weeks through pre-kindergarten. In addition, the center will provide holiday and summer programs for school-aged children.

When will the Woodcreek Child Development Center open? What will the center's hours of operation be?

The center is expected to open in Fall 2014*, and will operate Monday through Friday from 6:00 a.m. to 6:30 p.m. It will remain open year-round, closing for the following locally observed holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Eve
- Christmas Day

****Contingent upon receipt from the state licensor.***

Although the Woodcreek Child Development Center will not open until Fall 2014*, do we know what the tuitions will be?

Recognizing families' needs to plan and make decisions as far in advance as possible, the child care center's tuition rates have been established and are in alignment with comparable, high-quality child care centers in the surrounding area. While establishing these rates, Bright Horizons has worked 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 2014 monthly tuitions for full-time care, which include children's daily meals (breakfasts, morning snacks, hot lunches, and afternoon snacks), will be as:

Age	Staff/Child Ratios	Group Sizes	Age Group Capacity	2014 Monthly Tuitions
Infant (6 weeks to 12 months)	1:4	8	24	\$1,239
Toddler (13 to 24 months)	1:5	10	30	\$1,196
Twos (24 to 36 months)	1:7	14	42	\$1,127
Preschool/Kindergarten Prep (3-5 years)	1:11	22	88	\$923
School Age (6-12 years)	1:12	24	24	\$205/Week

What other fees are required?

In addition to the tuitions, the only other fees required are:

- **Registration Fee:** A non-refundable registration fee of \$150 per child for enrolling families is required at the time of registration.
- The non-refundable registration fee is also required at the time of registration to be placed on the waitlist.
- **Enrollment Deposit:** When families accept enrollment offers, an enrollment deposit equal to the first month's tuition is required. The enrollment deposit will be applied to the first month of tuition. If families choose not to enroll their children after accepting the enrollment offers, the enrollment deposits are forfeited.
- **Annual Re-Registration Fee:** A \$75 fee per child is required each subsequent year.

Will any tuition assistance programs be available?

There are no plans to offer a tuition assistance program.

What is the process for enrolling in the Woodcreek Child Development Center?

Bright Horizons will employ a multi-step process for employees to express interest in, register, and enroll children in the center. This process begins with employees' completion of the [Enrollment Interest Forms](#) to indicate their interest in enrolling their children in the center.

****Contingent upon receipt from the state licensor.***

Bright Horizons will hold family information sessions on **Wednesday, May 21** and **Thursday, May 22** to provide more details about the center to interested families (May 21 and 22, at 9:00 a.m. and 2:00 p.m., in the Building F Café). [Enrollment Interest Forms](#) are due no later than June 7, 2014. Upon receipt, your child(ren)'s name(s) will be added to the interest list. You may submit this form via email to woodcreek@brighthorizons.com. If you are unable to submit the form electronically, please contact the center director, Jacklyn Minimah at Jacklyn.Minimah@brighthorizons.com or via phone at 832-349-2069 to make other arrangements.

What if the number of interest forms exceed number of spaces in the center? How will slots be allocated?

Shell families who are interested in enrolling their children in the [Woodcreek Child Development Center](#) are requested to submit [Enrollment Interest Forms](#) to allow Bright Horizons to assess potential numbers of children for each age category. Because there is a potential to exceed the center's capacity in one or more age groups, Bright Horizons, along with representation from Shell, will host a lottery.

Lottery numbers will be assigned to each family. As numbers are drawn, children will be placed into age groups until all available enrollment spaces are assigned. Once all the spaces are allocated, the lottery will continue until all numbers have been drawn and assigned to the wait pool in the order they are drawn.

Once the lottery is completed, Bright Horizons will begin extending enrollment offers. Offers will be made via email with contact efforts extended to both the primary and secondary parent/guardian contacts.

Families who accept enrollment offers are required to confirm and pay a registration fee and enrollment deposit (equal to one month's tuition), which is due within 30 days of accepting the offer. The deposit is applied to the first month of tuition. Families then begin completing enrollment paperwork for enrollment.

What happens if a lottery is required and my family's number is not drawn?

If a lottery is required, children will be placed in the wait pool that corresponds with their chronological ages (e.g., a child who is 2 years, 3 months of age will be placed in the transition/twos wait pool) in the order in which their family numbers were drawn. To remain in the wait pool, families will be required to pay a one-time registration fee of \$150.

As children who are in the wait pool "age up," they will be moved to the next age group's wait pool and placed in the pool in accordance with their lottery draw order and the date care is needed. The aging up process will not affect the child's place in the wait pool (their wait pool date remains the same from age group to age group).

As applications are received after the lottery, children's names will be added to the wait pools that reflect their chronological ages, in the order that applications are received. Each applicant's name is placed at the bottom of the wait pool, in accordance with priority enrollment policies established in partnership with Shell.

What if I receive an initial enrollment offer, but need to decline and enroll at a later date? Will there still be openings available for my child?

Families can decline once and maintain their spot in the wait pool. If a family declines a second time they will be moved to the bottom of the wait pool.

What if I am expecting and plan to have a child before the center opens? Can I complete an Enrollment Interest Form?

Yes, please complete an [Enrollment Interest Form](#) if you are expecting prior to the center's opening date.

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

Yes. Bright Horizons has established a specific center website, www.brighthorizons.com/woodcreek that offers updated communications and an overview of the Bright Horizons curriculum and parent resources.

What other parenting and education 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. A number of these resources are listed below and many can be accessed from the Bright Horizons website.

Center-Based Resources	Web-Based Resources
<ul style="list-style-type: none">▪ Daily communications (verbal and written)▪ Family Partnership Group▪ Family lending library▪ Parenting workshops▪ Special family events - curriculum nights, health and safety fairs, and "Ready for School" occasions▪ Family volunteer opportunities▪ Family feedback forums▪ Monthly newsletters▪ Documentation boards▪ Collaborative partnerships between families and teachers	<ul style="list-style-type: none">▪ Bright Horizons online community www.brighthorizons.com/community▪ e-Family News www.brighthorizons.com/efamily-news▪ Education at Bright Horizons www.brighthorizons.com/education▪ Learning at Home Activities www.brighthorizons.com/family-resources/kids-activities▪ The Family Room Blog blogs.brighthorizons.com/familyroom▪ Growing at Bright Horizons www.brighthorizons.com/growing▪ What Happened to My World website www.brighthorizons.com/talktochildren▪ Parent Webinar Series www.brighthorizons.com/family-resources/parenting-tips-webinar

Who should I contact if I have questions?

Employees can contact the center director, Jacklyn Minimah, at woodcreek@brighthorizons.com.

How do I learn more about the Woodcreek Child Development Center?

One-hour family information sessions will take place May 21 and 22, at 9:00 a.m. and 2:00 p.m., in the Building F Café. These sessions will provide in-depth information on the unique features of this state-of-the-art early education and preschool center and how it is designed to encourage exploration and discovery. Find out how the curriculum will help your child build a foundation for success in school and life. The sessions will also include information on the enrollment process. No registration is required for these sessions. These sessions will be recorded and made available to employees afterward.

Is part-time child care available at the Woodcreek Child Development Center?

Childcare is available to children of part-time Shell employees, but the children must be enrolled full time.

Is there a sibling discount?

No, there is no sibling discount.