

Houston Methodist Child Care Center

Managed by Bright Horizons

Frequently Asked Questions

Will the center be only for employees' children?

Benefit eligible employees of Houston Methodist Hospital may enroll their legal dependent children in the Houston Methodist Child Care Center. If we have capacity after we have met the demands of all eligible employees, then other children could be enrolled in the center. We do not anticipate having any additional capacity upon opening.

How did Houston Methodist Hospital select the operator for the Houston Methodist Child Care Center?

Houston Methodist Hospital requested proposals and evaluated a number of potential child care providers to operate the Houston Methodist Child Care Center. Bright Horizons was selected as the operator of the center and will secure the license to operate the center and employ its staff. Bright Horizons is a nationally recognized leader in assisting employers with onsite child development centers.

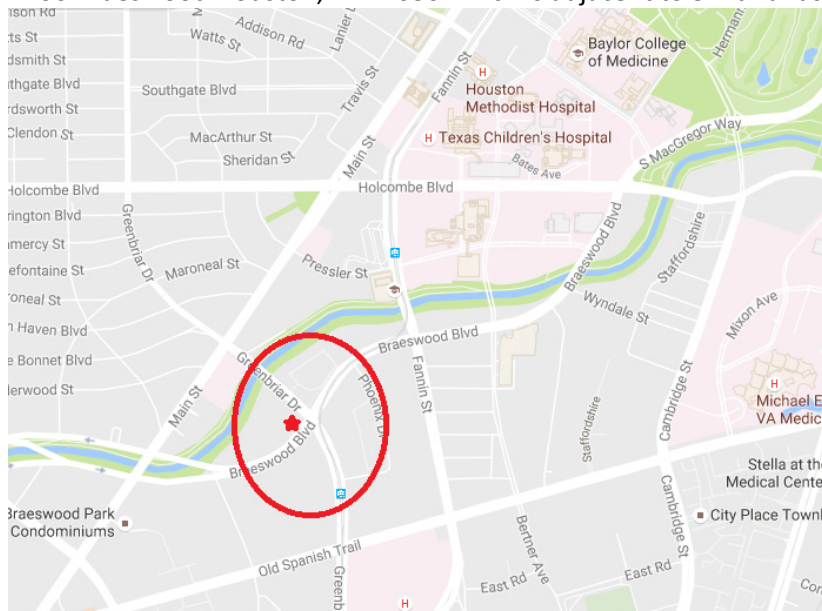
Houston Methodist partners with Bright Horizon today to bring Houston Methodist employees benefits programs like Back-Up Care Advantage and College Coach.

Who is Bright Horizons FamilySolutions?

Bright Horizons was founded more than 30 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.

Where is the center located exactly?

2100 Braeswood Houston, TX 77030 which is adjacent to Smithlands. See below for map location.



What ages will the Houston Methodist Child Care Center serve?

The Houston Methodist Child Care Center has a capacity of 130 children and will serve children ages 6 weeks through 5 years.

What is the total capacity per age group and the teacher to child ratio at the Houston Methodist Child Care Center?

The center’s total capacities per age group and teacher to child ratio are:

Age	Staff/Child Ratios	Age Group Capacity
Infant (6 weeks to 12 months)	1:4	16
Toddler (12 to 24 months)	1:5	20
Twos (2 -3 years)	1:7	28
Preschool/Kindergarten Prep (3 -5 years)	1:11	66

When will the Houston Methodist Child Care Center open? What will the center’s hours of operation be?

The center is expected to open in Q4, contingent upon receipt of the center’s operating license from the state licensuror. The center will operate Monday through Friday from 6:30 a.m. to 7:30 p.m. It will remain open year-round, closing for the following locally observed holidays:

- New Year’s Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Day

What is the process for registering and enrolling in the Houston Methodist Child Care Center?

To register, please complete and return a pre-enrollment registration form (one per child) to the Houston Methodist Child Care Center with a registration fee of \$150 (one per child.) When your registration form and fee are received, you will be contacted regarding the availability of space and the enrollment process.

If the program of interest is filled, how soon might I be able to enroll my child in the center?

Houston Methodist Child Care Center maintains a future list when a program is full and for future care. If the program of interest is full, the child will be placed in the wait pool. As the children 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 priority tier, the date the pre-enrollment registration form and fee were received, 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).

What role does priority play when determining which child is offered the next open space?

Priority plays a key role in determining which child is offered the next open space. Priority is based upon the following criteria:

- The entity of employment as established by Houston Methodist Hospital.
- Siblings of children who are already enrolled receive priority over non-enrolled families. When a space becomes available, the offer will go to a family with a sibling first. This policy helps to keep families together and provide convenience to parents who already have children enrolled.
- The receipt date of the application in each tier will receive the next priority: the earlier the receipt date, the higher the priority.
- When a space opens in a particular age group, the age of the child in the wait pool must match the available space.
- The opening will be assigned to currently enrolled children who are ready to transition to the next age group, if applicable.

How do I know my enrollment priority?

Houston Methodist Hospital has established a priority legend. The priority legend is as follows:

Entity Name	Legend
Houston Methodist Hospital (HMH)	1
Houston Methodist Hospital (HMH) Siblings	2
Residents	3
Residents Siblings	4
Houston Methodist Research Institute (HMRI), Corporate, and Houston Methodist Specialty Physician Organization (HMSPG), Houston Methodist Primary Care Group (HMPCG)	5
Houston Methodist Research Institute (HMRI), Corporate, and Houston Methodist Specialty Physician Organization (HMSPG), Houston Methodist Primary Care Group (HMPCG) Siblings	6
Outlining Houston Methodist Hospitals (Sugar Land, Willowbrook, West, Woodlands, San Jacinto, St. John, St. Catherine)	7
Outlining Houston Methodist Hospitals (Sugar Land, Willowbrook, West, Woodlands, San Jacinto, St. John, St. Catherine) Siblings	8
Affiliate's - people HM does business with	9
Affiliate's - people HM does business with Siblings	10
Community - no affiliation to Houston Methodist	11
Community - no affiliation to Houston Methodist Siblings	12

What if I receive an enrollment offer, how long do I have to accept or decline the offer? How many times can I decline?

Offers will be made via e-mail and/or by phone. Parents are then required to accept the space by responding to the e-mail or phone message within 48 hours or 2 business days. If the center doesn't hear from the family after 48 business hours, two (2) courtesy calls (work and home) will be made to the family to make certain they received the e-mail and subsequent the phone calls. If the center is unable to reach the parent as a result of the phone calls, this will automatically count as a decline.

Parents can decline a space up to two (2) times before being automatically removed from the list. After the second decline, if a parent would like to get back/remain on the wait list for the center, a new registration fee will need to be paid. The registration date will be the new date in which the center receives the registration fee.

What if I am expecting? Can I complete a Pre-Enrollment Registration Form?

Yes, registrations for unborn children are accepted with a due date noted and a paid registration fee.

Is part-time child care available at the Houston Methodist Child Care Center?

No, part-time care will not be available. You must pay the full-time rates, even if your use is not full time.

What if I am a Houston Methodist Hospital benefit eligible employee and I work three 12-hour shifts?

Houston Methodist Hospital benefit eligible employees that work three 12-hour shifts will need to enroll their child on a full-time basis. Enrolling your child full-time will secure your space to accommodate weekly schedule changes.

Is there a sibling discount?

No, Houston Methodist Child Care Center will not offer a discount for siblings.

Will the center prepare special meals for children with religion or allergy restrictions?

Yes, Houston Methodist Child Care Center will prepare special meals for children with dietary restrictions.

Although the Houston Methodist Child Care Center will not open until Q3 2017 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 2017 tuitions for full-time care include children’s breakfast, lunch and afternoon snack. The 2017 tuitions will be as follows:

Age	Staff/Child Ratios	Age Group Capacity	Monthly Tuition
Infant (6 weeks to 12 months)	1:4	16	\$1208
Toddler (12 to 24 months)	1:5	20	\$1103
Twos (2 -3 years)	1:7	28	\$971
Preschool/Kindergarten Prep (3 -5 years)	1:11	66	\$893

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.

Prior to the center’s opening, the registration fee will be due at the time when an enrollment offer is accepted.
- Enrollment Deposit:** An enrollment deposit equal to the first month’s tuition is required within 5 business days from when families accept enrollment offers.

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 \$100 fee per child is required each subsequent year.

Are online tuition payments accepted?

Yes. The Houston Methodist Child Care Center will exclusively accept tuition payments through the Bright Horizons *Online Payment Solution* process. The *Online Payment Solution* is a secure, online payment system that allows the family’s primary payer to do the following:

- Sign up for recurring ACH payments to pay your tuition balance
- Initiate one-time payments
- Manage family and account information in one place
- Go paperless and leave the checkbook at home

While Bright Horizons does not offer payroll deductions they can set your payment due dates to align with the Houston Methodist Payroll Schedule.

Are vacation credits offered at Houston Methodist Child Care Center?

No, Houston Methodist Child Care Center will not offer vacation credits.

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/houstonmethodist 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 Blogs.brighthouse.com/familyroom/community • <i>e-Family News</i> www.brighthouse.com/family-resources/e-family-news • Curriculum at Bright Horizons www.brighthouse.com/curriculumguide • Learning at Home Activities www.brighthouse.com/family-resources/kids-activities • The Family Room Blog blogs.brighthouse.com/familyroom • Growing at Bright Horizons www.brighthouse.com/family-resources/prepare-your-child-for-school • Parent Webinar Series www.brighthouse.com/family-resources/parenting-tips-webinar

Who should I contact if I have questions?

Please contact the center with any questions via email at houstonmethodist@brighthouse.com or via phone at 832-945-0256. If you have additional questions that cannot be addressed by Bright Horizons, please contact HR Benefits at 832.667.6211 or hrbenefits@houstonmethodist.org.