READY TO RESPOND

The Bright Horizons Emergency Hotline

The Bright Horizons Emergency Hotline and the attached Ready to Respond cards are a resource for your family to use in case of a severe emergency in the community where your child attends a Bright Horizons program.

This Hotline is intended to provide families with information in case of extreme situations involving a specific Bright Horizons program or the general community that may impact on phone lines and other normal means of communication with the center or school, or may require the evacuation of people from the building. Examples of such sudden and severe emergency situations include storms, broad-based power outages, fires, or other unpredictable emergencies. Callers to the Hotline will hear a recorded message with the most current information available on the status of their center or school and may be connected with an Emergency Management Operator for further information at any time.

In case of an emergency, always try to contact your child's center or school directly before calling the Bright Horizons Emergency Hotline to determine the status of the center or school. In the event that you do need to call the Hotline, please be prepared to provide Emergency Management Operators with a callback number at which you can be reached. In addition, it is important that you fill out the "center number" and "division number" on the emergency cards below, and be prepared to provide that information to help the operator identify your child's specific program. This information can be obtained from your center or school's administrative team. Please fill out all additional information on your cards as well if it was not already completed when you received them.

Please use discretion when choosing to use the Bright Horizons Emergency Hotline. The Hotline will **NOT** provide information regarding health or safety emergencies related to individual children and cannot relay messages directly back to the center or school. It will also not provide information regarding school or center cancellations or delayed openings due to inclement weather. As always, any non-emergency customer service concerns should be directed to the Bright Horizons Customer Service Coordinator at 866-854-1958.

EMERGENCY HOTLINE

800-420-1970

Bright Horizons FAMILY SOLUTIONS®

READY TO RESPOND

In case of severe emergency in your community, first call your center or school. If that fails, call the Bright Horizons emergency hotline below to find out the emergency status at your center. Always keep this card with you for easy access to these emergency numbers.

EMERGENCY HOTLINE **800-420-1970**

CENTER NUMBER 0136 DIVISION 9C

POLICE 763·717·4070 FIRE 763·786·4436

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CENTER NUMBER 0136 DIVISION 9C

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Bright Horizons FAMILY SOLUTIONS®

READY TO RESPOND

CENTER NAME: Medtronic Child Care Center

CENTER PHONE NUMBER: 763·526·7720

CENTER ADDRESS: 8200 Coral Sea St., Moundsview

PRIMARY EVACUATION LOCATION: North Building Parking Ramp

SECONDARY EVACUATION LOCATION: Across Coral Sea St. Parking Lot

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