

Full Service Child Care FAQs

About the Centers:

1. Where are the JPMorgan Chase on-site centers that offer full service care located and what are their hours of operation?

Please find the locations and hours below:

[Click here](#) for more information about each center.

Center	Center Address and Phone Number	Hours of Operation
Columbus, Ohio		
• Polaris	1111 Polaris Parkway, Columbus, OH 43240 614-217-4131	Mon – Fri 7:00AM – 6:45PM
• Easton	3415 Vision Drive, Columbus, OH 43219 614-422-1366	Mon – Fri 7:00AM – 6:45PM
Texas		
• Downtown Houston	1414 Fannin Street, Houston, TX 77002 713-210-7250	Mon – Fri 7:00AM – 7:00PM
• West Houston	1010 Witte Road, Houston, TX 77055 713-262-1940	Mon – Fri 7:00AM – 7:00PM
• Plano	8181 Communications Pkwy, Bldg. D, Plano, TX 75024 972-324-6600	Mon – Fri 7:00AM – 7:00PM
• San Antonio	3700 Wiseman Boulevard, San Antonio, TX 78251 210-586-2273	Mon – Fri 6:00AM – 7:00PM
Tampa, Florida		
• Fountain Square	4900 Memorial Highway (FS 3/1), Tampa, FL 33634 813-584-3400	Mon – Fri 7:00AM – 6:00PM
• Highland Oaks	10410 Highland Manor Drive, Tampa, FL 33610 813-432-8400	Mon – Fri 7:00AM – 7:00PM
Monroe		
• Monroe	782 Kansas Lane, Monroe, LA 71203 318-432-9140	Mon – Fri 6:30AM – 6:00PM
NYC Tri-State Area		
• Midtown Manhattan	18 East 48th Street, New York, NY 10017 212-644-3206	Mon – Fri 7:00AM – 7:00PM
• Brooklyn	3 Chase Metro Tech Center, Mezzanine Level Brooklyn, NY 11245 718-242-1816	Mon – Fri 7:30AM – 6:30PM
• Jersey City	575 Washington Blvd. Ground Flr, Jersey City, NJ 07310 201-595-7300	Mon – Fri 7:00AM – 6:30PM
Wilmington, Delaware		
• Wilmington	301 North Walnut Street , Wilmington, DE 19801 302-282-6378	Mon – Fri 7:00AM – 6:00PM

Eligibility and Availability:

2. Who is eligible to enroll in the centers?

The centers are provided exclusively for children of U.S. benefits-eligible JPMC employees. At this time, enrollment is not open to contractors or the community.

3. What ages will the center serve and what is the capacity at the centers?

The center will serve children ages six weeks through 12 years. The capacity and ratios vary by center and are designed to support one-on-one interactions between the teachers and children, an in-depth understanding by the teachers of the individual needs of each child, and the formulation of consistent care-giving routines based on the teachers' knowledge of the individual children. These teacher-to-child ratios also support enhanced development, particularly language development. Due to COVID-19, the capacity and ratios are subject to change based on the development and implementation of new state guidelines and enhanced center protocols.

4. Can I use a half day of care?

You can choose the times of day you bring and pick-up your child from full service care; however, since you are paying for your space for the day, the tuition is the same whether your child(ren) use care for half a day or a full day.

5. Will there be learning opportunities and and/or support provided to help my school-age child navigate virtual learning and homework?

School age classrooms are designed to engage the interests of the children with STEM activities, writing and literature opportunities, fine art experiences and many other chances to interact with each other and the stimulating environment. Virtual learning is supported in a safe and healthy way while allowing opportunities for virtual enrichments and hands-on investigations and projects. Teachers can help children get set up for their virtual learning classes. Children must bring their own devices to participate in their virtual school sessions. Headphones are required and Wi-Fi is provided.

Enrollment Process:

6. How do I enroll my child?

If you are interested in enrolling your child(ren), you will need to complete a registration form via <http://www.brighthorizons.com/JPMCFullService> after setting up a Bright Horizons login. When you click on **Register Now**, you will see **Getting Started** instructions. **Please be sure to read the Getting Started instructions before registering.**

7. How will enrollment spaces be allocated?

Enrollment will be accepted and confirmed according to space availability.

8. 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. Bright Horizons will send periodic communications to keep you informed of your status on the waitlist and will do everything they can to try to offer you a space as soon as it becomes available. Families may decline an offer and maintain their current position on the waitlist once. After the second decline, their name will be moved to the bottom of the waitlist.

9. How much notice must I provide to cancel my enrollment?

Families will be required to give 30 days' notice of cancellation. For example, if you notified Bright Horizons of your cancellation on November 1, your enrollment would end as of December 1 (and you would pay for the November tuition).

Tuitions and Fees:

10. Do the JPMorgan Chase employee tuition rates apply to other (non-JPMC) Bright Horizons centers?

No. The JPMorgan Chase employee tuition rates only apply to the JPMorgan Chase on-site locations (i.e., only those designated as JPMorgan Chase in the Center Search feature).

11. What are the tuition rates and how were they determined?

The tuition rates are subsidized by JPMorgan Chase and tiered based on Total Annual Cash Compensation. Contact a center near you for the most current tuition rates.

12. What is Total Annual Cash Compensation?

Total Annual Cash Compensation (TACC) is your annual rate of base salary/regular pay plus any applicable job differential pay (e.g., shift pay) as of each August 1, plus any cash earnings from any incentive plans (e.g., annual incentive, commissions, draws, overrides and special recognition payments or incentives) that are paid to or deferred by you for the previous 12-month period ending each July 31. Overtime is not included. It is recalculated as of each August 1 to take effect the following January 1 and will remain unchanged throughout the year. For most employees hired on or after August 1, it will be equal to your annual rate of base salary/regular pay plus applicable job differentials.

13. Where can I find my Total Annual Cash Compensation?

You can find your Total Annual Cash Compensation on My Health > Benefits Web Center > Your Profile > Personal Information > Personal Details.

14. Are meals and snacks included in the tuition rate?

Morning snack, lunch, and an afternoon snack will be provided each day and are included in the tuition. Children with food allergies or other restrictions will be accommodated to the extent possible. Please discuss with the Center Director.

15. Will I receive a tuition credit for time away on vacation?

The center will not offer vacation credits.

16. When is tuition billed and collected?

Tuition will be billed and collected monthly.

17. How is tuition paid?

Tuition is paid via a funding source (i.e., ACH account information) that you enter into your enrollment profile. Tuition is paid one month in advance and is deducted on the first of the month. If you start on any day other than the first of the month, tuition is prorated.

18. If I am no longer employed by JPMC, what is the last day that my child can use the center?

If you are no longer employed at JPMC, you may continue to use the center until your last day of employment.

19. If my child(ren) is excluded for a COVID-19 related reason, will my tuition be credited?

Exposure at the center: If a family is excluded from the center due to an exposure to COVID-19 or a COVID-19 symptom at the center, tuition will be credited for the time that the family is excluded.

Exposure outside of the center: If a COVID-19 exposure outside of the center requires a family to be excluded from the center, you will be responsible for paying tuition through the duration of the exclusion.

About Bright Horizons:

20. Can you provide more background on Bright Horizons?

Bright Horizons' core business is employer-sponsored care. They were founded more than 30 years ago and now partner with more than 1,000 employers across the United States, the United Kingdom, the Netherlands, and India. Their client list includes more than three-fourths of the companies on *Working Mother* magazine's "100 Best" list. In addition, their client list includes more than half of those named to *FORTUNE* magazine's "100 Best Companies to Work For." It should be noted that Bright Horizons has also been named to the *FORTUNE* list 20 times. Bright Horizons is an organization recognized for ethics, collaboration, community service, and excellence in the child care industry.

21. What curriculum will be used at the center?

Bright Horizons' successful core curriculum *World at Their Fingertips*, will be used at the center. To learn more about the Bright Horizons curriculum, please visit brighthorizons.com/early-education-preschool/proven-approach.

22. What are the qualities and qualifications of the teaching staff?

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

23. What quality standards does Bright Horizons follow?

Bright Horizons will follow the National Association for the Education of Young Children's (NAEYC) recommendations for staff-to-student ratios at the facility and also plans to pursue NAEYC accreditation for the center. NAEYC has developed standards to define and recognize quality child care programs. In order to be accredited, a child care program must meet a variety of strict criteria, including having a well-trained faculty, good staff-child ratios, and group sizes and a comprehensive curriculum, as well as meet stringent health and safety standards. The program must also provide meaningful opportunities for family involvement.

24. 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. See www.brighthorizons.com/family-resources for more details on these tools.

Health & Safety Protocols:

25. What enhanced COVID-19 health and safety protocols are implemented at the center?

Bright Horizons has implemented health and safety practices that 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 a pediatric infectious disease specialist at 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 observing these protocols and Bright Horizons continues to consult with experts and monitor updated guidance so that the protocols evolve with new learning around COVID-19, for the protection of children, families, and teachers. For additional information outlining Bright Horizons protocols and safety measures, please visit brighthorizons.com/health-safety.

26. Are children required to wear masks/face coverings?

Where mandated by the local jurisdiction, children enrolled in our programs wear face coverings as mandated. Otherwise, children age 2 and older enrolled in our early childhood education programs are strongly encouraged, but not required, to wear face coverings (provided no child under 2 is enrolled or present in the class). School age children who are participating in a school age program (and not an early childhood education program) are required to wear face coverings while participating in the school age program.

Center Policies:

27. What are Bright Horizons' safety and security policies?

As guardians of your children, there is nothing more important to Bright Horizons than their safety and protection while they are at the center. Bright Horizons has a series of security protocols and procedures to help guard against any threat to the safety of children and staff and performs safety drills on a regular basis. They do everything they can to make centers safe and secure, and to train their teachers and staff to protect children in the case of emergency.

Access to the center:

- The center entrance will be locked at all times.
- With COVID-19 enhanced protocols, parents are not permitted into the building.
- Parents/guardians are responsible for going through the health check with their child each day prior to the child being admitted for care for the day.
- A written notice is required 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 staff are trained regularly in CPR, even if not required by the state. First Aid is taught as required by state licensing agency/regulations so that you can feel confident that your child is safe and receiving the best possible care.
- All Bright Horizons teachers are trained and well-prepared in the event of an emergency. In addition to safety drills, Bright Horizons regularly reviews their safety policies and procedures.

Emergency Communication:

- In the event of a center emergency, severe weather, closure/delayed opening, or an emergency in the community near the center, you will receive a text and/or email.
 - Only accounts with a primary phone number listed as a mobile will receive a text message in addition to email.
 - The notification will begin with "**Urgent!/School Alert for <CENTER NAME>**".
 - The message will be brief but will include important information indicating if the center is on lockdown, has been evacuated, or is closing early and parents need to pick up immediately, etc.
- As new information is available, the center administration team will continue to provide updates through the notification system.
- In certain instances where the center administration team is unable to provide ongoing updates, families will be asked to call the JPMC Emergency Hotline number to hear the most updated information.

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

Questions:

28. Who can I contact if I have technical questions with the registration system/process?

If you have technical questions regarding the on-line registration, your profile or account, call 1-855-239-3850.

29. Who do I call with questions about child care support?

Call the Center directly. Refer to the chart in question #1 for phone numbers.