



Full Service Child Care FAQs

About the Centers:

- Where are the on-site USAA Child Development 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.

Location	Center Address and Phone Number	Hours of Operation
Phoenix, AZ	One N. Norterra Parkway Phoenix, AZ 85085 623-715-7272	Mon – Fri 6:30AM – 6:30PM
Colorado Springs, CO	1855 Telstar Drive Colorado Springs, CO 80920 719-533-8280	Mon – Fri 6:30AM – 6:30PM
Tampa, FL	17200 Commerce Park Blvd. Tampa, FL 33647 813-977-5272	Mon – Fri 6:30AM – 6:30PM
San Antonio, TX	4800 USAA Blvd. San Antonio, TX 78240 210-694-4121	Mon – Fri 7:00AM – 6:00PM

- Are there any other child care centers available for full-time enrollment?**

As a USAA employee, you have priority access to any nearby Bright Horizons center. In addition, you are also eligible to receive a registration credit after 30 days of enrollment. Visit www.brighthorizons.com to locate a center near you.

Eligibility and Availability:

- Who is eligible to enroll in the centers?**

The centers are provided exclusively for children of USAA employees.

- What ages will the center serve and what is the capacity at the centers?**

The center will serve children ages six weeks through 5 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.

Enrollment Process:

- How do I enroll my child?**

If you are interested in enrolling your child(ren), you will need to complete a [registration form](#).

6. 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.

7. 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:

8. What are the tuition rates?

The tuition rates vary by location. Please contact your desired center for more information.

9. 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.

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

The center will not offer vacation credits.

11. 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 not 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:

12. 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 U.S., as well as in Europe, Canada, 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 19 times. Bright Horizons is an organization recognized for ethics, collaboration, community service, and excellence in the child care industry. They have extensive experience with opening new centers from the ground up and creating wonderful places for childhood.

13. 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.

14. Will the center offer dedicated enrichment spaces?

At this time, due to COVID-19, these spaces will not be utilized as per our enhanced health and safety protocols to

not share spaces among multiple groups of children. STEM and Art curriculum will be incorporated into the classroom daily schedule to accommodate for the learning that was taking place in the dedicated enrichment spaces.

15. 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 USAA pre-employment background checks. All teachers must meet state educational licensing and additional center requirements.

16. 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.

17. 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:

18. 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.

Center Policies:

19. 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 USAA 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