

# JPMorganChase

## Full Service Child Care FAQs



### About the Centers:

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

Center	Center Address and Phone Number	Hours of Operation
<b>Columbus, Ohio</b>		
• Polaris	1111 Polaris Parkway, Columbus, OH 43240 614-217-4131	Mon – Fri 7:00AM – 6:00PMET
• Easton	3415 Vision Drive, Columbus, OH 43219 614-422-1366	Mon – Fri 7:00AM – 6:00PMET
<b>Texas</b>		
• Downtown Houston	1414 Fannin Street, Houston, TX 77002 713-210-7250	Mon – Fri 6:30AM – 6:30PMCT
• West Houston	1010 Witte Road, Houston, TX 77055 713-262-1940	Mon – Fri 7:00AM – 7:00PMCT
• Plano	8181 Communications Pkwy, Bldg. D, Plano, TX 75024 972-324-6600	Mon – Fri 7:30AM – 6:30PMCT
• Plano (Bright Horizons at Legacy)	6501 Legacy Dr., Plano, TX 75024 972-427-4905	Mon – Fri 7:00AM – 6:00PMCT
• San Antonio	3700 Wiseman Boulevard, San Antonio, TX 78251 210-586-2273	Mon – Fri 6:00AM – 6:00PMCT
<b>Tampa, Florida</b>		
• Fountain Square	4900 Memorial Highway (FS 3/1), Tampa, FL 33634 813-584-3400	Mon – Fri 7:00AM – 6:00PMET
• Highland Oaks	10410 Highland Manor Drive, Tampa, FL 33610 813-432-8400	Mon – Fri 7:00AM – 6:00PMET
<b>Monroe</b>		
• Monroe	782 Kansas Lane, Monroe, LA 71203 318-432-9140	Mon – Fri 6:45AM – 5:45PMCT
<b>NYC Tri-State Area</b>		
• Midtown Manhattan	18 East 48th Street, New York, NY 10017 212-644-3206	Mon – Fri 7:30AM – 6:30PMET
• Brooklyn	4 Chase Metrotech Center Ground Flr, Brooklyn, NY 11245 718-242-1816	Mon – Fri 7:30AM – 6:30PMET
• Jersey City	575 Washington Blvd. Ground Flr, Jersey City, NJ 07310 201-595-7300	Mon – Fri 7:30AM – 6:30PMET
<b>Wilmington, Delaware</b>		
• Wilmington	301 North Walnut Street, Wilmington, DE 19801 302-282-6378	Mon – Fri 7:00AM – 6:00PMET

## 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.

## Enrollment Process:

### 4. How do I enroll my child?

If you are interested in enrolling your child(ren), visit [familyinfocenter.brighthorizons.com](https://familyinfocenter.brighthorizons.com) to Log In or Sign Up and get started.

### 5. How will enrollment spaces be allocated?

Enrollment will be accepted and confirmed according to space availability.

### 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. Do the JPMorganChase employee tuition rates apply to other (non-JPMC) Bright Horizons centers?**

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

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

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

**10. 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.

**11. 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.

**12. 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.

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

The center will not offer vacation credits.

**14. When is tuition billed and collected?**

Tuition will be billed and collected monthly.

**15. 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.

**16. 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.

## About Bright Horizons:

### 17. What curriculum will be used at the center?

Bright Horizons' successful core curriculum *Discover Driven Learning* will be used at the center. To learn more about the Bright Horizons curriculum, please visit [brighthorizons.com/early-education-preschool/proven-approach](http://brighthorizons.com/early-education-preschool/proven-approach).

### 18. 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 JPMorganChase pre-employment background checks. All teachers must meet state educational licensing and additional center requirements.

### 19. 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 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.

### 20. 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](http://www.brighthorizons.com/family-resources) for more details on these tools.

## Questions:

### 21. 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.

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

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