

**1. What is Bright Horizons and what services do they offer?**

Bright Horizons is a nationwide network of high-quality, licensed child care centers and a network of screened, in home care givers for children. Bright Horizons offers access to licensed child care centers and access to screened, in home care givers.

**2. Who is eligible for Bright Horizons services?**

Full-time employees that provide direct care or services. NYU affiliates are eligible to participate in the [NYU Employee Child Care Program](#).

**3. Do I need to be a NYC resident to receive Bright Horizons services?**

No. All NYC Health + Hospitals employees can receive Bright Horizons services.

**4. Where can I receive Bright Horizons services?**

You can choose to send your child(ren) to a child care center or to have a screened care giver come to your home.

**5. Do I pay a co-pay?**

All Bright Horizons center-based and in-home care services includes a co-pay.

**Center Care:** Employees will pay a \$20.00 co-pay/per day for the first child. A \$35.00 co-pay will be applied to two or more children attending the same center.

**In Home :** For in-home care, the cost would be \$8/hour for up to three children.

Co-payments are payable by credit card, debit card or electronic funds transfer (EFT). You will need to provide payment information to place a reservation request and credit/debit card will be pre-authorized, as applicable. Charges will be processed on the day of scheduled services.

**6. What is the cancellation policy?**

You must cancel by 5:00 p.m. local time on the business day prior to the day of care. If care is cancelled after 5:00 p.m. local time on the business day prior to the day of care, you will be charged the use against your annual limit and any applicable co-payment will be collected per NYC Health + Hospitals benefit parameters.

**7. Who is considered an eligible dependent under the program?**

Eligible dependents are children of NYC Health + Hospitals' employees that can be verified and are between the ages of 0-12 years of age.

**8. What's the difference Bright Horizons services and SitterCity?**

Bright Horizons is 24/7 access for center-based child care and in-home child-care services that NYC Health + Hospitals is subsidizing that has a use cap at 10 uses for the duration of the program and a co-pay. SitterCity is a website that employees can use to find childcare services in their neighborhood. Employees are responsible for covering the cost of paying for their child care services through the SitterCity website.

**9. What fees do I pay to access Sittercity?**

The membership (\$150 value) and basic background-check fees are waived for NYC Health + Hospitals' employees (includes affiliate and temporary staff). **Employees have the option of securing additional background checks, which are offered to NYC Health + Hospitals employees at a discounted rate.**

**10. How many times can I use Bright Horizons services?**

You can send your child(ren) to a Bright Horizons child care center or have a screened care giver come to your home for up to 10 uses. Once the employee completes those uses, they are no longer eligible for the program.

Uses are calculated as follows:

- Center Care: 1 use per child attending a designated BH Center during normal operations
- At Home: 1 use for a care giver to come to your home to care for up to 3 children\* for up to 10 hours of care. After 10 hours, an additional use will be added even if it is not for the full 10 hours.

\*Children must be eligible dependents between the ages of 0-12 years of age.

**11. Where are Bright Horizons child care centers located?**

There are child care centers across New York and surrounding states. Once you have been approved for enrollment, Bright Horizons will provide you with a list of child care centers in your area.

**12. After I submit my application, what should I expect in terms of confirmation of enrollment and information about next steps?**

Once you submit your application, it will be reviewed. If there are any issues on your application you will be contacted by the Child Care Team at NYC Health + Hospitals. If there are no issues and you are eligible for Bright Horizons services, you will receive an email seven days after your submission letting you know how to access the Bright Horizons portal.

**13. What is Bright Horizons health screening protocols for their child care centers and for their home providers?**

For more information about Bright Horizons' daily health screening protocols, please click [here](#).

**14. If my child becomes sick and has to leave the care facility, will I receive a refund for that day of care?**

As with any child care program, if your child becomes sick while at the child care facility, you will need to remove your child to prevent the illness from spreading to other children. There will be no monetary refund or credit to your back-up care allotment.

**General Questions?**

Email us at [ChildCareServices@nychhc.org](mailto:ChildCareServices@nychhc.org)