

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?

All NYC Health + Hospitals employees are eligible for these services.

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

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

4. Do I pay a co-pay?

All Bright Horizon center based and in-home care services will include a co-pay.

Center Based Services: 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 Care: 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.

5. 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 co-pay. Repeated cancellations will result in limited access to the program.

6. 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.

7. 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. Sittercity is a website that employees can use to find childcare services in their neighborhood.

8. What fees do I pay to access Sittercity?

Access to the database is free. Employees are responsible for covering the cost of paying for their child care services through the Sittercity website. These fees are determined by the child care provider the employee hires via the portal.

9. 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.

10. 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 (7)** days after your submission letting you know how to access the Bright Horizons portal.

11. 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](#).

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

You will not be refunded. For the center care COVID-19 illness policy, click [here](#).

General Questions?

Email us at ChildCareServices@nychhc.org