

September 3, 2019



New Emergency Notification Process

Dear Families:

Bright Horizons has recently enhanced and streamlined our emergency notification process to allow for real-time notifications via the My Bright Day app.

Below, we have outlined the process we will follow in the event of a center emergency, severe weather closure/delayed opening, or an emergency in the community near the center.

The process:

- First, in the event of an emergency at the center, you will receive a text and email. The notification will begin with “Urgent! / School Alert for CDC at USAA.” We are limited to 130 characters, so the message will be brief but will include the most important information – such as if we are on lockdown, have evacuated, are closing early and need parents to pick up ASAP, etc.
- The center administration team will continue to update families as new information is available. This may be through the text notification system or it may be sent as an email from the center email address or from a member of the administration team.
- In certain instances where the center administration team is unable to provide ongoing updates, families will be asked to call 877-276-7113 to speak with a centrally located Bright Horizons team member who will have updates about the center and, if applicable, specific classrooms, staff and children.
- All families will be notified via email when the situation has been resolved.

Our recommendations:

- Review your contact information in the [Family Information Center](#) to ensure you will receive the text and email alerts in addition to the app notifications.
- Download the vCard found on our website under “For Our Families” and save it to your phone’s contacts
 - and/or
- Print out the card on the next page (make sure to print it without scaling to fit paper), fill it out with the following information: *One N. Norterra Pkwy Phoenix, AZ 85085; center number: 0296; phone: 623-715-7272; primary evacuation location: classroom playgrounds; secondary evacuation location: front of CDC building or USAA*, and keep it somewhere you always have easy access to (purse, wallet, phone case, etc.) and keep it somewhere you always have easy access to (purse, wallet, phone case, etc.) You can discard the old Ready To Respond Hotline card.

Twice a year, we will test the emergency notification process. We will let you know ahead of time that a test is scheduled.

If you have any questions, please don’t hesitate to reach out.

Sincerely,
Breanne Johnson
Center Director
Bright Horizons at USAA
623-715-7272
usaa.az@brighthorizons.com

Emergency Notification Hotline

In the event of a center emergency, severe weather closure/delayed opening, or an emergency in the community near the center, you will receive updates through the *My Bright Day*® app. In certain instances where the center administration team is unable to provide ongoing updates, families will be asked to call this number to speak with a centrally located Bright Horizons team member.

Emergency Hotline: 1-877-276-7113

Center Name:

Center Number:



Emergency Notification Hotline

Center Address:

Center Phone Number:

Primary Evacuation Location:

Secondary Evacuation Location: