



Frequently Asked Questions

- **How do I inquire about enrolling at the Jeannette Cathy Children's Center?**
 - Complete the [Jeannette Cathy Children's Center Enrollment Request form](#) on Service Gateway.
- **When can I tour the center?**
 - Center tours are currently unavailable at this time due to enhanced protocols for COVID-19.
 - A virtual tour option will be available beginning September 8, 2020.
- **What age groups are served at the Jeannette Cathy Children's Center?**
 - Early Preschool (2 Years of Age)
 - Preschool (3 – 4 Years of Age)
 - Kindergarten Prep (Rising Kindergartener)
 - Children who are eligible for kindergarten are not eligible for enrollment
- **What are the operating hours for the Jeannette Cathy Children's Center?**
 - Center hours are Monday through Friday, 7:00 am to 6:30 pm with pick up no later than 6:15 pm.
 - Children remaining at the childcare center past 6:30 pm will incur a late fee of \$1.00 per minute until picked up from the childcare center. This fee is applied to your tuition billing account. Payment for any late fees incurred is due via personal check within twenty-four hours.
- **What are the tuition fees at the Jeannette Cathy Children's Center?**
 - Tuition fees are tiered by age and charged on a monthly basis via payroll deduct. Specific tuition amounts will be posted on the Center [website](#) when the reopening date is determined.
- **Is the childcare benefit taxable?**
 - The benefit of the Jeannette Cathy Children's Center (JCCC) provided by Chick-fil-A will be reported on the annual Form W-2, Wage and Tax Statement, issued to affected staff in the subsequent year. This benefit may be taxable to employees under certain circumstances and is dependent on several factors. For certain individuals, this will result in the value of the taxable benefit being included in your monthly paycheck with withholding applied thereon.
- **What is the group size and ratio of the classrooms?**
 - Part- time children will be served in a multi-age group setting.
 - The group size and ratio of the classroom will follow the recommended NAEYC guidelines for the youngest child present.

- **How do I place my child on the wait list and is there a cost?**
 - Your child's name will be placed on the wait list based on the date we receive your completed pre-enrollment registration form. No fee required at this time.
- **How is my place on the wait list determined?**
 - Your place on the wait list is based on the date the completed pre-enrollment registration form is returned to the center. The wait list is comprised of a list for each age group: Infants, Toddlers, Early Preschool, Preschool and Kindergarten Prep. The age groups are in chronological order by the date the pre-enrollment registration form was received. As each child progresses by age and/or development, the enrollment manager will move the child's name to the appropriate list.
- **Is there a sibling priority rule in the wait list?**
 - Yes, priority is given to employees with a child currently enrolled at the center.
- **Is it important to let the Jeannette Cathy Children's Center know when we need care to begin?**
 - Please complete the pre-enrollment registration form in its entirety, including the "Requested Start Date" section. Your Requested Start date supports the planning for and enrollment of available space. Requested Start dates are not guaranteed dates. We always recommend exploring alternative care arrangements in the event space is not available when requested.
- **When and how will you contact me to offer a space at the center?**
 - The center will notify you via email and phone 30 days prior to a space being available. A response is required within 72 hours of receiving an offer.
 - Acceptance: You will begin the enrollment process.
 - First decline: You will remain on the wait list with a new requested start date.
 - Second decline: You will be removed from the wait list.
- **What if a space becomes available before I am ready?**
 - You will be contacted via email and phone if a space becomes available before your preferred enrollment date. At that time, you will be given the option to begin on the earlier date. If you choose not to enroll early, you will be offered the next available opening, however, the dates are not guaranteed.
 - Delayed enrollment due to withdrawal policies of external childcare providers may be a consideration for extending a families confirmed start date. Please speak with our Enrollment Manager for additional information.
- **Will there be an Orientation scheduled prior to my child's start date?**
 - Yes, we will reach out to you via email with a Welcome Letter with instructions.
- **What other resources are available for coordinating my care plan?**
 - [Employee Assistance Program](#) through ComPsych at 800-858-6715 for information on other childcare options for your family.
 - [Encompass Program](#). This program offers a variety of services to support families
 - [Chick-fil-A Marketplace](#): provided by Abenity; scroll to the "Shop From Home" category on the Home page for resources with the Learning Care Group.
 - [Bright Horizons Childcare Checklist](#)



Part-Time Care Option Frequently Asked Questions

- **How do I inquire about enrolling at the Jeannette Cathy Children's Center?**
 - Complete the [Jeannette Cathy Children's Center Enrollment Request form](#) on Service Gateway.
- **When can I tour the center?**
 - Center tours are currently unavailable at this time due to enhanced protocols for COVID-19.
 - A virtual tour option will be available beginning September 8, 2020.
- **What age groups will be served through the Part-time Care service option?**
 - Early Preschool (2 Years of Age)
 - Preschool (3 – 4 Years of Age)
 - Kindergarten Prep (Rising Kindergartener)
 - Children who are eligible for kindergarten are not eligible for enrollment
- **Who is eligible for the Part-time Care Service Option?**
 - Full-time Chick-fil-A, Inc. employees and full-time employees of Chick-fil-A Groups who work at the Support Center. The Part-time Care service option has the same eligibility requirements as the Full-time Care service option.
- **What schedule is available for the Part-time Care service option?**
 - Monday, Wednesday and Friday (3-Day Option)
 - Tuesday and Thursday (2-Day Option)
- **Can I switch my schedule from week-to-week between the two schedule options?**
 - Once you enroll for a particular schedule continuous movement between schedules is not available. If you have the need to make a revision to your Part-time Care service option, schedules may be moved to the alternate schedule, provided space is available.
- **What are the hours for the Part-time Care service option?**
 - Hours for the Part-time Care service option are the same as Full-time Care.
 - Center hours are Monday through Friday, 7:00 am to 6:30 pm with pick up no later than 6:15 pm.
 - Children remaining at the childcare center past 6:30 pm will incur a late fee of \$1.00 per minute until picked up from the childcare center. This will be applied to your tuition billing account and paid via personal check within twenty-four hours.
- **Is the Part-time Care Service Option year round?**
 - Yes, Part-time Care is offered year round.
- **If one of my scheduled days falls on a holiday, do I get another day during the week?**
 - If one of your days of care falls on a scheduled Holiday, you will not receive an additional day.
 - Please refer to the annual calendar for center closing days. The calendar is posted on our [website](#). Click on For Our Parents and then Documents.

- **What is the tuition for the Part-time Care service option?**
 - Tuition information will be posted on the Center [website](#) when the reopening date is determined.
- **What will be the group size and ratio of the Part-time classroom?**
 - Part-time children will be served in a multi-age group setting.
 - The group size and ratio of the classroom will follow the recommended NAEYC guidelines for the youngest child present.
- **Will my child's teacher be different based on my Part-time Care schedule?**
 - The Part-time Care program will be staffed with the same care and consistency as the Full-time Care program. The curriculum and classroom management will also mirror full-time program offerings within the structure of a multi-age classroom.
- **Will there be an Orientation scheduled prior to the start of the Part-time Care program?**
 - Yes, we will reach out to you via email with a Welcome Letter with instructions.
- **What other resources are available for coordinating my care plan?**
 - [Employee Assistance Program](#) through ComPsych at 800-858-6715 for information on other childcare options for your family.
 - [Encompass Program](#). This program offers a variety of services to support families
 - [Chick-fil-A Marketplace](#): provided by Abenity; scroll to the "Shop From Home" category on the Home page for resources with the Learning Care Group.
 - [Bright Horizons Childcare Checklist](#)