



Lincoln Families:

Thank you for taking time to meet with us today.

As we shared at today's meeting, we have begun implementing the moving plan in preparation for the opening of the new building. We have been sensitive to the impact this is going to have on your family and hope you recognize the intentionality put into this plan. To re-cap what we covered today, the moving plan will occur in three phases:

- **Phase 1 (Ongoing):**
 - Hiring Bright Horizons Staff (ongoing process)
 - Ordering furniture, managing storage & staging classrooms (December – February)
- **Phase 2 (March – April):**
 - CHOATE Construction will turn the building over to Chick-fil-A and provide a Certificate of Occupancy (CO).
 - Bright Horizons' team will initiate the moving plan into the new building.
 - Licensing:
 - Sending the CO to state licensing and requesting a site visit
 - Site Visit
 - Typically scheduled after the building is setup to receive children
 - State Licensing made an exception for Chick-fil-A with the understanding that the Lincoln center will be in operation during the moving phase and the furniture from Lincoln will be used to complete the setup of the new building.
- **Phase 3 (May):**
 - Close the Lincoln Children's Center and transition the children to the new building
 - **Pause in service for Lincoln families only** (this does not affect the families at Main campus)
 - The Lincoln Center will be closed beginning Thursday, May 16th through Sunday, May 19th to allow time to move the furniture and complete the setup of the new building.
 - All Lincoln families will need to plan for the closing of the Lincoln Center and have plans for backup care on Thursday, May 16th and Friday, May 17th.
 - The new building will open to care for children on Monday, May 20th.

As we discussed today, Chick-fil-A will cover the cost of using the Back-up Care component, available through the new Encompass Program, for the two days the Lincoln Center will be closed (Thursday, May 16th and Friday, May 17th). If you determine another option better meets your needs, that expense will be your responsibility.

Frequently Asked Questions (FAQs)

The questions below were created to provide additional clarity on an option available through the new Encompass program to Lincoln families during this pause in childcare.

How will families be supported during this pause in caring for your children?

- An option available to support you during this pause in service is through the new Encompass program.
- Encompass services will include:
 - Jeannette Cathy Children's Center
 - Back-up Care
 - Education & College Advising
 - Special Needs Resources
 - Additional family support services:
 - Full-time childcare resources
 - Elder Care Support
 - Tutoring & Test Prep
 - Sitters, Nannies & Housekeepers
 - Pet Care Resources
- An overview of the Encompass program is attached for your reference

What option within Encompass is most applicable to Lincoln families during this time frame?

- The Back-Up Care component is most applicable as this is an offering designed to serve families when their regular care is unavailable.
- The Back-Up Care options are available to full-time Chick-fil-A, Inc. employees and provide Staff the opportunity to use this option up to 20 times per year.
- JCCC Main is not an option for Back-Up Care on the days JCCC Lincoln is closed.

What childcare choices are available within the Back-Up Care component?

- The choices available for childcare within this service are:
 - Other Bright Horizons centers
 - Centers that have partnered with Bright Horizons
 - In-home providers
- The Back-Up Care options are available to full-time Chick-fil-A, Inc. employees to us 20 times per year.

How do I request childcare through this program and when can I request care?

- You can request child care through an online portal that will be available March 1 on @Chick-fil-A/People/Encompass.
- Information on how to access the program will be sent directly to you on March 1 and will be shared in a Staff-Wide email.

What is the cost to use Back-Up Care?

- Chick-fil-A will cover the cost for you to request childcare within the Back-Up Care component for Thursday, May 16 – Friday, May 17.
- The use of Back-Up Care during the time Lincoln is closed will not be counted against the 20 uses available to Staff to use in 2019.
- Since the use of the Back-Up Care component is being provided to you at no cost for Thursday, May 16 – Friday, May 17, this will be treated as a portion of your JCCC tuition and will not impact the JCCC tuition payroll deduction or calculation of income imputed to you.

Can I use another childcare option and ask Chick-fil-A to reimburse the expense?

- No. The only childcare option available at Chick-fil-A's expense is the one provided through the Back-Up Care component of Encompass.

Can I choose to work from home and keep my children at home?

- Please discuss this option with your immediate supervisor.