

Cerner Kids Transition Additional Family Frequently Asked Questions

Communication

Q: Will teachers continue to have computer access in each classroom so they can quickly communicate with families?

A: We hope to transition the entire center to our KinderCare app by early 2024. Each classroom will have an iPad for teachers to use, in addition to several computers available center-wide for staff use.

Our app allows teachers to share updates about your child's day – messages, photos, and videos – with you as those moments happen. The app also allows teachers to note the times of each bottle or diaper change, as well as mealtime details. You'll be able message your child's teacher, or the center director, throughout the day through the app. If there's anything you want to be sure your child's teacher or the center team knows, the app will provide you with a convenient way to do that in addition to the conversations you already have with your child's teacher at drop off and pick up.

We'll make sure you receive plenty of notice and reminders before we transition to the KinderCare app so you can download anything you would like to keep from any other communication apps your teachers currently use.

Curriculum

Q: How much autonomy will teachers have to determine the curriculum they use in their classroom?

A: Our [Early Foundations curriculum](#) provides teachers with the framework for daily activities that revolve around a theme and that help children develop foundational skills within key learning domains, including

- Cognitive development,
- Creative expression,
- Executive function,
- Language and literacy,
- Social/emotional development and
- Physical development and wellness.

Within our curriculum framework, teachers are able to customize the activities and implement what will work best for their classroom and for their students.

Q: How long do the curriculum themes last?

A: The curriculum themes are monthly for infants and toddlers and bi-weekly for preschool and prekindergarten.

Q: Does KinderCare's curriculum focus on life skills along with academic skills?

A: Yes. We understand it's just as important for children to learn life skills, such as putting on their own jackets, as it is for them to learn academic skills like their numbers and letters. We will encourage teachers to continue to teach life skills in every classroom.

Q: Does KinderCare’s curriculum incorporate the Montessori approach to learning and child development?

A: Yes, our [Early Foundations curriculum](#) has many similarities to the Montessori approach. We’re going empower teachers to use the teaching method that works best for their classroom and their students’ unique needs.

Q: Is sign-assisted English or “baby sign language” incorporated in your infant and toddler classrooms?

A: While we don’t formally teach our infant and toddler teachers American Sign Language, we do encourage them to use ASL, in addition to verbal communication, as we know it can help children learn language. If you use ASL – or any other language – at home and would like to make sure your child sees or hears key words or phrases while in our care, please be sure to share that information with your child’s teachers.

Q: Does KinderCare have any value-add activities for children such as music, Spanish (or another language), sports, dance, etc.?

A: Our [Learning Adventures program](#) offers you the option to enroll your child in small group, on-site enrichment programs focused on things like phonics, music, cooking, and STEM. We hope to introduce Learning Adventures in the coming months.

Q: Will the Sporting Stripes program continue?

A: We will work with Sporting Stripes and with any other programs Cerner Kids currently offers.

Q: How do we track and measure our child’s growth as they progress through the curriculum?

A: We encourage teachers to take pictures of children and display those photos in the classroom alongside a description of the activity and the skill the activity helps children learn. This gives you weekly insight into some of the ways your child is learning and growing. We also participate in annual third-party assessments from TerraNova® and BRIGANCE® to help us track and celebrate your child’s milestones with you. In addition, our teachers can complete the Ages & Stages Questionnaires for you – the same developmental screening your child’s pediatrician uses. You can learn more about all of these assessments [online](#). We also encourage our teachers to create yearly portfolios for each child so you can see your child’s progress over the school year. If at any point you have questions or concerns about your child’s growth and development, please don’t hesitate to ask.

General

Q: Is it unique for KinderCare to partner with a corporate center to provide on-site child care?

A: We know how important it is for families to have access to flexible child care options, including on-site child care. We have an entire division, [KinderCare for Employers](#), dedicated solely to working with hundreds of employers nationwide to provide flexible child care options to their employees. For example, as an Oracle employee, you can receive a 10% tuition discount at any KinderCare Learning Center across the country. Please visit [KinderCare.com/oracle](https://www.kindercare.com/oracle) for more information.

Q: Are there any major changes expected for the center's menu?

A: We will introduce our Grow Happy menu. All of the dishes on our menu are designed by our KinderCare nutritionists and tested with KinderCare students. All food will be cooked and provided by Cerner Kids. We look forward to introducing you to the new menu, full of well-balanced meals centered around fresh fruits and vegetables. We'll have more information about the menu in the coming months.

Q: What outside resources (vision/hearing testing, speech or occupational therapy) will you bring in or allow to enter?

A: We know some children may need some extra assistance. We welcome all outside partners and resources your family already works with or may need to work with in the future. We ask that each therapist follow state licensing requirements with regard to background screenings. We can help them with the proper paperwork. If needed, we can help you by recommending local resources should you think your child may need additional support.

Q: Will there be any changes to the center's leadership team?

A: No. We're excited to work with Nikki, Sandy and Paula!

Q: Will the center's operating hours change?

A: No. The center's operating hours will remain the same.

Q: Will classroom sizes change?

A: No. Classroom ratios will remain the same.

Q: Will there be any changes to the security and/or custodial staff?

A: No. All security and custodial staff will remain the same.

Q: Will there be any disruption to care during the center refresh?

A: We know how important consistency of care is for your family. Our center refresh will kick off in the winter. We'll do our best to minimize any disruptions, though if we do need to close the center at any point in order to bring in new materials and refresh your classrooms, we'll communicate that closure news in advance so you can plan ahead.

We want to make sure our classrooms are welcoming places for everyone. KinderCare has a wonderful Inclusion Services team who can help our teachers and staff meet the individual needs of each child in their care. If you have any specific accessibility or classroom setup concerns, please be sure to talk with a member of the center's management team so we can be sure that any changes made to your child's classroom will support every child's unique needs.

Q: Will the library stay?

A: Yes. We love the library and think it's an amazing addition to the center.

Q: Will the center work toward national accreditation with the National Association for the Education of Young Children (NAEYC)?

A: Yes. Our first priority is making sure this transition is as smooth as possible for everyone. Our long-term plan is to work toward NAEYC accreditation. Nearly all of KinderCare's centers

are nationally accredited. KinderCare has a number of resources and people available to support centers through the national accreditation process.

Q: What holidays does KinderCare observe?

A: We'll follow Oracle's holiday schedule, which means your center will be closed for the following holidays.

- New Year's Day
- Martin Luther King Jr. Day
- President's Day (Professional Development Day)*
- Memorial Day
- Juneteenth
- Fourth of July
- Labor Day
- Columbus/Indigenous People's Day (Professional Development Day)*
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

*All KinderCare centers close twice a year for Professional Development Days for employees (President's Day and Columbus/Indigenous People's Day). On those days teachers and staff still come to work but instead of their normal duties they have a day of training.

Q: Will the center still observe Oracle's winter break off too?

A: The child care center will remain open during Oracle's winter break (December 26-29, 2023). As we get closer to the end of the year, we'll ask you to let us know what your attendance plan is so we can staff accordingly.

Q: Will Splash Day stay?

A: Yes, Splash Day will stay – we love it too! We believe special days, like Splash Day, are moments in the year that the entire center community can look forward to. We'll work with your teachers to be sure we include those special days in the center's calendar.

Teacher Retention and Recruitment

Q: Will teachers receive a wage adjustment to help with retention?

A: We believe teachers are the heart of any center. We already conducted a wage analysis and concluded that our teacher pay rates are higher than all other centers in this area. That said, if any areas of concern come up, we will talk with our partners at Oracle. Please remember that the center's budget, which includes teacher pay, is set by Oracle.

Q: What is going to be done to retain teachers once they transition to KinderCare benefits?

A: We know that teachers are an essential part of every center community. We also know that transitions can be challenging for everyone. Here's what we're doing to help make the transition a bit easier for your teachers.

- Providing a retention bonus

- Front-loading 40 hours of paid time off for all staff so they won't have to wait to accrue vacation days after they become a KinderCare employee

In addition, our KinderCare benefits include tuition reimbursement for ongoing education, a child care tuition benefit (lower center tuition than teachers currently pay), a 401(k) with employer matching, growth opportunities, and more.

Q: Will the hiring requirements for new teachers change?

A: No. The hiring requirements and expectations will remain the same.

Tuition and Billing

Q: What changes can we expect to our tuition?

A: At this time we do not have any immediate plans to increase tuition. Tuition increases will happen at Oracle's discretion. We are working with them to review current tuition rates and to compare those rates to the rates of other centers in the area. If Oracle feels any tuition adjustments are needed once this comparison is done, they will share that news with you.

Q: Will billing be monthly or bi-weekly?

A: Billing will move to a weekly basis, with ACH (credit and debit cards).

Q: Can payments be split between accounts?

A: Yes, you will be able to add additional payers to your child's account.

Q: Will we need to pay to keep our child's spot if our family goes on an extended leave or vacation?

A: Yes, you will need to continue to pay for your child's spot at Cerner Kids if you would like to ensure that your child's spot remains theirs. If you discontinue tuition, that tells us your family is disenrolling and that your child's spot may be given to another child.

Q: Will siblings still get first priority on enrollment?

A: Yes, siblings will continue to have first priority. We'll also continue to honor the sibling discount.

We're here to help you through this transition. Please let us know if you have any additional questions or concerns.