

# FAQ



Q: If I or someone close to me tested positive for COVID-19, how should I notify the center?

A: You should notify the center immediately via Brightwheel and an email to the director.

Q: What are the current classroom ratios?

A:

- Infants/Toddlers 1 teacher: 3, max group size is 6 for infants and 9 for toddlers
- Twos 1 teacher: 6 children, max group size is 12
- Preschool-PK/JK 2 teachers: 13 children, max capacity in a room is 15 total
- School Age 1 teacher: 14 children, max capacity in a room is 15 total

Q: What measures have been put into place to avoid closures?

A: We have sectioned the ELC into cohorts. Each age group is assigned to a cohort and is not to have any crossover into any other cohort. Children and staff are screened daily upon entry for any symptoms or elevated temp.

Q: Can a child with symptoms return to school without a negative test?

A: Only after 14 days of quarantine or a doctor's diagnosis of another reason for symptoms. Also, not being tested causes the entire cohort to be closed for the same length of time.

Q: How long will the ELC shut down if a child displays symptoms of COVID-19?

A: Until the child has a negative COVID test result or a doctor's diagnosis of another reason for symptoms. In absence of one of the above, the cohort will remain closed for 14 days. All symptoms of illness is reported to the local health department and our licensing specialist. We follow all guidance put forth by the two.

Q: If an illness occurs, would the whole center be closed?

A: Only the cohort (students and teachers) would close. The entire center would only close if there was a high percentage of cases.

Q: What situations warrant a short-term closure, versus an extended closure?

A: The only reason for an extended closure of a cohort would be if the child or teacher displaying symptoms is unable to be tested or unable to be diagnosed by a doctor with an alternative illness.

Q: Will the ELC participate in any virtual activities in the event of a closure?

A: For some of the older children – PreK and JrK – there will be some opportunities to continue learning during a cohort closure.

Q: Will there be an option to withdraw from the school if there is a prolonged closure?

A: It is always an option to withdraw your child at any time, however, there are some stipulations in your contract.

Q: Will there be alternative care in the event of a closure?

A: No, if a cohort closes we are unable to provide care for any children within that cohort. Further, it is outlined by the OCC and MDH that children within a cohort closure should not seek alternative care in another setting as they should be quarantined until notified by the director.

Q: Are there any payment options for parents during an extended closure?

A: Payment options are outlined in the enrollment agreement. In the event of a 14 day closure, 50% tuition will be due. In the event of a 3-5 day closure, full tuition is due. Please read your enrollment agreement for detailed information covering illness and billing.

Q: If the school closes due to illness, will ELC close as well?

A: No. ELC will only be required to close if a child in the ELC is ill.

Q: Are or will the staff members be regularly tested for COVID-19?

A: Staff will follow the same rules as children. If staff are displaying symptoms, they should get tested or have COVID ruled out by another diagnosis from their medical professional.

Q: Will the staff members have their temperatures taken daily as well?

A: Staff temperatures are taken and recorded each day as are the children.

Q: How will handwashing be enforced in the classroom?

A: Each classroom will have more frequent handwashing breaks built into their daily schedule. Handwashing is something we have always had to enforce so this will just be adding more frequency.

Q: What are the cleaning procedures in the classrooms, as well as the building?

A: Classrooms are cleaned many times throughout the day by the teachers in that room. Door handles and toys are sanitized after each use and the bathrooms are sanitized throughout the day. Tables and all surface areas, including chairs, are sanitized multiple times as well. An overall cleaning is done by the cleaning staff at the end of each day after the room is closed. Deep cleans are done anytime a child shows symptoms of illness as well.

Q: If a child has a fever or symptoms, will the ELC require the child to get a COVID test before returning? Or can the parents elect to quarantine for two weeks?

A: Parents can elect to quarantine, however, please keep in mind that this keeps anyone in that cohort (including teachers) from returning for those 14 days.

Q: Are staff members being screened for symptoms?

A: Yes, temperatures are being taken each day and staff are told to not come in if not well. Additionally, if a staff member presents with symptoms during the day, that room would be closed and children and staff sent home until a diagnosis or negative test is presented by the affected staff.

Q: How often will cleaning occur for desks, equipment, bathrooms, etc.?

A: Multiple times throughout the day. There are 2 teachers in each room so this can occur frequently.

Q: Are you using Plexiglas desk shields?

A: We will not be using Plexiglas shields in the ELC. The OCC discourages its use for young children as it will draw attention and encourage the children to come together (pressing faces against the glass, etc.) We will teach and model social distancing and rooms are set up to accommodate.

Q: Will lower school or middle school classrooms be located near the ELC?

A: No. All lower and middle school classrooms are upstairs and the ELC is downstairs. Lunch will be delivered to all classrooms to avoid travel and cross-over of areas. Additionally, there will be separate entrances and exits depending upon grade level. Only ELC will enter and exit via the flag pole entrance.

Q: How much notice will be provided in the event of a short term or extended closure?

A: Notification will be immediate and we would ask that your child be picked up as soon as possible (ideally within the hour, but you are allotted two hours total.)

Q: Who makes the decision regarding short term and extended closures?

A: Every incident of illness is reported to the local health department and OCC. They decide if closure of cohort is necessary and how long a closure will be.

Q: How will I notify the staff regarding drop off and pick up?

A: Upon arrival (6a-930a) a staff will be stationed at the flag pole entrance. Bring your thermometer, your child, and their belongings to the assigned area. While dropping off please follow all social distancing protocol. Upon pick up, please message via brightwheel with the make and model of your car and a staff will bring your child out to you.

Q: What is the procedure for drop off?

A: Parents will arrive with their child, take the child's temperature, show the thermometer to the staff member and then the child will walk in with the staff member.

Q: What is the procedure for pick up?

A: Message via Brightwheel (include make and color of car) and a staff member will bring your child out to you. Please message only when you are here as the child must remain in their classroom until you arrive.

Q: What is the procedure for picking up a school age child, as well as an ELC student?

A: If your school aged child is in aftercare, they would both be dismissed to you together. If your school aged child is not in aftercare, you would pick each child up at his/her designated area.

Q: Will the same staff be taking my child each day at drop off?

A: A group of staff are assigned to the drop off and pick up area, and will be the same group daily.

Q: With there be another method of communicating about my child's day since I will not be seeing their teachers?

A: All communication will be via Brightwheel or email. We will send photos and videos throughout the day as we are able.

Q: Does the same parent have to pick up/drop off their child every day?

A: It is preferred but not required.

Q: Will you be staggering times for pickups and drop offs?

A: No, however, we do ask for your patience as it does get busy at certain times.

Q: What hours will the ELC be operating?

A: Beginning August 31<sup>st</sup>, the ELC will be operating from 6am-6:30pm.

Q: What are the hours for aftercare?

A: Aftercare is from the end of the school day until 6:30pm.

Q: Are there drop in care options?

A: Yes, however, these will be handled on a case-by-case basis and require prior notification and approval from the director.

Q: How will you encourage social distancing in the classroom?

A: Teachers will model and redirect children to encourage social distancing. Rooms have also been rearranged to accommodate this.

Q: Will children still have access to the gym and/or playgrounds?

A: Yes, however, only one cohort at a time will be allowed in those areas.

Q: How will the children be cohorted?

A: 1. Infants and Toddlers  
2. Young Twos and Twos  
3. Preschool A and B  
4. Prek and JrK  
5. School age



Q: How will before/after care be cohorted?

A: This group will be cohorted by similar age groups – not by class level.

Q: Will all parents be notified if there is a child in the area with symptoms?

A: All parents in the affected cohort will be notified.

Q: Will children be moving between classrooms?

A: The only movement between classes will be minimal (at opening and closing) and only within cohorts.

Q: Will we be able to see the classrooms?

A: At this time no one is allowed in our building except children and staff. If you have concerns or would like to see your child's classroom, it would need to be done virtually. All families are welcome to set this up.

Q: If a child displays symptoms of illness, will they have to get a COVID test even if it is ruled out by a doctor?

A: If a doctor's note is presented, showing a diagnosis of something else, and it is approved by the local health department and OCC then no COVID test is required.

Q: Are teachers required to wear masks?

A: Yes.

Q: How will you differentiate between COVID and other illnesses?

A: We do NOT make diagnoses at the school. We DO adhere to the following:

The MDH and the MSDE OCC defines COVID-19-like illness as: New onset of cough or shortness of breath OR at least any 2 of the following: fever of 100.4 or higher, chills, shivering, muscle pain, sore throat, headache, loss of sense of taste or smell, and gastrointestinal symptoms (nausea, vomiting or diarrhea). When a child displays these symptoms, the director contacts the local health department and follows all guidance.

Q: Can we send in sanitizer for our children?

A: Children cannot have sanitizer in their possession. Soap and water are best, however, if you would like to donate a bottle of hand sanitizer for staff to use you are welcome to do so. The OCC has directed that sanitizer is not to be used by children.

Q: How are meals handled?

A: All meals are prepared in the kitchen, and then delivered to and consumed in the classroom.

Q: Can we send in food from home for our child?

A: Food from home can be sent if you have a doctor's note requiring it for nutritional purposes or in the case of food allergies.

Q: Will you be combining groups for large group activities, outside play, etc.?

A: No.

Q: How is aftercare snack being handled?

A: Snack will delivered to the aftercare area and served to the students.