

## Frequently Asked Questions

**A quick question on the subject of the public Pre-K funds: Would the discount usually apply all year long? Did our share of the public funds get used up during the lockdown? And will this result in a higher effective tuition after June 12?**

Great question. The pre k funding was always set to end June 12th. That program is 35 weeks long, and the state agreed to pay it even though we were closed, this helped families offset tuition and be able to maintain spaces. June 12th was the end of the 35 weeks. We run it Mid October through Mid June for the full 35 weeks the funding covers. Regular tuition will be in effect starting June 12<sup>th</sup> for all of you on pre-k funding.

**Just looking for clarification for after school families, not daycare or pre-k families. Wondering what will happen as of June 1st, as far as tuition goes as school will not be in session.**

No we will not be charging for the after school program, only the infants through preschool. Summer Camp starts June 15th, and we will be running that as usual, with many guidelines and restrictions, however our plan is to be open, so you would be charged for that program if you attend. For those who do enroll in our June 1<sup>st</sup> through June 12<sup>th</sup> program, you will be charged \$60.00 per day.

**One thought would be whether the state would be open to a face shield as opposed to a face mask?**

We are looking into this option, however for now we are wearing facial coverings. We do have to wear eye coverings when performing the Health Screenings.

**Is there going to be an increase in outside time? I know we would feel more comfortable knowing the kids were playing and learning outside vs. inside. I know you also have limits on the number of children at the playground and that the rec path will be used.**

Yes we have already spoken to our teachers and have full expectations of an outdoor enriched curriculum this summer. We can not mix groups of children together, so playground times will have to be strict. Sanitation on the playgrounds will happen at the end of each group's allotted time on the playgrounds.

**Do we have the option to send the kids half day and amend our contracts? Again, I would like anything to eliminate being inside with groups of people/kids so if they went only half day, that would increase the odds of their time at ATLC being mostly outside. Is this an option for the time being as we watch how this unfolds?**

You can adapt your contract as you have always done with a three weeks notice. Dropping to half days is a much easier and safer way to ensure your days will remain the same, as dropping a day puts you at risk of losing that day. Enrollment calls are high at this time, so any drop of days may not be available when you want to return. All changes in contract requires a three week notice, as per usual.

**Will teachers be increasing communication the next few weeks to help the transition? Other than the zoom calls and a few facebook videos we haven't seen much from the teachers. Unfortunately the zoom calls are not at easy times for our family right now so we have only made it to one. I worry that my children have not seen or heard from the teachers much and am hoping maybe we could increase that in some way in the next two weeks to prepare for the transition back to school.**

Great suggestion and comment. Yes we have discussed this with our teachers over the past two weeks and are hopeful that next week you see an increase. Reforming connections, creating more visuals and letting your children hear our voices will help ease this transition back to school. We have spoken with teachers individually, as a whole group and are now working on team meetings so we can discuss how to properly manage this transition back to school. Our goal is to make this as smooth as possible for the families, staff and most of all your children.

**Is any more known about the grants that Gov Scott referenced in his press conference on Friday for daycare during this transition back?**

No, we have not received any information at this time. We should be learning more soon, and once that is released we need to decide how to best utilize those funds based on the requirements expected of us at this time.

**I realize it's unclear right now, but we are wondering about whether families will be charged if they are uncomfortable with sending their kids back as early as June 1st for safety & health reasons. And if families who are uncomfortable with the timing of the reopening will be required to pay, how much exactly to hold our spot?**

We are still waiting on guidance on the start up grants and what those will entail. Honestly the funds really need to be put towards all of the requirements we are being faced with, including extra staffing to assist with all the cleaning and be available to cover any shift at any time for anyone who is sick and cannot work. We are unsure if the funds will even cover those specifics. With that being said, as of now the full tuition is due starting June 1<sup>st</sup> to hold your spaces. At this time we are not anticipating a discount for those who are uncomfortable. While we understand your decision and wish we could discount your tuition, we have taken a huge financial hit and are not able to extend discounts at this time unless this grant is for a larger amount and allows for us to consider that option.

**One question I have for when the kids come back is if a kid is determined to be sick and requires them be sent home, will they be isolated somehow from the rest of the class until their parent picks them up?**

Children will be sent home for any temperature over 100, even if it's teething, and ear infection or anything similar. They need to be fever free for 72 hours without fever reducers. No children are allowed here sick and will be sent home immediately. We realize this is going to be challenging, especially for teething children, please note it's to protect each child and staff member in our building. We will do our utmost best to isolate a child, without making them feel shamed or uncomfortable.

**Are you running a summer camp and what are the ratios?**

We are opening a summer camp and registration is open through our website. [Appletreelc.com](http://Appletreelc.com) Spaces are filling quickly, so if you are interested it's encouraged you register quickly. We have a 10:1 Ratio in our Summer camp at our main center. That means 10 children to 1 teacher. We plan on having 21 children per day with 4 teachers, no more than the 25 group size that the state is allowing.

**Do you Social Distance from the children? If so, what does that look like?**

We are using the term physical distancing, and we are doing that from teachers and other adults however not with children. We will be adapting slightly to accommodate more children and adults in the building, however we do not believe it's safe or reasonable to completely distance from your children.

**Will you return pre-k funding to us and let us use that over the summer considering you were closed for a period of time?**

No, these funds were paid by the state during the time of closure and applied to your accounts. For those of you who stay enrolled this allows you to pay a very small tuition amount to hold your space, as we took your 50% and then took off the \$95.88 to make your weekly payments far less. This was meant to help reduce your out of pocket expenses and maintain your space, as well as provide us with a funding source during this time. The funds end June 1<sup>st</sup> as they always would have, and that will not be extended.

**If you are un-enrolled can we re-enrolled this fall and hold off for the Summer?**

At this time we are seeking to fill any vacant space, and the call and email volumes are fairly high. I would imagine most spaces will be filled within the next couple of weeks for those of you who are or have un-enrolled. In fact some have already been filled. If when I switch back to Fall enrollment and I have open spaces, absolutely we would love to offer you a space. Unfortunately we can not afford to have spaces open at this time, especially given there is a need in the community.

**What will the day-to-day cleaning procedures be in order to keep everything disinfected?**

Please refer to the detailed opening plan we have created and emailed out to each family. Frequently touched surfaces are sanitized prior to opening, mid day and again in the evening. Playgrounds are sanitized after a group leaves and before a new group comes on, and again at the end of the day. The playground will have separate bins for each grouping of children that will only be used for that group of children. Prior to being put away they will be sanitized. Toys inside will be cleaned and or sanitized after use. Toys will be cleaned and rotated often throughout the day. The entire building is deeply disinfected at the end of the evening by a fogging machine used by our nightly cleaner.

**How will the crayons, glue sticks, markers, paints, etc. be disinfected, or will there be no arts and crafts?**

We will be offering arts and crafts as always, however each child will have their own bins that are specific for them and their personal supplies. We will supply these items, however they will only be used by your child. This will include items such as: Glue stick, paint brushes, crayons, markers, colored pencils etc...Items we may not have enough of such as scissors will be sanitized after each use.

**I do not have a facial covering for my child. To be honest, they actually scare my child and we've never thought we'd need one because they do not go anywhere. Saying that, I'm worried that my child will be singled out and/or treated differently if they do not wear one. Do you see that happening at all? I don't want my child kept away from others because I do not think my child wearing a facial covering all day is necessary for the following reasons:**

- a. They will touch their face more
- b. What are they supposed to do during snack time, lunch or when they are thirsty? Constantly taking it on and off doesn't seem like it's doing much and doesn't make sense to have it on.

Facial coverings are encouraged for children over the age of 2 and we will do our best to have them wear them. Children under the age of 2 will not be wearing them at all. A child must be able to take it on and off and not fidget with it in order to wear it. If it becomes an issue, it will be taken off and put away. We would never treat a child differently for not wearing a facial covering, that will not be tolerated at all. All children will be treated and loved the same. We will not be keeping children separated for not wearing a facial covering. If your child continues to touch their face and or take off their facial coverings, they will be asked to put them away as that would show us they are not ready to wear them. They will always have access to water and that would not be denied, they will be removed during meal times.

**Infants are going to grab the teachers' facial coverings. Has any thought gone into that?**

Yes we have put a great deal of thought into that, and honestly children are resilient. After this first week of wearing them the infants currently here have adjusted far greater than we anticipated. We will do our best to keep their hands away from them, as that is really important. You could help at home, by wearing them on occasion, even for no reason so they can see you as their parents wearing them. That would help them be more used to it at school.

**I'm concerned about my child's quality of care with the "social distancing" and don't want their needs to be unmet.**

We are not socially distancing from children. That would not be reasonable or safe, and it would make it impossible for their needs to be met. We will however be cautious and aware of our movements and not allow children directly in our faces. We will always meet their needs in the moment, that will not change. We will be using a form of physical distancing, more so with the older children. This only means smaller group activities, no mixing of groups, no roaming the school on errands with teachers, more distance at tables and in lines whenever possible etc..

**Will there be play time and interactions with the teachers? They have been home with me for almost 3 months and have had a lot of attention, which is important to me.**

Absolutely, we would never even consider being open if we could not play and interact with your children, Sonja and Nicole have been very clear with that with licensing and our staff. We will continue to give them the same love and care we always have, just being more cautious and attention to personal connections to others, and very strict cleaning guidelines.

**My infant is constantly drooling due to teething. Is that going to be a problem? Will there no longer be toys for the babies to play with and chew on? How are those being sanitized and with what type of cleaner?**

No drooling is not an issue, we just need to make sure parents bring a lot of extra clothes for those going through the teething stage. We will have to change them more often, and the teachers must bring a change of clothes to be able to change if a child is drooling on them. We are cleaning all toys when they are mouthed. We will have less toys out, but they will be cleaned and sanitized throughout the day. We will use the dishwasher to clean toys, or bleach and water to wash them, or our sanitizer that is approved by licensing and is a “green” item

**You mentioned classroom sizes may need to decrease due to the new regulations. My office is still closed and I am going to be working from home until further notice. If you find that you need the extra spaces, are there any advantages to my family if I volunteer to keep my children home temporarily to help another family out who are not fortunate enough to have the opportunity to work from home? If that is an option, what would that mean for our spot say in August or whenever I go back to the office?**

We will be updating the plan you all received next week to accommodate the new changes that are in affect. We can have 25 people per room, still maintaining our regular ratios as always, so this means we are not affected by this change, and you will see your normal ratios and classroom sizes in effect. If you choose to not come back at this time, that is perfectly okay and understandable, however you will have to pay if you wish to hold your space.

**How does Subsidy work if I do not want to return right now?**

Subsidy will no longer pay if your child is not attending. So if your child does not attend starting June 1<sup>st</sup>, however you wish to keep their space, you will have to pay full tuition as the subsidy will not continue to pay to hold your space.

**My wife and I are reluctant and are unsure about sending our children back to daycare at this time. We're thinking about keeping them home the first week that you reopen and then reassessing. We understand that the max in a class is 10 and are wondering if we do not decide to send them right away if their classes will fill up with those that decide to return immediately. If that is the case, are we still required to pay 100% if the classes are maxed out when we feel comfortable with them returning?**

The group size for childcare starting June 1st is 25, which includes staff. With this being said, any concerns we had in regards to maxing out the groups size at 10 is no longer an issue for us. If you choose to keep your children home, we totally understand, however if you wish to maintain their space with us you would have to pay to keep their space. Anyone that drops days is at risk of losing those days as we can not afford to hold spaces for any period of time unfortunately.

**Is It ok to decrease my child's days to 2 days? We are worried that they are now very settled at home and it is going to take them a while to get adjusted to their previous schedule. My children are also a little bit scared of returning to school when coronavirus is still on. We are very confident in your program and procedure to keep everyone safe and healthy, it's just going to take a while for the kids to resume. Therefore, I am asking if we decrease Wolfie's days, in September if things are in control can we resume to 4 days to start in his new classroom if possible.**

Our standard three week notice policy is still in effect, therefore if you wish to drop days, we require a three weeks notice. We do have to let you know any drop in days could result in losing those days as we can not guarantee that those days will remain open. We are not in a situation to hold spaces unfortunately.