



Frequently Asked Questions – COVID-19 Outbreak

Updated 17 June 2020

Is it safe for my child to attend your school at this time?

This question is surely on every parent's mind. We are considered an essential business and will continue to follow the CDC recommendations for schools and preschools which can be found here:

<https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/guidance-for-schools.html>

Additionally, we have implemented changes to our daily operating procedures including, but not limited to:

- Limiting non-essential personnel in our school including suspending all 3rd party extra-curricular programs such as Soccer Shots, Dance, Music and Stretch N Grow, and Amazing Athletes.
- Strengthening our hand washing procedures including requiring all children and adults to wash hands immediately upon arrival at our facility prior to entering (outdoor sinks are provided).
- Implementing social distancing strategies including staggering recess times, limiting group mixing, and limiting movement of staff between classrooms.
- Strengthening our sick policy including sending staff and students home that become ill and remain out until a medical doctor clears them or they receive a negative test for COVID-19.
- Implementing well checks for staff and children including monitoring temperatures and preventing access for anyone with a temperature over 100.4 degrees.
- The facility will continue to practice daily cleaning and sanitation of all surfaces, bedding and toys as implemented per SC DHEC requirements throughout each day.
- SC DHEC recommends that organizations that provide meals to groups of individuals serve food on disposable plates, cups and utensils. Kids 'R' Kids will remain committed to this practice in providing disposable plates, cups and utensils to all students and students will eat meals in smaller groups within the classrooms instead of the Kids' Cafe.
- New drop off and pick-up procedures which allow parents to drop off and pickup directly from their vehicle under our front canopy (a.k.a. Kiss n' Go Lane). Our staff will be outdoors to assist during this time. If you need to drop-off or pickup outside normal times, please call ahead to make arrangements.
- We are now limiting items children can bring to our school with them (please inquire with staff).

It should be noted that our facility has many advantages over most public schools and other providers that include:

- Our buildings have individual HVAC units for each age group (maximum 2 classrooms) rather than centralized air circulation. During this outbreak, *we have installed medical grade air filters at our school that prevent viruses from passing through them.*
- We have the ability to serve meals in our classrooms (Kids Café currently not utilized).
- Each room also has its own direct door to an age appropriate playground limiting group mixing.



Will you remain open? Are you still enrolling new students?

We will remain open to serve our families unless the government directs us to close or it becomes an absolute necessity. With the recent declaration of State of Emergency issued by Governor Henry McMaster, childcare facilities were encouraged to operate under the guidelines of the emergency plan for childcare licensing. Emergency plans include offering enrollment to displaced families that need care so the parent can continue to go to work including essential workers.

What if I want to keep my children home during quarantine or other situation related to COVID-19? Will Kids 'R' Kids still charge me tuition if I do not attend?

First, understand our costs do not decrease when your child is not here, with teacher salaries being our biggest expense by far. Normally, we allow parents to take vacation weeks (per our written policies) and still hold their child's space in our school. We simply need advance notice of your intent to utilize this.

During this time, we will allow additional weeks at half-week vacation (1/2 weekly tuition) as long as you give us written notice in advance which we will designate as "extended vacation policy". This temporary policy will be in effect until school returns in August 2020. Please understand that failure to pay the half-week rate will result in disenrollment, so that we may provide for other families who wish to enroll.

What if I want to disenroll?

We strongly encourage families to not disenroll from our program. Disenrollment is for students who no longer will need a spot in our childcare program. Instead, we ask that you consider using our extended vacation policy as noted above. If you do choose to disenroll, re-enrollment would be based on availability at that time which can also be impacted by the current staff scheduling.

Will you continue to offer drop-in enrollment including for school age students?

With health and safety checks upon entry to our schools, we will continue to offer drop-in care (space permitting). Kids 'R' Kids has always extended our services to school age students on days the public schools are closed. Drop-in students will be subject to the same strengthened hand washing and daily arrival and departure policies put in place for full-time students.

What if there is an outbreak in your school?

We have a school emergency plan in place for our school which includes, per the CDC guidelines released in the current COVID-19 outbreak, a certified company on standby to disinfect our school. Ultimately, we will follow guidance and direction from S.C. Department of Social Services (DSS), our licensing agency, and S.C. Department of Health and Environment Control (DHEC) and communicate with our parents what we are doing per the guidance at that time. Our goal is to provide open communication with our families and we will use our electronic communication system for enrolled families for relevant notices and updates.

Currently, as of June 17th, we have not had a confirmed case of COVID-19 in our school, but we remain vigilant to protect the health and safety of our families and our staff.