



March 17, 2020

Dear Parents and Staff,

We want to thank you for your continued support of our school, our teachers and our staff. The positive response to the efforts during pickup and drop-off along with impromptu thermometer checks of staff, parents, and children have been great. We are also experiencing periodic checks throughout the day as staff and students come and go.

We, along with our great staff have learned a lot having gone through floods, hurricanes and other outages, but as we all know, this situation is shaping up to be much different.

Our goal as owners of Kids 'R' Kids is to support our community, including our parents, children, and our amazing teachers and staff. As we all have heard by now, Klein ISD along with several other districts have chosen to remain closed until April 10. Press Conference after Press Conference, things are changing every few hours. We continue to evaluate what is obviously a dynamic and fluid situation.

Below are some questions we are getting and here are the answers to those questions:

- **Does Kids R Kids plan to stay open?**

Yes. We are here to serve our community. **(In the event of closure, correspondence will follow in another letter)**. Our goal and intention are to stay open if at all possible. We serve many medical professionals and others who are on the front lines. We understand that some parents have the flexibility to work from home while others do not. We have had the great privilege of getting to know so many of our great parents and they remind us that not everyone can work from home! We understand that along with others who have jokingly said – we can only work from home for so long with kids in the background and not to forget, the dogs only bark when we're supposed to be on a conference call or video chat! Thank you all!

- **What if my office is closed and I am working from home and want to keep my children home for a period of time? Will Kids 'R' Kids still charge me tuition if I don't 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 several weeks of vacation at 1/2 tuition and still hold their child's space in our school. A child has to be absent for 5 continuous days to pay the discounted rate, and we simply need advance notice of your intent to take a future week of vacation.

In recognition of the fact many parents might be working from home, we are allowing additional vacation weeks as needed at half tuition up until Friday, April 10th. We will continue to evaluate this policy in the coming weeks. Please also call and talk to us!!

- **What do we plan to do if a case of Coronavirus is diagnosed in our center?**

We are game planning many different scenarios at the present time. We will handle each situation as it arises in the appropriate manner. I have had 2 conference calls today with other center owners and we are all sharing ideas and information. We are also in contact with Childcare licensing. Bottom line, we are fully engaged on this issue.

In summary, we are committed to making decisions with the following considerations, values and priorities in mind:

1. Supporting our families and staff in their need to work;
2. **Honoring requests to keep children at home without losing your child's space; ****
3. *Maintaining as many staff salaries as we can during any closure periods so they can pay their bills and so that we will have a full complement of our trained faculty when school resumes. Assembling such a high-quality staff has taken years and is a reason why we are one of the best schools in the area;*
4. Doing our best to ensure the health and well-being of our school community and their loved-ones;
5. Distance learning options in the event of closure: We recognize that public and private schools have the option of providing distance learning. Should circumstances require a temporary closure, our goal will be clean, sanitize and disinfect and re-open as soon as possible. A one- or two-week closure is simply not an option unless mandated by Health Officials

**** Please understand the situation at hand. Kids 'R' Kids of Spring survives on full pay attending families and half pay tuition for those who have elected to stay out. We understand both sides whole-heartedly. Here is where things will become difficult. If after weighing all options, a family elects to dis-enroll (even paying the re-enrollment fee) Kids 'R' Kids of Spring may suffer a lay-off situation with staff if full pay attending and half pay tuitions decrease to a level that does not sustain labor and fixed costs.**

If a family disenrolls and provides a future start date, there is a possibility that the date may be pushed out given the staffing at that time.

We desire to be here through all of this and are making every attempt to staff per needs of our families, clean and sanitize above and beyond our normal daily routines, as well as, limit outside exposure given our enhanced pick up and drop off routine.

Thanks again for your support. We will keep you posted as things change. Feel free to reach out directly to us should you have any questions or concerns. We sincerely appreciate all of you!

Best Regards,

Cathy & Lawrence Paulson, Owners

Kids R Kids Learning Academy of Spring