



KINDERBERRY HILL  
CHILD DEVELOPMENT CENTERS

## FREQUENTLY ASKED QUESTIONS REGARDING COVID-19

### **Why are your schools still open?**

We provide an essential service for our families, now more than ever. We welcome children to join our schools as long as they have not been exposed to COVID-19, are symptom-free, and there are no restrictions from the health department. It is our intent that Kinderberry Hill schools will remain open during regularly scheduled hours.

We are working closely with the CDC, commissioner of health, and state and local health departments to respond as quickly as possible to the latest guidance and will continuously update our procedures as necessary.

### **Are you implementing precautions to safeguard children, families and staff?**

Absolutely. We continuously review and enhance all of our health and safety guidelines to ensure that we are practicing the most stringent health and safety procedures to keep the children, families, and staff healthy and safe.

### **What is your criteria for closing a school?**

With a rapidly changing environment, there are many unknown factors which makes it difficult to determine if, or when a school may close. We continue to closely monitor and follow the guidance of the CDC and local health department. Any decision to close would be made in partnership with local health departments.

### **What would you do if there was a suspected or confirmed case of COVID-19?**

If a case of COVID-19 is found at a school, we would follow direction of the CDC, and local government, and health officials. We will also immediately notify the families and staff at that school by phone, email, or through our parent communication app, if a school is required to close temporarily. Please make sure that your school's management team has the most up-to-date contact information.

### **What steps are you taking for those returning from, or going on, an international trip or any Level 3 area?**

- Signs are posted on the front door at each school stating that if a person is returning from a cruise, or any Level 3 travel area where the virus is widespread, they are prohibited from entering the school for at least two weeks after they return.
- We have also asked staff and families to notify us if they have any upcoming travel to a Level 3 area and have informed them that they must not enter the school for at least two weeks upon their return.

**What steps are you taking for those who have had direct contact?**

Anyone who has been in close contact with people who have traveled to or from a Level 3 area, or with someone with a suspected or confirmed case of coronavirus, must remain out of our school for 14 days after contact.

Anyone living in the same household, as well as those who may be staying there or are present on a regular basis such as babysitters, nannies, or caregivers, are considered to be in direct contact. They are able to return to our school at the end of 14 days, provided they are symptom free.

**Will you continue to enroll families during the COVID-19 pandemic?**

Yes. We welcome all families to join our schools, as long as they have not been exposed, are symptom-free, and there are no restrictions from the health department.

**Do I get charged tuition if I don't bring my child to the school due to COVID-19 concerns?**

You will not be charged tuition when our school is closed or if you take your child out due to COVID-19 concerns.

**Do you reserve spots for families that have been isolated based on recommendation of the Health Department?**

If the absence from the school is a recommendation or requirement from the health department, we will work with families to hold their spots as long as reasonably possible.

**How would we be notified about closures and reopening?**

We will communicate with you via email, through our electronic communication app, and the Kinderberry Hill website will be updated regarding any closures.

**What are you doing to support teachers and staff?**

We are doing all we can to support our amazing team members, especially our incredible teachers. We have implemented new health and hygiene standards, providing regular updates; offering benefits including a variety of leave options and life assistance programs. Our teachers are what set Kinderberry Hill apart, and our goal is to support them as best we can through this uncertain time.