

# Frequently Asked Questions



## General Questions: Classrooms

### Why is Alexa's PLAYC still open?

We realize that now, more than ever, families need our help. We are an essential service for hardworking families, and we are dedicated to providing employment/benefits for our staff. Our staff are following a series of health and safety guidelines to ensure we keep our centers as safe and clean as possible ensuring the health and safety of children in our care. We're also working closely with the CDC, Rady Children's Hospital Infection Control, Community Care Licensing, and State and local health departments to respond as quickly as possible to the latest guidance and direction.

### Why are the reduced hours of operations still in effect?

Our reduced hours will remain 8:00-5:30, due to guidelines surrounding classroom grouping. At this time, we no longer have the ability to combine classrooms for early and late pick-up, as this increases risks especially if there is a **Covid-19** positive child or staff member.

### Why is Alexa's PLAYC still using the playground?

It is clear that the virus is not going anywhere anytime soon, and fresh air and physical exercise are important to the children's health. Classrooms are no longer using playgrounds simultaneously, and teachers are sanitizing structures and toys in between each classroom's use of the playground.

### If a positive case of COVID-19 is reported within a Classroom, who will need to stay at home and for how long?

All children of that **Classroom** will need to stay home for at least five days since last contact with **Covid-19** positive individual. Contact includes the two days prior to symptoms. After an exposure, children may return to the classroom with a negative antigen/rapid test administered at school or PCR test collected on or after Day 5 of the exposure. The last day that the child had contact with the sick individual is considered Day 0. This is in keeping with current guidelines around unvaccinated individuals.

Children that return early must be able to wear a well-fitting mask and must remain socially distanced while at school. To accommodate these guidelines, Alexa's PLAYC will open additional classroom space for affected classrooms when possible. Without testing, children must quarantine for 10 days before returning to school. Any child who is vaccinated may continue to attend school but still must get tested on or after day five.

Siblings of children in the affected **Classroom** will **not need** to stay home unless the child from the affected classroom develops symptoms.

Vaccinated/Booster staff will be permitted remain at work after an exposure in a **Classroom** and will follow testing guidelines for vaccinated/booster individuals.

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

We will communicate with you via phone call or email as soon as possible if there are any altered schedules for a **Classroom** due to a positive case of COVID-19 or another classroom related change. All other classrooms will be notified of a **COVID-19** event through email. Remember that all early returns from quarantine must be confirmed with administrative staff to ensure there is placement in smaller/distanced groups.

### Will I receive a refund if my child's Classroom is closed due to a positive case of COVID-19?

Discounts for families on the basis of interruption of service will be determined based on the situation of closure. We will take into account variables like time since last closure, current vaccine availability, business health, etc.

### **How does Alexa's PLAYC make decisions regarding coronavirus?**

We're working closely with the CDC, Rady Children's Hospital Infection Control, Community Care Licensing, and State and local health departments to respond as quickly as possible to the latest guidance and direction.

### **How does coronavirus spread?**

The CDC is a good resource for the latest information on how coronavirus spreads. Coronavirus (also known as **COVID-19**) is a new disease and we continue to learn about how it spreads and the severity of illness it causes.

### **Am I at risk for coronavirus?**

This is a rapidly evolving situation and the CDC risk assessment may change daily. The latest updates are available on CDC's website.

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

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

## **Keeping our Children and Staff Safe and Healthy**

### **How are you keeping children safe and healthy in your Center?**

We're partnering with local health departments, our Rady Children's Hospital Infection Control, Community Care Licensing and closely monitoring the latest updates from the CDC and WHO to ensure we're following their guidance on the most up-to-date recommendations. In our centers, we're practicing the following actions:

- Diligently following our hygiene and cleaning procedures, including disinfecting high-touch surfaces like door handles, and sanitizing more frequently.
- Continuing to emphasize the importance of hand washing that is aligned with the CDC recommended 20-second hand washing techniques and reinforcing this action with children multiple times throughout the day.
- Staff are wearing hospital grade masks at all times when interacting with children. Children aged two and older are wearing masks at all times other than when eating and sleeping. Alexa's PLAYC will work to accommodate sensory needs and support children in the toddler classrooms in wearing a mask when age appropriate.
- Separating the children and staff from different Classrooms, containing any exposure so classroom closure, if required, is limited to a small group.
- Asking for parent partnership in keeping our sites free of illness by abiding by county guidelines to keep our children safe and to prevent the spread of COVID-19. **These measures include wearing a mask especially in doors when in public, social distancing, avoiding large gatherings, and keeping your children home when they or anyone in the household is sick.** We are counting on parents to adhere to all these measures and to continue to adhere to all county guidelines regarding COVID-19 as new information becomes available!

### **How does coronavirus affect children?**

The CDC has the most up to date and reliable information on coronavirus's impact on children.

### **What if a child or teacher shows symptoms associated with coronavirus while they are at the center?**

If a child or teacher begins to show symptoms of coronavirus (runny nose, cough, fever of 99.6 or higher, etc.) or any other illness, they will be asked to return home. Any individual with symptoms will also be required to take a **Covid-19** PCR test and must show proof of negative COVID-19 results before returning to school or work. This test can be emailed or shown to admin staff upon return. Additionally, any individual with illness symptoms must remain **symptom free for 24 hours** before returning to school or work. We'll continue to be diligent about enforcing our existing policy of excluding sick children and employees. While we understand the additional burden this may cause, staying home when sick is one of the best ways to stop illness from spreading.

### **Is Alexa's PLAYC doing what's necessary to procure the necessary cleaning supplies?**

Yes, we have all of the necessary supplies available in all of our centers provided through the hospital. If you have any concerns, please contact our director.

### **Are you hiring a professional vendor to clean the center? Are you going to do a deep clean?**

We're diligently cleaning and disinfecting the center throughout the day, as well as regularly practicing the handwashing and respiratory etiquette. Our professional cleaners will maintain their schedule and clean the center each evening.

## **Supporting our Teachers and Staff**

### **How is Alexa's PLAYC taking care of employees that are impacted by coronavirus?**

Nothing is more important than the health and safety of our employees and the children and families we serve every day. We support our teachers' decision around their own and their families' health and safety. Teachers and staff are always a top priority at Alexa's PLAYC.