

Sample Letter Notifying Families Regarding Health & Safety Policy Changes in a Child Care Program

Dear Parents and Families,

Given the COVID-19 (Coronavirus) crisis that is spreading through our country, I want to assure you that we are monitoring the situation closely. Based on information we have at this time, we will continue to operate [CHILD CARE PROGRAM NAME] to minimize disruption to you and your family. If the situation should change, we will notify you immediately.

Effective [DAY OF THE WEEK, MONTH, DAY] and for the foreseeable future, we will be taking extra precautions to ward off Coronavirus. We are taking these extra steps to support the health and safety of your children, your family and our staff.

Please take note of the following changes to our policies and procedures:

Check-In and Pick-Up

- Families will be greeted at the [DOOR/CURB] where a staff member will greet the child(ren). Parents and other family members will not be allowed inside the child care program. Prior to parents leaving the site, a trained staff member will take the temperature of their child(ren) and ask parents the following questions:
 - Do you live with anyone or have you had close contact with anyone who has been diagnosed with COVID-19 within the past 14 days?
 - Do you or anyone in your household have a fever, cough and/or shortness of breath?
 - Do you or your child(ren) have any other signs of communicable illness such as a cold or flu?
- Children and staff will be required to wash their hands immediately upon entering the building and hourly throughout the day. When children are received for drop-off, they will be escorted into the nearest bathroom where their hands will be washed prior to being brought to their classroom/child care area.
- Upon your arrival to pick up your child, a staff member will bring your child out to you. Doing so will limit direct contact and help us to maintain social distancing.

Healthy Environment

- We will separate children into smaller groups that fall within state or local guidelines.
- We will not share equipment and will clean equipment between uses.
- All classrooms will remain separated to reduce the number of children in one area and to reduce the possibility of viral transmission.
- Staff will disinfect high-touch surfaces, such as door handles, light switches, faucets, toys and games that children play with at least once daily.
- We will perform an enhanced deep cleaning every night in all areas, on all touched surfaces.

- Staff will have access to anti-bacterial hand sanitizers and disposable gloves and use them as needed.
- Staff will wash/scrub their hands and children's hands a minimum of hourly (noted by the CDC as the most effective preventive measure).
- No program tours will be given until further notice to reduce the number of visitors in the building.

Meal Preparation & Service

- All surfaces will be disinfected before meal preparation and feedings using CDC- or EPA-approved products.
- All staff will wash hands before and after meal preparation and feeding.
- Each child's meal will be plated and served by staff, instead of served family-style.

Child Health

- Staff will receive education on COVID-19 symptoms as well as preventive measures.
- Children who start to experience symptoms of respiratory illness, including a fever of >100.4 while at child care, will be isolated from other children until they can be picked up.
- Until further notice, all program field trips will be suspended.

Staff Health & Wellness

- Staff will receive additional training on infection control and workplace disinfection.
- Staff will not share their phone, devices or meal or utensils with one another or children.
- Staff will check their temperature at the beginning of each shift and notify their supervisor if >100.4 as well as self-monitor for signs and symptoms of COVID-19 and notify their supervisor if any develop (fever or respiratory symptoms).
- Staff will wash their hands immediately upon entering the program and immediately prior to leaving.
- Staff will not be allowed to work if they are feeling ill or experiencing respiratory symptoms.

Tuition

- No unpaid vacation weeks will be allowed to be used by families during this time period.
- As long as we are open and your child is in attendance, tuition will be due in full. This includes if we are only open for a portion of a week and need to close for the remainder of the week.
- If you are able to work from home and choose to keep your children at home, you will be required to pay [PART/ALL] of your normal weekly tuition to retain your spot.
- If you are laid off or are part of a reduction in staffing and choose to keep your child at home, you will be required to pay [PART/ALL] of your normal weekly tuition. We [WILL/WILL NOT] require proof of reduction from your employer.
- If you choose to pull your child out and not pay, there is no guaranteed spot upon a request to return.
- At this time, if the state forces a closure for an extended period of time, [PART/ALL] tuition will still be due to retain a spot for your child.

Communication

- If the current situation changes and it becomes necessary to update our procedures or close our program temporarily, we will notify key family contact by email.
- You may follow our social media page [\[INSERT SOCIAL MEDIA LINK\(S\)\]](#) for late-breaking program updates.

Thank you for your understanding and patience as we implement these new procedures. Our goal is to minimize disruption while at the same time keeping you, your family and our staff healthy and well.

Sincerely,