



To: All Parents

From: Mike Garatoni

Date: March 18, 2020

Subj: Supporting our Families through Coronavirus / COVID-19
- Leave and Tuition Policy Change

Dear Parents –

Responding to the coronavirus feels like we are chasing a moving target. Significant announcements just this past Monday by the President, Governor and FSSA have changed the landscape again. We are listening to the challenges and obstacles our families are facing. In addition, we are exploring what resources the center has available to help our families.

As we adapt our response, these objectives are forefront in our mind:

- **Health and Safety of the children and adults.** We continually monitor the health and safety directives of the CDC and FSSA for childcare centers and implement best practices. We continue to remain open because we are being encouraged to do so by the Governor of Indiana and FSSA, to support all families and the community's essential services.
- **Supporting our families.** We look to see how Growing Kids can help families meet the changing / additional demands they are facing. In short, Growing Kids should be part of a family's solution, and not another challenge.
- **Supporting our staff** – We value our staff as the most valuable part of Growing Kids. We need to make sure Growing Kids is doing what we can and identifying all resources to support our staff.
- **Long-term outlook** – Our relationships with our families has extended and will extend years longer than the coronavirus! Whether you are new to the Growing Kids family or have been a member for 3, 5, 10+ years, we will not jeopardize our relationship over this. If we have strained that relationship in the past 2 weeks, please accept my personal apology and allow us to make it right.

Here are the steps we are taking or implementing immediately, again in response to the most recent developments:

- Continue to implement additional steps to promote student health and reduce the risk of spreading illness, specifically Main Street will be closed since it is a shared space and restrictions on tours/other visitors to limit contact with the students.

- For Parents who Choose to have their child attend:
 - Growing Kids will remain open as long as we can safely.
 - We will adhere to the most current CDC and ISDH directives for safe care.
 - We fully expect all parents to adhere to current health requirements for themselves and their children in order to attend.
 - Tuition will be due on a weekly basis, as usual.

- For Parents who Choose NOT to have their child attend (for whatever reason):
 - **We will guarantee your enrollment spot through Sunday, April 12 for your return. That is the date many elementary schools plan to reopen.**
 - **April 12 is a just benchmark date for us to re-evaluate conditions at that time and update our plan moving forward.**
 - The Coronavirus won't be gone by then.
 - As we have seen, longer-term plans are hard to make right now.
 - Please keep us updated with your plans to be eligible for the AutoPay discount.
 - Tuition will not be due when absent for a full week (like a vacation week).
 - Full Tuition will be due for partial weeks of attendance, as usual.
 - Part-time schedules may be available, if arranged in advance. Please discuss with your Center Director.

- Any Vacation weeks planned or used from March 16 – April 12 will not count towards your family's 2 weeks per year.

- What if the center closes –
 - If we close mid-week, tuition for that week will not be pro-rated/refunded – the same policy as a snow day or planned holiday.
 - Tuition will NOT be due for any full week the school is closed.
 - For example, A) if we close on a Thursday, that week's tuition has already been billed & paid. No tuition will be billed for the next week. B) If we close on a Sunday, no tuition will be billed for the week starting the next day Monday.
 - If we are ordered to close, it may be on short notice and access to the building would be restricted. Take home each evening anything you would need at home, like medication or your child's special items.

We hope these steps will help our families meet their specific needs and be clearer for Growing Kids to implement on a day-to-day basis. As always, we appreciate and are thankful for the confidence you have placed in us to care for your child. Please don't hesitate to reach out to the Center Director or myself if we can provide additional assistance.



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