



Dear families,

We are writing this letter to respond to the recent inquiries regarding our school opening and tuition fees.

We are aware that many public facilities have decided to close as the unknown effects of COVID-19 are increasing. Since we have not been directly impacted to date, we will remain open.

One thing I do not want our community to think of our school is that we are irresponsible for staying open. It would be easy to close for two weeks; however, this pandemic will last longer than two weeks. Being closed for an extended amount of time will be a burden to the families, staff, and the business. My goal is to assist the community and our families in working, staying employed, and providing for their own families. I am choosing to support all of our families in staying open. While many have been given telework options and/or have large family support systems to help with childcare, many of our families must still report to work and depend on us to do so.

One of the reasons we are staying open is to support our families who are essential professionals such as: frontline health care professionals, communication professionals, water supply employees, gas or electricity employees, hospital, the police force, firefighters, and all those having similar careers. We also have many who work to keep our grocery and pharmaceutical stores open.

We have also been identified by our licensing agency as a viable option for other essential workforce members within our region who become impacted by the lack of available childcare options.

WE NEED YOUR SUPPORT

We do feel that it is vital for you to know that although we do have a business interruption insurance policy, this type of policy does not include coverage for such an event in any national policy.

TUITION PAYMENT

Considering this news, you are probably wondering what this means in terms of tuition payments. Our current tuition policies remain unchanged. This allows us to pay and retain our employees as well as positions us to maintain operational costs to the program to maintain compliance for any family who may utilize our services.

Because we are a tuition-dependent program, we still collect tuition during any forced closure (e.g., government shutdowns, emergencies, inclement weather, etc.) per our enrollment agreements. The Covid-19 crisis would not make an exception. However, given the uncertainty



of the length of time our families will be impacted by COVID-19 we will make the following concessions:

1. We will waive the 10-day withdrawal notification requirement and allow the security deposit to be applied to the week of notification as the final week of enrollment.
2. Once your family is ready to re-enroll if there is no space available, we will allow the family to go on the waitlist and waive the waitlist fee. Enrollment fees and security deposits will not be waived. No additional priority status will be given to families to disenroll during COVID-19 outside of current waitlist guidelines.

While many are given the option to telework with full salary compensation, we do realize that we may have some families who are not as fortunate and are being removed from work without compensation. In the event you are impacted please reach out to me directly at t.adams@bestservicesllc.net or 202-529-2486.

OUR STAFF

Our staff's livelihood depends on their employment income that is funded by the tuition fees. We are doing our best to balance the needs of our children, families, staff, and centers.

There have been conversations of ways the government will assist the workforce and small businesses experiencing financial hardship due to the impacts of COVID-19 and mandated closures. Until we are fully aware of the government's emergency economic plan, **we must continue operating according to our policies to maintain daily operations.**

We are treading uncertain times. We ask our families to support us in a community effort for the sake of our staff, families, children, and the center. When this subsides, we want to remain our high-quality center with our amazing, loving, and passionate staff that are making a positive and enriching impact every single day in the lives of our children. Your timely tuition payment ensures staff are compensated. We compare this to paying the staff of private and parochial schools, colleges and universities throughout the nation.

We appreciate your continued love and support as we all face this time of uncertainties. We are extending our most profound concern for you and your family to remain healthy, and together hope this passes quickly.

We will continue to send updates as we get more information and clarity.

Wishing you and your family lots of good health!

A handwritten signature in black ink that reads 'Tameenah Adams'.

Tameenah Adams