

# QCARE FALL 2020 REOPENING Questions & Answers: Full-Day Care, Kindergarten Extension & After School Programming

## **What are QCARE's Program Days and Hours?**

- With the QPS fall reopening plan, there are dozens of combinations of school schedules. At this time, QCARE is attempting to customize our care to be able to support as many families needing care during the week as possible.
- Our program is scheduled to operate Monday, Tuesday, Thursday, and Friday 30 minutes prior to the start of the school day (7:15 for early schools, 7:45 for late schools) until 5:30pm. On Wednesdays the program begins at the same time but closes at 4:00pm.
- We are working towards the goal of opening for care on Monday, 9/21/20.
- The kindergarten extension program will begin at the end of the kindergarten school day and end at the school bell (the end of the regular school day)
- The after-school program hours will be from the dismissal bell until 5:30pm.
- AS ALWAYS: QCARE ACCEPTS CHILD CARE VOUCHERS AND HAS A SCHOLARSHIP PROGRAM. Please contact us to discuss more details or to obtain the scholarship application form.
- Families arriving after the close of the program (5:30pm, except on Wednesday when we close at 4:00pm) will be subject to our "late pick-up policy". Pick-ups after program closing will be charged \$2/minute.

## **Where will QCARE's programs be located?**

- QCARE has been granted exclusive use of school gym spaces.
- We are currently working with QPS leadership and the Quincy Board of Health to ensure appropriate and safe spaces within schools.

## **Will QCARE support remote learning during full day care/school day care?**

- Yes, children will be supported by QCARE staff. Our educators will assist children to answer questions, help with technology issues, and monitor/supervise children to encourage them to accomplish their assignments.
- QCARE staff will help to facilitate learning but will not replace classroom teachers and are not individual 1:1 tutors. We highly encourage all work to be reviewed by a parent in the evening.
- Staff will assist children with logging into synchronous learning while in our care. Each child should come with their log on information written down to make the process of logging on easier.
- To begin the year, the ratio will be about 6:1. As the year progresses, we will strive to have more staff than the state mandated ratio of 13:1. Many of our programs during the year have a 10:1 ratio.
- Children will be grouped in
- Additional details and parameters of our remote learning supports will be established once we have enrollments confirmed.

## **Do I need to send my child with a laptop/Chromebook/tablet for remote learning?**

- Yes. If children wish to engage in remote learning during the day, they will need to come with a fully charged device that can support remote learning.
- Children will also need to bring headphones with a microphone for remote learning.
- We are working in partnership with QPS to make sure that school gyms will have the Wi-Fi and power we need to support remote learners. At this time, parents must ensure that their child has a learning device. We will troubleshoot issues that might arise. Since we have not attempted this before, we anticipate there might be initial challenges to overcome, but are confident we can get children learning during the day!

## **How will the staff know when my child needs to log on?**

- The week before school begins, QCARE Staff members will be communicating with parents/guardians about children's schedules. It is suggested that parents/guardians write it down or email class schedules to the Site Leader.
- Our staff will check in regularly with parents and your child's group leaders will have the ability to email with you and with permission, speak with your child's teacher.

## **What happens if my child refuses to do remote learning while in your care, or needs a break from it?**

- As always, if a child exhibits unnecessary stress or frustration with schooling, we will redirect them to positive activities.
- We will schedule the school day part of our programming to support learning, but also to ensure adequate breaks, enrichment and physical activity.

## **Will each child be given their own work station?**

- There will be work areas set up at tables in the gym for remote learning. These will be spaced to promote social distancing.

## **How will children be grouped?**

- The children will be organized into a unique grouping and that grouping will remain consistent throughout the week.
- Staff members will remain consistent with the children's group as well.
- Our unique QCARE groups will be mixed-age groups. Where appropriate, siblings will be grouped together.
- We are following the guidance by the Department of Early Education and Care and have also worked closely with Quincy Health Commissioner, Ruth Jones, and Quincy Public Schools Administrative Leadership team to ensure that we are operating in as safe a manner as possible.

### **Who are the QCARE staff that will work with my child?**

- QCARE employs professional, nurturing, adult caregivers who love working with children. Each program location is overseen by a qualified Site Coordinator, who orchestrates care for that program site working directly alongside their team. Our Group Leaders range from college students, to retirees and everything in between. All QCARE employees are unified in our desire to bring the best quality experience to the children and families we serve.

### **What are the enrichment activities? Indoor and Outdoor**

- We are working hard to plan an enriching and fun-filled programming. Things will be different, but we are focused on normalizing new requirements as best we can and will still greet children warmly and pay careful attention to address their emotional needs. Even though there will be upholding requirements for socially distant play, masks, smaller groups, etc. we will still ensure that our participants have a great and social experience while in our care.
- Children will spend lots of time outdoors engaging in play and physical activity. Games and activities will be planned that naturally encourage social distancing and still allow time for kids to be kids!
- Individual activities supply kits will be available for each child to limit sharing of materials as often as possible. Shared supplies will be cleaned and disinfected after use. Any shared supplies shared by groups (such as sports equipment) will be cleaned and disinfected between groups.

### **Will my child be required to wear a Face Masks/Coverings?**

- Face masks/coverings will be required to be worn by children. Please discuss with a QCARE Program Director any medical condition that prevents your child from wearing a mask, so that we can troubleshoot alternatives together with you.
- Face masks/coverings are required to be worn by staff.
- Your child is encouraged to bring **two** of his/her own clean masks (please be sure to pack two, labeled with your child's initials or name on the outside of the mask). QCARE will supply masks for those who are in need.
- Children will be educated about the proper way to wear, remove and store face masks/coverings.
- Children will be given "mask breaks" when needed throughout the day, and during outdoor play.

### **How often will children Handwash or use Sanitizer?**

- Children and staff will wash their hands frequently throughout the day (upon arrival, before and after: activities, restroom use, eating, etc.)
- Children will be educated and reminded about proper handwashing techniques.
- QCARE staff will ensure that soap and disposable paper towels are available during program hours.
- At times when proper handwashing is not immediately available, approved hand sanitizer will be provided to children (with permission from their parent).

## **What are QCARE's Cleaning Procedures?**

- Cleaning and disinfecting according to State guidelines will take place at frequent and scheduled intervals throughout the day. High touch areas and surfaces have been identified and scheduled for hourly disinfecting.
- Each evening Quincy Public Schools custodial staff will conduct deep cleaning of our space and disinfecting using specialized equipment.

## **Will QCARE provide Snacks & Water?**

- QCARE will supply snacks each day. To limit potential contamination, most snacks will be individual prepackaged servings. If you would like to send snacks from home, please feel free.
- Children will eat snacks/lunch together with their group at a distance of at least 6 feet from peers, in their assigned group space or outdoors – we will eat picnic style as much as possible.
- Refrigeration and heat-ups are not available.
- Children must bring a refillable water bottle each day. Please labelled with their name or initials.

## **Will QCARE provide Lunch to the Kindergarten extension/ children?**

- No, the parents/guardians will have to provide a lunch for their kindergarten students. ***If you child qualifies for free or reduced lunch through QPS, QCARE will be working to utilize the QPS lunch program. More information forthcoming.***
- There will be no toothbrushing at the program until further notice.

## **How will children arrive/depart from the program?**

- If your enrollment is confirmed for a full-day of care, you will drop-off and pick-up curbside or at an agreed upon location outside of the school building on those days.
- We will be working with school principals to develop Kindergarten extension and after school program arrival procedures that support distancing and regulations. These plans will be shared before the start of programming.
- If you are registering your child for full-day programming, but not adding on after school programming, you will pick-up your child from school at the end of the school day. Depending on your child's age, they may be able to walk home from school with parent permission.
- Consistent with new school regulations, parents are not allowed into the school buildings.

## **How will QCARE Managing Children or Staff Who Exhibit Symptoms?**

- Children/employees who are sick or experiencing any of the COVID-19 symptoms are not permitted to attend care. If illness is observed, we are required to exclude the child/employee from the care setting. Information regarding our Health & Safety Policies and COVID-19 related updates will be provided before the start of the program.

- Children who complain of being sick will be cared for in a manner consistent with normal QCARE procedures. However, persistent symptoms of illness (more than 15 minutes) or certain symptoms will be treated more seriously.
- In the event that a child is persistently sick or symptomatic during the program day, there is a designated separate space to isolate that child. Sick/Isolated children will be supervised by a QCARE staff wearing PPE while observing proper distancing.
- Parents will be called for immediate pick-up. *We are asking that pick-up occur within 45 minutes of receiving the request by phone call.* Please arrange for an emergency pick-up person to support your family this school year if the 45 minute emergency pick-up window cannot be easily accomplished otherwise.
- If an *employee* is symptomatic, they will be dismissed from duties and will depart the program immediately from a designated isolation exit. They will not be permitted to return to work until they meet the safe return criteria.
- Parents will be informed of possible exposure via email in accordance with recommendations by the Quincy Health Department/EEC.
- If a child or staff member exhibits symptoms and has been exposed to an individual who is COVID-19 positive or presumed to be COVID-19 positive, then they may not return to the program for 14 days.
- The Quincy Health Department/EEC will be notified of any COVID-19 symptoms as required by regulation. QCARE will follow the guidance of QHD/EEC if a different course of action is recommended and will notify families according to their recommendations.
- Safe Return Criteria: If an individual has left the program due to illness or a symptom, the person can return to the program if no other symptoms arise and once they are symptom free for a full 24-hours without any fever reducing medication, *or* the individual can return with a doctor's note indicating that they are safe to return. Please note, if your child exhibits any symptoms of COVID-19, QCARE asks that you contact your child's pediatrician for consultation of your child's symptoms, as some may require longer periods of program exclusion or may require a COVID-19 test.

**If I choose to register my child with QCARE and I need to cancel what is the policy on withdrawing from the program?**

- QCARE requires a three-week notice to withdraw from care.
- NOTE – you are only officially registered once we are able to confirm the spot for your child.
- ***When schedule changes with QCARE are necessary due to public school changing schedules, (ex. Going remote or returning to school), enrolled families will be able to make schedule changes without penalty for a period of time. This will allow for enrollment into a program that suits the needs of your child.***

**How will I be notified of a focused closure and will I be charged for the focused closure?**

- If any Federal, State or Local authority forces our program to close due to COVID-19 concerns, we will notify all families via email as soon as we are informed.
- Families will be charged 35% tuition for a focused closure of the program.
- For all weather-related or non-COVID related emergency closures families will be charged regular tuition consistent with existing policy.

**Will I be required to pay tuition if my child is absent for the day?**

- QCARE requires all families to pay tuition for missed days when a child is sick, injured, on vacation, planned and unplanned absences, travel and mandated quarantine.

**Additional resources**

- [QCARE Parent/Guardian Handbook](#)
- [EEC Minimum Health & Safety Requirements \(for reopening\) and EEC FAQ Sheet and Child Care Playbook.](#)

**PRIOR TO THE START OF THE PROGRAM, AND AS NECESSARY, QCARE WILL PROVIDE ADDITIONAL INFORMATION ABOUT NEW PROTOCOLS AND PROCEDURES.**