



Toddlers, Preschool and School Age

March 11, 2020

Dear Families,

I just wanted to check in and give you an update regarding COVID-19. In addition to the things I outlined in the previous letter (sent out March 4th) I wanted to assure you, we are taking steps to stay informed via the CDC (www.cdc.gov) and Whatcom County Health Dept. (www.whatcomcounty.us/360/Health-Department). As of this notice, the Health Department and CDC are not recommending school/childcare closures. We will continue to take our direction from the Whatcom County Health Department.

In the unlikely event that we are directed by the Health Department to close, here is some important information for you to be aware of:

1. The direction to close could come with very short notice. Here are the ways we will notify you of closure
 - a. Email (please make sure we have an up to date email contact)
 - b. Posting on our website
 - c. Updating our voicemail

*Please check your email and our website daily for information and updates should a closure occur.
2. Though our policy is that there are no credits given for school closures (like holidays, snow days/epic storms, etc), in this specific but still potential scenario, we **WOULD** give half-rate credits that start accruing beginning the first day of closure. This exception to financial policy will be specific to this scenario only. We know closing may be an unforeseen economic burden on families and will be waiving late fees for 90 days following our reopening, as long as you are making monthly payments toward your account.
3. We know that some children and family members may be at higher risk for severe illness because of underlying health conditions or weakened immune systems. The Washington State Dept. of Health advises that those people consult with their health care provider to determine the best course of action.

Hillcrest Kids continues to clean and sanitize frequently touched surfaces and toys multiple times a day, practicing lots and lots of handwashing, and covering coughs and sneezes in our elbows.

Thank you for your help and participation in handwashing when entering the facility and keeping your child home when ill. Our staff have been directed to ask you when you enter the classroom how your child is feeling and if you've washed your hands. You may get asked this several times before making it to the classroom. It may seem excessive, we're trying to make sure everyone is following the protocol in keeping the spread of germs down. Every little bit helps!

Sincerely,

Beth Bergquist
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