

## **Frequently Asked Questions**

### **Why are your schools still open?**

We provide an essential service for our families, now more than ever. We welcome children to join our schools as long as they have not been exposed to COVID-19, are symptom-free, and there are no restrictions from the health department. It is our intent that all New Horizon Academy schools will remain open during regularly scheduled hours.

We are also working closely with the CDC, commissioner of health, and state and local health departments to respond as quickly as possible to the latest guidance and will continuously update our procedures as necessary.

### **Are you implementing precautions to safeguard children, families and staff?**

Absolutely. We continuously review and enhance all of our health and safety guidelines to ensure that we are practicing the most stringent health and safety procedures to keep our children, families, and staff healthy and safe.

### **What is your criteria for closing a school?**

With rapidly changing environment, there are many unknown factors which makes it difficult to determine if or when a school may close. We continue to closely monitor and follow the guidance of the CDC and local health department. Any decision to close would be made in partnership with local health departments.

### **What would you do if there was a suspected or confirmed case of COVID-19?**

If a case of COVID-19 is found at a school, we would follow direction of the CDC, local government, and health officials. We will also immediately notify the families and staff at that school, by phone, e-mail, or through our parent communication app if a school is required to close temporarily. Please make sure that your school director has your most up-to-date contact information on file.

### **What steps are you taking for those returning from or going on an international trip or any Level 3 area?**

- We have signs posted on the front door at each school stating that if a person is returning from international travel, a cruise, or any area where the virus is widespread, they are prohibited from entering the school for at least two weeks they return.
- We have also asked staff and families to notify us if they have any upcoming travel to an area where the virus is widespread and have told them that they must not enter the school for at least two weeks upon their return.

### **What steps are you taking for those who has had direct contact?**

Anyone who has been in close contact with people who have traveled to or from a Level 3 area, or with someone with a suspected or confirmed case of coronavirus, must remain out of our school for 14 days after contact.

Anyone living in the same household, as well as those who may be staying there or are present on a regular basis, such as babysitters, nannies or caregivers, are considered to be in direct contact. They are able to return to our school at the end of 14 days; provided, they are symptom free.

### **Will you continue to enroll families during the COVID-19 pandemic?**

Yes. We welcome all families to join our schools as long as they have not been exposed to the virus, are symptom-free, and there are no restrictions from the health department.

### **Do I get charged tuition if I don't bring my child to the center due to COVID-19 concerns?**

You will not be charged tuition when our school is closed or if you take your child out due to COVID-19 concerns.

### **Do you reserve spots for families that have been isolated based on recommendation of the Health Department?**

If the absence from the school is a recommendation or requirement from the health department, we will work with families to hold their spots as long as reasonably possible.

### **How would we be notified about closures and reopenings?**

We will communicate with you via email and through our electronic communication app. The New Horizon Academy website will be updated regarding any closures.

### **What are you doing to support teachers and staff?**

We are doing all we can to support our amazing team members, especially our incredible teachers. We have implements new health and hygiene standards, providing regular updates; offering benefits including a variety of leave options and life assistance programs. Our people are what set New Horizon Academy apart, and they are always our first priority.