



Frequently Asked Questions

Why are your schools still open?

We provide an essential service for our families, now more than ever. It is our intent that all New Horizon Academy schools will remain open to support children and their families as families return to work. We are 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. Some of these precautions include:

We encourage you to check you and your child's temperature before coming to school.

Upon arrival, we will do a visual screening of any respiratory illness symptoms (these include fever, coughing, muscle aches, sore throat, and headache) and take the temperature of the parent and child. If a parent, child, or someone who resides in their household has a temperature of 100.4°F or higher, we will not be able to provide care for the child.

Throughout the day, we will conduct regular health checks of children and staff. If a child or staff show symptoms of respiratory illness, we will isolate them and ask the staff to leave and/or request a parent to pick up the child as soon as possible.

How long does a child or staff person have to remain home if sick?

If a child or staff person has symptoms of a respiratory disease (these include fever, coughing, muscle aches, sore throat, and headache), they need to stay home for at least 10 days. Children and family members are required to stay home until they are fever free for 72 hours without using fever-reducing medicine.

What is your criteria for closing a school?

With this 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, local government, and health officials. Any decision to close would be made in partnership with those important agencies.



Frequently Asked Questions

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 immediately notify the state health department and follow the directions of the CDC, local government, and health officials. We would also promptly notify the families and staff at that school by phone, email, or through our parent communication app if a school is required to temporarily close.

Please make sure that your school director has the most up-to-date contact information for your family.

What steps are you taking for those returning from domestic or international travel?

We have signs posted on the front door at each school stating if a person is returning from international travel or a cruise, they are prohibited from entering the school for 14 days after they return.

We have also asked staff, families, and any other person to notify us prior to entering our school if they have had any recent travel to any state outside of the state in which they reside. We ask them to follow CDC guidelines with regard to travel, social distancing and other safety protocols. We will not require them to quarantine when they return provided that they are not symptomatic, have not traveled with or been exposed to people who are symptomatic, and that they follow our temperature checking and visual screening processes required at all of our schools.

What steps are you taking for those who have 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 who 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. At this time, our schools remain open based on the Governor's recommendations to provide care for our essential workers. We are also working closely with the CDC,



Frequently Asked Questions

commissioner of health, and state and local health departments to respond as quickly as possible to the latest guidance as it continues to evolve.

Do I get charged tuition if I do not bring my child to the center due to COVID-19 concerns?

For families who give us notice and tell us they will not be attending no later than Thursday for the upcoming week, we are not charging tuition.

For families who tell us after Thursday that they do not need care for the upcoming week, we are unable to give refunds. The tuition dollars we are receiving for the following week will pay the teachers who care for the children that week.

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 reopening?

We will communicate with you via email and through our electronic communication app, and 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 implemented new health and hygiene standards, and we are providing regular updates and 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. We look forward to welcoming our dedicated teachers back to their classrooms as soon as we can.