

Friday March 20, 2020

Dear Parents and Staff,

Thank you all for your support and understanding and kind words during this crisis. We have received many calls and emails with questions. We have attempted to get back to everyone but wanted to pass on these clarifications to all of you. If we missed someone, please let us know if this notice does not answer your questions.

### **Update from Dr. Barbara Ferrer, LA County Health Dept:**

On Wednesday, March 18, 2020, the Kids Klub Executive Team attended a conference call with LA County of Health, Public Health Director, Dr. Barbara Ferrer. On a positive note, she stated whereas there were only a few locations in Los Angeles County that had access to the tests at the beginning of the outbreak (i.e. they were testing at a capacity of 33 tests per day), now the tests are more widely available—both publicly and commercially. As such, with this increased testing capacity, she says that we will naturally see a very dramatic increase in the number of confirmed cases, but this information is valuable and critical to understanding the virus and preventing its spread.

As relates to the childcare setting, Kids Klub and other institutions are still considered “essential services” and there is no mandate nor recommendation to close such services. In fact, she expressed gratitude to those childcare settings that do try to remain open, while observing the following recommendations and requirements:

- All people who have any symptoms of potential illness must be excluded from the childcare center. The Public Health Department is far less concerned with asymptomatic people spreading the coronavirus than people displaying symptoms.
- Educate on and practice frequent hand washing.
- Groups of children must be limited to no larger than a class size. No assemblies.
- Classes must be separated from other classes as much as possible. Adjust recess times, meal times, etc. to help with social distancing as much as possible between classes.
- Continue frequent disinfection of high traffic places and toys.

### **Clarifications on New Policies:**

We want to be here for our parents and our staff in any way we can during this stressful and uncertain time. We will be as flexible as possible during this crisis. Our mission is to deliver Peace of Mind to our families, and this is how we can help do that:

- If you need to reduce your child's programs starting April 1st or later we will accommodate that request immediately.
- We will keep in place the reduction from 30 days to 14 days withdrawal notice for now.
  - Any parent that submitted a 2 week notice in the past week or during this week will also receive the 1 week credit on their account since we are closed and you cannot use our services during these 2 weeks. This essentially reduces your withdrawal cost to just 1 week. Essentially, if your notice period covers any of our closed time, we will split that with you.
- Parents can withdraw with just an email or phone call - no need for our withdrawal form to be filled out - just let us know and we will take care of it.

- Your child will be placed at the top of the waiting list. Call it "freezing" or "placing a hold" on your account - whatever you want to call it, you will be able to return as soon as possible at whatever point you make the decision to rejoin Kids Klub. We will expedite your return and hopefully be able to accommodate the following day after receiving your request. The only thing that will delay this immediate return is if we do not have enough staff back to work yet or a class being full from others on the waitlist that have started ahead of your return date request.
- We understand that parents work and financial situations may be different in the coming days and weeks. Parents can return with either their same or modified programs - ie 5 day full to 3 day full - depending on space available.
- In addition to the 1 week of credit for tuition in March, we will also issue credits for:
  - 2 weeks of meal program fees since we were closed and not serving meals.
  - 3 weeks of extra-curricular classes that were cancelled.
- All credits will remain on account for future use and we will not be issuing refunds. Credits can be used for any future use including Evening/Weekend care, extracurricular classes, and day-time programs.
- All credits and adjustments will be processed next week and all auto-deduction amounts for the 4/4/20 draft date will be adjusted accordingly. We have a LOT to process so please be patient with us. If we make an error (we are humans and do make mistakes) please let us know and we will rectify it ASAP.

Feel free to continue to email and call us. All phones are being forwarded to our directors and we are checking all email accounts including:

FrontOfficePAS@KidsKlub.us  
FrontOfficeSGR@KidsKlub.us

### **Kids Klub Curriculum:**

We are working on some fun ways for you to continue to educate and play with your child(ren) at home while we are closed. You can find our uploaded monthly curriculum on the Kids Klub website [www.KidsKlubCDC.us](http://www.KidsKlubCDC.us) under the "Member Resources" section. You will be able to follow along with the Letters, Numbers, Colors, Shapes and Patterns we are working on as well as the overall theme for the week, concepts that go with this theme and the educational and skill teaching toys we would be using in our Learning Centers. Please visit our Member Resources section to see additional resources you can use to continue the learning experience at home over the coming days.

### **Next Update from Kids Klub:**

We are taking it day by day. We anticipate sending out another update on Friday, March 27th. We also want to thank those families that have asked us to keep the 1-week credit to help off-set the wages to our staff, thank you for your generosity. Thank you for your understanding. Please stay safe and give your child a hug from their teacher for us!

Sincerely,



Michael Wojciechowski  
President & CEO