



# Sheltering Arms

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## Fall 2020 Enrollment FAQs

*Frequently asked questions about enrollment at Sheltering Arms*

**Q: What are the safety standards you will be implementing?**

A: We are taking into consideration state and local government, and CDC recommendations, including:

- Front door drop-off and pick-up procedures to limit exposure in the building
- Scheduled drop-off times
- Daily symptom checks and temperature checks for all children and families at drop-off
- “No guests” policy
- All staff are required to wear masks
- Masks are encouraged for children ages 3 and older in common areas (ie. lobby, drop-off area)
- Sanitation of the building, playground equipment and learning materials throughout the day
- Adjusted operating hours to allow for proper preparation of the center

**Q: What is the protocol if someone in the building tests positive for COVID?**

A: All positive cases will be carefully investigated to understand the extent of the exposure. Decisions will be made to address the need for class closure and/or center closure. Each case will be addressed appropriately, and spaces involved will be sanitized accordingly. Parents will immediately be notified by the Center Director via phone and/or email in the event their child may have been exposed to COVID.

*As stated in our parent handbook, if a child is sick, please stay home.* If a child becomes ill or has symptoms while in our center, we will quickly isolate that child to a designated room with adult supervision and contact parents for immediate pick-up. Sanitation and thorough cleaning is part of our normal operating protocol when we have an illness situation.

**Q: If school is interrupted, will virtual learning take place during the closure?**

A: We are currently assessing the opportunity to offer families activities for at-home learning should we have an interruption of service, due to closure.

**Q: How much outside time will the children be getting?**

A: We will maintain our normally-scheduled outside play time – at least 30 minutes in the morning and in the afternoon during the course of the day, weather permitting.

**Q: Will classroom sizes be filled to capacity? If so, what is the maximum number of children and teachers allowed in a classroom?**

A: We are taking into consideration the group size suggestions from local authorities and the CDC.  
We will be enrolling to capacity, but will have a mix of in-person and virtual students in each classroom, so it is unlikely that we will have the maximum number of children in attendance.

Some of the safety measures that are already in place in the classroom include: controlled flow to allow for social distancing as much as possible and smaller group activities.

**Q: What will trigger another full closure of all Sheltering Arms locations?**

A: We are considered an essential business and will do everything possible to remain open, unless local or state government mandates a state or city wide closure.

**Q: When can I tour the center and meet the teachers?**

A: Virtual tours will be available soon for families to visit their child's classroom and meet teachers. We recognize that some centers may offer on-site activities with social distancing in mind. Please work with the center to arrange a time to schedule these activities.

NOTE: We *strongly* encourage parents and family members age 3 and older to wear a mask when visiting our centers in an effort to limit the spread of COVID.

**Q: Considering concerns regarding the pandemic, what are your plans for enrollment?**

A: We are working with families to address specific needs and help them feel as comfortable as possible. In addition to in-person, we will soon be offering virtual learning opportunities. Parents who choose this option will be able to participate in virtual family engagement activities like classroom meetings, story reads, one-on-one sessions with teachers, group sessions, family engagement workshops, and other various virtual programming.

**Q: Given the pandemic and the steadily rising cases in Georgia, and Mayor Bottoms' most recent guidance to return to Phase I restrictions in Atlanta, would my child need to start school immediately? Is there any flexibility on start date?**

A: We will offer flexible start dates for families and are working on a phase-in approach. We are also in the planning stages of offering virtual learning opportunities.

**Q: Can I accept the slot and have my child start school when I see a decrease in the number of positive cases?**

A: Yes, a family can enroll and accept the slot offered to them, but must meet the guidelines of engagement for the program they are enrolled in to maintain continued enrollment. For example, if the open slot is a tuition slot, tuition must be paid in a timely manner. **NOTE: School start day has been changed to August 17.**

If you have further questions, please visit the [Enrollment Webpage](#) to contact your Enrollment Specialist.

**Q: Can I switch to virtual after enrolling for in-person?**

A: During COVID-19, we have extended our program options to include a virtual enrollment option. This option will allow families to participate in any of our programs from the safety of their own home. There will be a specified time commitment to participate in the virtual program as determined by Sheltering Arms. There will be an option to switch to in person enrollment based on availability of space, and on a first come first-served basis.

For children and families with members that fall in the high risk category, it may be recommended by our Health Specialist team and your child's medical professionals to participate virtually until deemed safe for your child to physically return to school.

**Q: When will the hours go back to 6:30-6:30?**

A: At this time, we will maintain the adjusted hours of 7:30 am - 5:00 pm. We will notify parents of any changes.

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