



Office of Early
Childhood and Out
of School Learning



Let's Get Back to Work – COVID-19 Case Communications

Full Center Closing

Subject: Important Alert about [program name] hours.

Dear Families,

Today we learned of a positive case of the coronavirus at [center name]. As a result, we are closing the center immediately. The center will reopen [date].

Our top priority remains the health and safety of our children, staff, and families. While we have already been conducting thorough deep cleanings of the center each evening, our cleaning company will do a complete sanitizing of the entire center, and our team will disinfect all toys and other materials before we reopen.

We ask that you continue to monitor your child for symptoms, and we will continue with our daily health screenings and temperature checks when we reopen.

Any family that would like to be tested for the Coronavirus can register for a free test by contacting [local information or this website].

We look forward to seeing your child again soon. Please reach out to [contact name, phone email] with any questions or concerns.

Sincerely,

[Provider director name]



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Partial Center Closing

Subject: Important Alert about [program name] hours.

Dear Families,

Today we learned that an individual associated with [center name] has tested positive for the coronavirus. Out of an abundance of caution, anyone who had contact with the individual will be out of the center until [date], including children in a classroom where there may have been secondary exposure.

In consultation with our state and local health departments, we feel confident in this course of action. We will continue our daily deep cleanings of the center, along with temperature checks and health screenings of each child before they enter the building each morning. Please closely monitor your child for symptoms over the coming days.

Any family that would like to be tested for the Coronavirus can register for a free test by contacting [local information or this website]. Our top priority remains the health and safety of our children, staff, and families. Please reach out to [contact name, phone email] with any questions or concerns.

Sincerely,

[Provider director name]



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Partial Center Closing

Subject: Important Alert about [program name] hours.

Dear Families,

As Gov. Holcomb and Mayor [local mayor name] continue to lay out plans for re-opening our state and city, we at [center name] are eager to begin seeing more of your smiling faces in our centers soon.

On [day of week], [date] [center name] will resume normal services and tuition payment schedules for families.

The health and safety of your child and family remain our top priority. We continue to work closely with state health and child care officials to implement best practices in the wake of COVID-19 and are introducing new lesson plans and visual cues to help our children learn about the vital importance of health and safety. Here are just a few of the measures we have implemented in our centers:

- Daily health screenings and temperature checks for all children at the door prior to entry.
- A front door drop-off and pick-up policy to limit the number of people entering the center.
- Limited class sizes of 20 students, each group kept separate from other groups.
- Standard sanitization protocol of high-traffic areas, shared surfaces, and objects throughout the day.
- Adjusted center hours to [center hours] to allow for deep cleaning of the center, toys, and materials.
- New naptime protocols to ensure social distancing.
- Limited items from home, such as blankets and stuffed animals.
- A required face-covering policy for team members and recommended face-coverings for children age 2 and above, when feasible. Families may bring their own, or we have a supply available onsite.

We look forward to seeing all of you soon!

Sincerely,

[Provider director name]



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