

## Family Communication Example #1 - Update per COVID Re-opening Information



Dear Creative Families,

**We are preparing to open on Monday, June 1st.** We are nervous and worried; as we are sure you are, too. We wanted you to know some of the precautions we will be taking and ask for your help in the coming months in keeping us all healthy and free of this terrible illness.

As you know, over half of our staff are over 50 years of age - four of us are over 60. We are worried, but this is our life's work and the care of our families is part of why many people think we look younger than we really are. The children keep us young and, we hope, healthy. While we have been closed, the following things have been done to improve our situation:

- All rugs and floors have been cleaned and sanitized
- All toys have been sprayed or individually disinfected
- All blankets and stuffed animals have been washed and disinfected. There are plastic zip lock bags to keep each child's special items separated from other children.
- Our lawns have been mowed and flower beds rare being replanted.
- Our roofs have been cleaned and the gutters cleared
- Our chairs, decks, outside walls, and playground equipment have been sprayed with Clorox to clean them from the winter mold.
- We have purchased two t-shirts for each toddler and preschooler to help them - and us - stay in small, color-coded groups.
- We have purchased gloves, hand wipes, Clorox wipes and other disinfectants to help us keep our buildings and play materials clean throughout each day.
- We have purchased thermometers so that the children's temperatures can be taken as they come to school and throughout each day.
- Families, especially Grandparents, have been sewing masks. Each preschool child will have several and we will keep them clean and at school. The staff will also be wearing them.

**The staff will meet for four days before we open to plan for separation and disinfecting procedures, as well as training.**

**We are asking you to please help us stay safe.** Where you go, and who you come in contact with, will affect us all if one of our Creative family is taken ill with this virus. **If anyone tests positive, we will immediately quarantine the entire school for a minimum of 14 days or until everyone is again safe.** We are going to move our sign-in and sign-out procedures into the yard and, barring rain or other inclement weather, we will not allow any adults that are not staff into the buildings. In the event we must move inside, adults will not move past the breezeway at the Baby House or the hall at the Big School.

When you have signed your child in and we have taken their temperature, we will provide them with their t-shirt. We have purchased two for each child and we will give them to you on the first day to take home and keep clean. The color of your child's shirt will be their playgroup color, so if you can't get their t-shirt clean please dress them in that color to help us maintain our organization. We are going to ask you not to let your child play in this shirt once they are home and if you are not going directly home, please take the shirt off and replace it with one you have in your car. **We don't want this clothing going into grocery stores or restaurants.**

During this time, we cannot decide whether a child has fever because of teething or other non-contagious issues. We are not medical doctors, and while we understand that this has been a stressful time for everyone and that we all want to get back to a normal life, we can't take the risk of infecting *anyone*. Any child with a temperature over 99 degrees will be asked to return home. We would also like to ask you not to bring your child to school if they have taken Tylenol or a similar medicine within the past 24 hours. These medications mask symptoms and can make it impossible to properly diagnose an illness. Vomiting, diarrhea and rashes will also be cause for exclusion.

We love and miss each and every one of you. If you don't plan to let your child return at this time please let Dr. Pam know. She can be reached by e-mail at [youremailhere@mine.com](mailto:youremailhere@mine.com) or text at [555-555-1234](tel:555-555-1234). *(Insert your contact information)*

We have moved all tuition paid for May into the June ledger. The PPP loan has allowed us to pay all staff and to keep the bills under control. We cannot tell you how much we have appreciated the caring that has been expressed to us during this stressful time. **OUR FAMILIES ARE THE VERY BEST.**

Hugs to all,  
Your Creative Staff

## Family Communication Example #2 - Email / Newsletter

### How You Can Help: Creative Reopening



Many of you have asked how you can help Creative prepare to reopen - we thank you for your support and interest! Please see below and help where you can. Every little bit helps!

### *Yard Clean-Up*



The yards at the Baby House and Big School are a big priority - imagine what two months of no play, no maintenance, and a few storms can do.

If you have time this week, please come by to help pick up branches, rake the yards, and shovel new sand into the sandboxes. We have limited tools on hand (a creaky wheelbarrow and a few rakes), so bring whatever you can.

### *Donated Supplies*

If you happen to find these in the store, or have extras on hand, we can always use more:

- Clorox bleach
- Disposable Gloves
- Disinfectant Wipes
- Laundry Detergent
- Paper Towels

With our new protocols in place, we will be extra careful and vigilant in our sanitizing efforts.

### *Bug Spray Pool*

Creative play has always focused on a lot of outdoor time - this will not change when we return. The bugs, however, are in full force and we will once again be burning through our bug spray supply.

The Parents Club has always done an excellent job in supplying our bug spray - we use so much, each House goes through a bottle a day. We are asking you to either bring in a brand specific to your child if you'd like, or simply donate to the Parents' Club account and they will place a bulk order for the school. Less work for you, lots of love from us!

[Donate Here](#)

[\(Links to company PayPal account\)](#)

### *Staying Healthy at Home*

As we have already mentioned, it is imperative that we work as a team to ensure the safety of our staff, children, and families. Please continue to wash hands, wear masks, and social distance as the CDC recommends.

Our children will be in masks and color-coded shirts while at Creative. If you choose to go somewhere after pickup, please change their shirt to limit exposure. We ask that you wash the shirt frequently and use another shirt in the same color if you are between washings.

## Family Communication Example #3 - Important Reminder Email



### IMPORTANT REMINDER

For the safety of our staff, children, and each other it is *imperative* that **parents/grandparents/etc wear a mask when dropping off or picking up a Creative friend.**

As we have stated before, if someone gets sick (a child, staff member, or Creative family member) we will have to close to avoid spreading the virus.

Every effort we can make to stay safe and healthy helps each and every one of us. We appreciate your help in the matter.

## Family Communication Example #4 - COVID Concerns & Travel



As we near the end of our first open month since the virus took over our lives, we are becoming more anxious. We had hoped that things would look better, but they are certainly looking worse each day in Tallahassee. We are very happy that the County Commission had the strength to require that masks be worn and hope this will help the daily spread of the illness.

Some of you are planning to travel during the 4th of July holiday and that increases the exposure for all of us. ***We are asking that you stay away from crowds and practice every precaution you can.*** Just this week, two of our families have had a co-worker or friend show COVID-19 symptoms. They have been extremely cautious and concerned about our safety and the safety of their families and are going to quarantine for 14 days.

**Moving forward, we are going to ask any family who has a member who has been in contact with someone with the virus or if they have been in a potentially dangerous place ("hot spots") or situation, that they quarantine for 14 days.** The testing is something that should be done when there is a question, but it is often not valid. Our very lives and our livelihoods ride on everyone's daily decisions.

We are not doctors and can't make daily decisions about this on an individual basis. Please help us to be safe - this process may be long and hard. Each and every one of us must err on the side of extreme caution.

Thank you for all your support and caring.

Dr. Pam and Your Creative Staff