



## **2020/2021 Extended Time FAQ**

### **Registration Questions:**

#### **What if the phone lines are busy when I call in at time of registration?**

When you call (815 )732-3101, you will get an automated recording regarding our facility re-opening plan. Press 0 to be transferred to the front desk lines. If no body answers your call or you get a busy tone, it is because all 3 of our phone lines are busy. Please know that we are doing our best to accept the calls in a timely manner and to document names and numbers in order as they are received as quickly as possible in order to accept more calls. When you call in, you will be asked for your name, number of children, AM or PM care and a phone number to reach back to you to register over the phone later in the day.

#### **What happens if I am not one of the first 15 into the program?**

We will still record the information as stated above and add your child(ren)'s name to the waitlist for either or both AM and PM care. We have to abide by the strict maximum of 15 children per program. Therefore, for example, even if you could get into AM care but not PM, the best we can do is add your child(ren)'s name to the PM waitlist. Same goes for any sibling conflicts.

#### **What if I need less than 5 days a week of ET?**

The guideline is to maintain the same 15 stagnant group of children throughout program. In order to do this, we have to put a maximum of 15 children in each AM and PM group despite how many days a week they are coming. However, the fees are based from a 5 day a week schedule. Therefore, you are still welcome to register for ET and only come 3-4 times a week, but you will still be required to pay the full 5 day a week fee.

#### **How will fees be taken each month?**

At time of registration, we will collect the August payment. You will then be asked to put a card on file to be automatically deducted the monthly amounts on a specific date each month. This will be confirmed with those who are registered.

### **Guideline Questions:**

#### **What if my child can not follow the social distancing guidelines?**

If a child can not follow the mask or social distancing guidelines of keeping their hands to themselves and staying in their own space throughout program, they will be dismissed from the program as a safety violation to the rest of the children.

#### **What if I forget to pack my child a snack?**

We will have a limited supply of pre-packaged snack on hand for the rare occasion that this may occur.

#### **Do I receive a refund if I am sent home due to COVID-19 symptoms?**

Yes-those registered will receive specific information on our COVID-19 ET refund policy.

If you have any other questions and/or concerns about these guidelines, please contact Amanda Zimmermann directly by emailing [Amanda@oregonpark.org](mailto:Amanda@oregonpark.org) or by calling (815) 732-3101.