

Frequently Asked Questions

General questions

Why are your centers still open?

We realize that now, more than ever, families need our help. We are an essential service for hardworking families, and we welcome their children to join our center as long as they have not been exposed, are symptom-free and there are no restrictions from the health department. Our staff are following a series of health and safety guidelines to ensure we keep our centers as safe and clean as possible and ensure the health and safety of children in our care. We're also working closely with the CDC and state and local health departments to respond as quickly as possible to the latest guidance and direction. For our latest guidance, you can visit our [resource page](#), which is updated regularly.

How does KinderCare make decisions regarding coronavirus?

We're working closely with the CDC and state and local health departments to respond as quickly as possible to the latest guidance and direction. For our latest guidance, you can visit our [resource page](#), which is updated regularly.

How does coronavirus spread?

The [CDC](#) is a good resource for the latest information on how coronavirus spreads. Coronavirus (also known as COVID-19) is a new disease and we continue to learn about how it spreads and the severity of illness it causes.

Can someone spread the virus without being sick?

Because coronavirus is a new disease and we continue to learn about it, the [CDC](#) is a good resource for the latest information.

Am I at risk for coronavirus?

This is a rapidly evolving situation and the [CDC risk assessment](#) may change daily. The latest updates are available on CDC's website.

What is your criteria for closing a center?

We continue to closely follow the guidance of the local health department. Any decision to close would be made in partnership with local health departments. If a case of coronavirus is found at the center, we would follow direction of public health officials. We'll be sure to communicate with you quickly so you are informed about all actions we take.

How likely is it that the center would close?

Due to the many unknown factors and the continued changes, we cannot determine the likelihood of a closure. We continue to closely follow the guidance of the local health department. Any decision to close would be made in partnership with your local health department.

What if you don't have enough teachers because they are all out due to concern of coronavirus in the community?

We're hard at work to ensure that our centers stay open to support our communities.

How would we be notified about closures and reopening?

We will communicate with you via email, through the KinderCare App, in all centers where applicable, and the KinderCare website will be updated regarding any closures.

Will you continue to enroll families during this outbreak?

Absolutely. We welcome all families to join our center as long as they have not been exposed, are symptom-free and there are no restrictions from the health department.

Do I get charged tuition if I don't bring my child to the center due coronavirus concerns?

You will not be charged tuition when our center is closed or if you take your child out due to coronavirus concerns.

Do you reserve spots for families that have been isolated based on recommendation of the Health Department?

If the absence from the center is a recommendation or requirement from the health department, we will work with families to hold their spots as long as possible.

Keeping our children and staff safe and healthy

How are you keeping children safe and healthy in your centers?

We're partnering with local health departments and closely monitoring the latest updates from the CDC and WHO to ensure we're following their guidance on the most up-to-date recommendations. In our centers, we're practicing the following actions:

- Diligently following our hygiene and cleaning procedures, including disinfecting high-touch surfaces like door handles and sanitizing more frequently.
- While our teachers will do their best to meet you at the entryway to the classroom for pick-up and drop-off, when you are in the classroom, we're asking for your help to keep your visit as brief as possible, not join in activities and be careful not to touch too many surfaces in the room.
- Continuing to emphasize the importance of hand washing that is aligned with [the CDC-recommended 20-second hand washing techniques](#) and reinforcing this action with children multiple times throughout the day.
- Asking for your partnership to help us keep our sites free of illness. If your child has had a fever or trouble breathing, we ask that they stay home until they have been symptom-free for at least 72 hours.

To ensure the safety and wellbeing of everyone in our community, we're being vigilant about enforcing our existing policy of excluding sick children and employees. While we realize this may be a burden, staying home when sick is one of the best ways to keep illness from spreading.

How does coronavirus affect children?

The [CDC](#) has the most up to date and reliable information on coronavirus's impact on children.

What if a child or teacher shows symptoms associated with coronavirus while they are at the center?

If a child or teacher begins to show symptoms of coronavirus or any other illness, we'll follow our exclusion for illness policy. In that case, the child or teacher would be asked to return home, see a doctor and partner with the local health department to obtain a recommendation on how to proceed.

We'll continue to be diligent about enforcing our existing policy of excluding sick children and employees. While we understand the additional burden this may cause, staying home when sick is one of the best ways to stop illness from spreading.

What can I do with my child to help prevent transmission?

We see our centers as safe and clean sanctuaries for children to learn and grow, and we need your partnership.

If your child has a fever or trouble breathing, we ask that they stay home until they've been symptom-free without medication for at least 72 hours. If you choose to keep your child at home, please call your center and let us know. While we understand the additional burden this may cause, staying home when sick is one of the best ways to stop illness from spreading.

While our teachers will do their best to meet you at the entryway to the classroom for pick-up and drop-off, when you are in the classroom, we're asking for your help to keep your visit as brief as possible, not join in activities and be careful not to touch too many surfaces in the room.

As part of our daily curriculum, we continue to emphasize the importance of hand washing and align with recommended [20-second hand-washing techniques](#). We're reinforcing this action with children multiple times throughout the day. You can do the same at home!

Is KinderCare doing what's necessary to procure the necessary cleaning supplies?

Yes, we have all of the necessary supplies available in all of our centers. If you have any concerns, please contact your center director.

Are you hiring a professional vendor to clean the center? Are you going to do a deep clean?

We're diligently cleaning and disinfecting the center throughout the day, as well as regularly practicing the handwashing and respiratory etiquette. These are the most effective methods outlined by the CDC in the prevention of spreading illness.

We're working closely with local health departments to determine if and when a deep clean is recommended. In the event an individual in the center has confirmed direct exposure to a confirmed case, is being tested for or has been confirmed having coronavirus, we would ensure a deep clean takes place prior to the return of any employee, child or family.

Supporting our Teachers and Staff

How is KinderCare taking care of employees that are impacted by coronavirus?

Nothing is more important than the health and safety of our employees and the children and families we serve every day. We have a dedicated team that's supporting all of our centers across the country to ensure they have what they need to continue to serve our communities. We also support our teachers' decision around their and their families' health and safety and are providing them with options for how to cover their time off should they choose to stay home.

What happens if a teacher or staff member believes they had direct exposure or close contact with a confirmed case in the community?

In this instance, we'd work with the teacher or staff member to gather details and then would work with the local health department on guidance. Until we have that specific guidance, we ask that teacher to stay at home.

If the employee confirms they've had close contact exposure to a confirmed case, we follow [CDC guidance](#) and ask them to stay home in self isolation for a period of 14 days. We'll welcome them back to our center at the end of 14 days if they haven't experienced any symptoms. If there were symptoms, they'll need to notify us and get medical clearance before coming back.