



Hi everyone,

I wanted to personally update you on the steps we here at KinderCare are taking to provide an essential service in your community. The health and well-being of your child, family and center team is the heart and soul of what we do.

We've heard from many of you, particularly medical providers, first responders and members of our military that you continue to need us – now more than ever. The everyday heroes who live among us and keep our communities running, our local grocery shelves stocked and our cities safe and clean have also reached out to us. We've also received questions from parents about why centers remain open in some communities.

Since we opened our doors 50 years ago, we've been supporting hardworking families when and where they need us. That means responding to the rapidly changing environment we're in now. We've been working closely with your local health department, tracking CDC updates and consulting with medical advisers to ensure we're following their latest guidance. In many communities it also means temporarily closing our doors and, where we are still open, adapting how we operate.

We realize you may make the decision to keep your children at home. Your family won't be charged if you make that decision, or if your center closes. If you are a family on autopay, know that we will refund you if your center has closed. It's just the right thing to do. We'll post your center's latest status on our [center closures page](#).

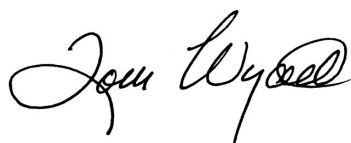
The teachers and staff in your centers are as dear to us as they are to you. That's why we announced today that we're allowing them to opt out of work in the short term if they feel that's the best decision for them.

In locations where we're open, we're taking additional steps to keep classrooms as safe as possible for your child:

- We've created a **coronavirus resource guide** with [our latest guidance, and we'll keep this updated regularly.](#)
- Not gathering children at the beginning and end of day and staggering time outdoors.
- **Adjusting pick up and drop off** to common areas where possible to reduce traffic in classrooms.
- Being ever vigilant about our **handwashing practices.**
- **Stringently enforcing our stay home when sick policy** for employees, children and household members.
- **Limiting authorized visitors** who enter our classrooms.
- **Diligently following our hygiene and cleaning procedures,** including disinfecting and sanitizing classrooms and surfaces frequently.

These are unprecedented times, and we are diligently working to be the partner your family needs today, and in the coming weeks. My team and I will update you as we respond to the landscape we're all facing together.

As always, we thank you for trusting us to care for your child.



Connect with KinderCare



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