COVID-19 INFORMATION AND UPDATES

May 8, 2020

Dear PACCC Families,

I hope you are all healthy and doing well during the continued challenge of being under a shelter-in-place order. As I’m sure you are all aware, the shelter-in-place has been extended to May 31 in Santa Clara County. We are busy on our end developing plans for a limited reopening of our programs on June 15 and we know many of you have been patiently waiting to hear what our next steps will be.

There has been a lot of coverage in the news lately about expanding the list of businesses that can reopen. Child care continues to be included as an essential business, with significant restrictions still in place. Below I will explain those restrictions as they pertain to child care with the caveat that they could change again at any time. As we have all come to expect by now, plans must be adaptable to the current situation, which can sometimes change from one day to the next.

This letter will provide the following information:

- Current Restrictions on Operating Child Care Programs
- Reopening PACCC Centers
- Essential Business Certification and Online Enrichment Needs Survey

**Current Restrictions on Operating Child Care Programs**

It’s important to understand that when PACCC reopens we will be required to follow strict guidelines for how we provide services:

- Group sizes will be limited to a maximum of 10-12 children.
- Groups of children must be stable – they cannot change from day to day.
- If more than one group of children is at one facility, each group shall be in a separate room. Groups shall not commingle with one another or share restrooms.
- Staff shall remain solely with one group of children.
- Daily health checks will include taking each child’s and staff member’s temperature before they enter the facility.
- Strict health protocols will be followed including required, frequent handwashing and use of disinfectants on surfaces and toys.
- Children will be expected to follow physical distancing rules to the extent possible and staff will set up the environment to support physical distancing.
- Meals and snacks will be plated by a staff member instead of served family style.
- Special center events and gatherings will not be offered at this time.
- Personal Protective Equipment (PPE) will be used as required.
- PPE, disinfectants and other supplies must be on hand in ample supply.
- Parents and adults dropping off/picking up children will not be allowed in the classrooms.
- PACCC will be required to follow the strictest guidelines in place for the City, County, State and Community Care Licensing. For example, even if the state lifts their shelter-in-place order, Santa Clara County may continue their shelter-in-place order which PACCC must follow.
Child care will be limited to people who work in authorized essential businesses per the new guidelines that went into effect on May 4.

Any exposure to COVID-19 will need to be reported to the Santa Clara County Public Health Department and may necessitate temporary closure of an affected center. PACCC will follow the guidance of the Public Health Department if this should occur.

These restrictions will significantly change the experience of child care for the time being. How you and your child(ren) feel when you drop them off will be very different from what you are used to. The classroom will be set up to support physical distancing, and this will feel different for your child(ren) as well.

I share this with you to help you prepare for these impending changes. As restrictions are relaxed over time, we will adapt our programs as necessary. We also need to be prepared to adapt to tightened restrictions in the event that the virus begins to spread again. We won’t have control over the restrictions we must follow, and we will be required to follow them even if they impact the number of families we can serve or necessitate a closure of centers.

Despite all these changes and restrictions, we are eager to serve our families and our staff cannot wait to see as many children as possible. We are excited and up for the challenge of developing programming that is fun, engaging and meaningful for your child. They will have opportunities to run and play outside! What a simply perfect joy that has become.

Reopening PACCC Centers

We are planning and preparing to reopen many of our child care programs on June 15. The specific sites we are able to open will depend upon a combination of factors including requirements from the state and county at that time, the number of families that qualify to enroll based on essential business certification, staff availability, and the attainment of adequate supplies. Any increased restrictions to the shelter-in-place order or a resurgence of COVID-19 may impact this target reopening date.

PACCC Summer Camps for school-age children have been canceled due to the significant restrictions for providing child care and to allow us to serve current PACCC Kids’ Club families. Given all the changes that children have gone through the past couple of months, we feel that children need familiar faces and child care experiences to ease them back into the new normal we are all adapting to. As much as possible, the presence of teachers who children know and already have a relationship with, will be comforting and allow for a smoother transition back to child care. We are also working on providing online enrichment for families, especially those who are unable to attend in person, which will allow children to reconnect with their teachers and give parents more options for engaging children at home until child care can expand.

Hours of Care
Due to staffing pattern requirements and increased cleaning and disinfecting, we expect to provide child care between the hours of 9am – 4pm, Monday through Friday, until restrictions are significantly relaxed. In addition, because we are only able to provide care to stable groups of 10 – 12 children, we will only be able to offer one enrollment option of 9am – 4pm, Monday through Friday.

Enrollment Packets and Tuition
We are developing enrollment and information packets for all age groups that will further explain the reopening experience and contain some new enrollment documents for families. These packets will be ready by the first week of June for enrolling families. In the meantime, we will collect information from all of you about your need for child care based on essential business certification criteria (see the survey link below) to
help us identify families who qualify for child care and thus, the number of child care slots needed. We will adapt as quickly as possible when more restrictions are lifted with a goal of serving as many families as possible.

This is also the time of year that we notify our families of tuition changes that will become effective July 1. PACCC’s Board of Directors approved a 4.2% increase in tuition beginning July 1, 2020. This increase will allow us to provide staff a cost-of-living increase as part of our long range plan to ensure teachers receive a worthy wage and to account for increased costs. We know that any tuition increase at this time may be difficult and we appreciate your understanding.

All enrolling families will complete a new contract for services for 2020-2021 with a prorated tuition rate for June. Any current PACCC families unable to access care in June will receive priority for spaces as they open up. (For school-age families, a new contract will be provided when school resumes and hours of care change. For infant-toddler and preschool families, a new contract will be provided when we are able to extend our hours of care.)

Enrollment will be based first on essential business certification, second on subsidy status, and third on original date of enrollment. This priority is subject to change based on any updates to requirements we must follow or if restrictions are lifted. All tuition credits from the March closure and summer camp cancellation will be applied to tuition balances when a family is able to enroll. All families enrolled in a PACCC program at the time of the March closure will receive priority enrollment as space becomes available and in the priority order indicated above.

Reconnecting with All Families Now
Some centers are connected with families via a variety of online tools. Within the next week or so, all centers will reconnect with families via Zoom to provide opportunities for children to see their teachers and friends, and access online learning content. Keep an eye out for communication from your center via their new PACCC gmail account.

**Essential Business Certification and Online Enrichment Needs Survey**

Since the number of children we can serve under current restrictions is significantly reduced, we are conducting a survey to answer two questions:

1. How many PACCC families qualify to receive services because they work for an essential business?
   Categories of essential businesses have recently been expanded with hopes of expanding further soon. You can read the Public Health Department [shelter-in-place order](#) to learn more about what qualifies as an essential business.
2. Would you and your child be interested in an online enrichment program specific to the PACCC center they attend?

Please help us in our planning by completing the survey below by May 14.

**BEGIN SURVEY**

We want to thank all of our families for your words of encouragement and support over the past two months. It has been a strange and sometimes surreal journey for us all. In one way or another we have experienced hardship and loss, the joy of simple pleasures, and the importance of working together when things get tough.
May 7, 2020

After much consideration, and due to significant COVID-19 restrictions facing child care and summer camp operations, PACCC has made the difficult decision to cancel summer camps for 2020.

We are deeply saddened by this, but the reality is we will not be able to provide the fun summer camps you and your child(ren) expect. Physical distancing protocols alone would significantly impact our camp themes and prevent us from providing field trips. Additional restrictions are also currently required regarding group sizes, health protocols and providing care only to essential business workers. Even with the current limited expansion on the definition of essential business, many registrants would not qualify for care.

For children who attend a PACCC After School Kids’ Club during the school year, we are developing plans for minimal reopening in June following the guidelines above. A separate email will be sent to Kids’ Club families tomorrow with more information.

Summer Camp registrants have three options regarding the summer camp fee you have already paid:

- Request a refund, less the $50 registration fee, by emailing Poulin Joseph at pjoseph@paccc.org. Refunds will be processed within two weeks of receiving your written request.
- If you are a PACCC family that attends one of our After School Kids’ Clubs during the school year, your summer camp payment can be applied to your 2020-2021 Kids’ Club tuition. If you would like to use this option, please email Dicie Hinaga at dhinaga@paccc.org. We will be sending a separate email regarding limited child care options available beginning in mid-June, however it can be applied to any future tuition.
- PACCC is deeply appreciative of donations during this time. All donations are tax deductible and support staff salaries and increased costs for PPE and cleaning supplies. If you would like to donate all or part of your summer camp tuition to PACCC, please email Dicie Hinaga at dhinaga@paccc.org. You will receive a donation receipt via email.

We apologize for any inconvenience this may cause your family. These are challenging times for us all and we are grateful for your support of PACCC summer camps over the years. We hope next year will bring a return to our summer camp experience that is such a fun part of childhood.

April 24, 2020

Dear PACCC Families,

I hope you all are doing well amidst the many challenges you may be facing at home while supporting the needs of your children at this time. For many of you, balancing work and other demands with the distance
learning requirements for your children is a constant juggling act. The importance of child care to support working parents has never been more evident.

Today’s update includes the following:
- Reopening PACCC - what we know at this point
- An update on how we are working to support staff
- How you can continue to help

Reopening PACCC
It is highly unlikely we will be able to reopen in early May, as mentioned in our last communication with you. The state has developed a roadmap for modifying the stay-at-home order and at this point the only restriction being lifted is for planned, essential surgeries and health care needs. It appears we may be weeks away, or longer, from seeing additional restrictions lifted, including those that would allow businesses to partially reopen. When restrictions are lifted, they will be lifted gradually.

We expect that when we are able to reopen, it will be with significant restrictions in place that limit group sizes and include stringent health protocols. We are planning for this likelihood so that we are ready to operate under whatever conditions are required. Like all of you, we just don’t know exactly how the situation will evolve.

Summer Camps
We have not yet made a decision regarding operating summer camps. We remain hopeful that over the month of May business restrictions will be modified enough to allow us to provide summer services to some degree. If we have to cancel camps, or if we cannot provide services to everyone who has registered, we will refund camp fees to affected families, less the $50 registration fee.

We are also exploring the possibility of offering online opportunities and we will be surveying families next week to gauge interest and need.

Staff Update
I’m sure it will come as no surprise to you that every day we remain closed it becomes harder for PACCC to keep staff employed. PACCC will continue to pay staff through the month of May and we are working to extend that through June. We are doing this in several ways:

- PACCC is using reserves and donations to cover staff salaries and fixed costs such as health benefits and rent.
- PACCC applied for a small business loan through the CARES ACT SBA Paycheck Protection Program (PPP) in the first round, but we were not one of the lucky businesses to receive a loan, despite submitting our application on the first day. As you are likely aware, a second round of PPP funding has been authorized. We have already submitted our application. If the loan is approved, we will be able to continue to pay staff at least through the end of June, even if we cannot reopen.
- We are utilizing all donations to support staff salaries and fixed costs. Please see how you can help below for more information on our current costs.

If we cannot secure funding and cannot reopen, we will be faced with potential furloughs and possible layoffs in June. This is a last resort for PACCC and we are grateful to be able to keep staff fully employed through May while many other businesses were forced to lay off staff long ago.
How You Can Help

Thank you to those who have been able to make tuition donations and one-time donations to PACCC. The most significant cost we face at this time is staff salaries and health benefits, which accounts for over 75% of our expenses each month. We are also continuing to pay insurance premiums, retirement benefits and rent at our child care sites, as well as other sundry costs.

Since the closure, we have been using reserves and any continued tuition payments and donations we receive to pay staff and fixed costs. We know that all of you would help if you could and that many of you are facing financial hardships of your own. There are several ways you can continue to help us at this time if you are able:

- To continue paying tuition while we are closed, please email PACCC’s CFO, Dicie Hinaga at dhinaga@pacc.org. If you can commit to paying even a small percentage of your tuition each month, this will help tremendously. All payments will be tracked as donations and you will receive a donation receipt for tax purposes.
- If you would like to make a one-time donation to PACCC, in any amount, you can do so here or visit our website at www.pacc.org, click Donate.
- Double your impact by asking your employer to match your donation. Some employers will even double your donation, thus tripling your impact.
- Shop at AmazonSmile and select Palo Alto Community Child Care as your charity.

Thank you for any support you can provide and for the many words of encouragement you have shared. Over the next month, staff from your PACCC center will be reaching out to connect more with you and your children. Staff miss the children and families. This is such a challenging time for everyone.

CHILD CARE RESOURCES FOR FIRST RESPONDERS
AND ESSENTIAL WORKERS WHILE PACCC IS CLOSED

April 17, 2020

If you are a first responder or essential business worker, there are options for child care in our area that may be available to you.

We hope these resources are helpful to our PACCC families who are first responders and essential workers and PACCC thanks you for your dedication to our community during this time. If you are in need of additional resources, please don’t hesitate to reach out to us at info@pacc.org and we will do our best to be of assistance to you.

Care.com

On Monday, 4/13, the City of Palo Alto launched a partnership with Care.com to positively impact our community through connecting essential workers with the care they need for their families. The unique partnership provides free 90-day premium memberships to Care.com, so essential workers can find and be matched with the child care they need.
Additionally, the same free offer has been extended to community members interested in enrolling as a caregiver – for wages or on a volunteer basis. Enrolling caregivers are subject to, and must pass, Care.com’s extensive background and safety checks. Click here to learn more.

**Community Child Care Council of Santa Clara County, Inc. (4Cs)**
The California Department of Education, Early Learning Care Division has created an application process for essential workers to apply for Emergency Child Care assistance. The application is available for families of essential workers that need child care and are not already enrolled in a State Funded Child Development Program.

Click here to search online for child care providers near you and complete the application for emergency child care services.

All child care providers listed are operating within Santa Clara County. To search for child care providers in another California County, please call 1-800-KIDS-793. You may also contact the Resource and Referral staff at: 408-487-0749 or email subsidyrefers@4c.org.

**Santa Clara County Office of Education**
The Santa Clara County Office of Education, in partnership with community organizations and agencies throughout Santa Clara County, is coordinating child care programs for essential workers. These programs are for employees in essential businesses and not open to the general public. Click here for information.

---

**March 31, 2020**

Dear PACCC families,

Thank you to those who have reached out with words of support and encouragement. It is much appreciated. 

Today’s update includes the following:
- Extension of shelter-in-place and closure of PACCC centers
- Tuition
- An update on how we are working to support staff
- Family survey results regarding child care needs
- How you can help

**Extension of Shelter-in-Place and Closure of PACCC Centers**
As I’m sure you are all aware by now, the shelter-in-place for Santa Clara County has been extended through May 3, 2020. **PACCC programs will remain closed through May 3, 2020.** While we are continuing to evaluate the possibility of opening a few centers to serve first responders and essential business workers, this requires detailed planning and information gathering and we are not prepared to do this yet. For now, all sites will remain closed.

Although this is certainly challenging, it is important that we focus on slowing the spread of COVID-19. As hard as it is to stay sheltered-in-place, there is a collective sense of working together toward the same goal of slowing the spread and saving lives.
**Tuition**
We are currently processing credits for any portion of March tuition that was unused due to closure of our centers. The credits will be applied to your account before any future tuition is billed, unless you have elected to donate your tuition.

Auto debit transactions will be temporarily paused, unless you have chosen to continue to pay tuition as a donation to PACCC. If you would like to donate your tuition, please see how you can help below.

For questions regarding tuition please email Dicie Hinaga at dhinaga@paccc.org.

**Staff Update**
PACCC will continue to pay staff after April 3 and for as long as possible. We are doing this in several ways:

- PACCC is using reserves to cover staff salaries and fixed costs such as health benefits and rent.
- PACCC is applying for a small business loan through the CARES ACT SBA Paycheck Protection Program. If the loan is approved, we will be able to continue to pay staff longer.
- We are utilizing all donations to support staff salaries and fixed costs. Please see how you can help below for more information on our current costs.

We are also keeping in touch with staff through weekly emails to offer support and answer questions. Staff are doing well, all things considered.

**Family Survey Results: Child Care Needs**
Thank you to those who completed last week’s survey to help PACCC determine the need for child care. We received over 200 survey responses. Roughly 50% of our families who responded indicated a desire to receive child care at this time, however most also indicated they would only feel comfortable attending if the shelter-in-place was lifted and the public schools reopened. We feel it is in the best interest of staff and children to remain closed while the public school closures and shelter-in-place are still in effect.

We are continuously monitoring and evaluating information as we receive it and will communicate any changes to our plans.

**How You Can Help**
Some of you have reached out to inquire about the costs PACCC is currently facing and the best way to help at this time. The most significant cost is staff salaries and health benefits, which accounts for over 75% of our expenses each month. We are also continuing to pay insurance premiums, retirement benefits and rent at our child care sites as well as other sundry costs.

Since the closure, we have been using reserves and any continued tuition payments or donations we receive to pay staff and fixed costs. We know that all of you would help if you could and that many of you are facing financial hardships of your own. There are two ways you can help us at this time if you are able:

- To continue paying tuition while we are closed, please email PACCC’s CFO, Dicie Hinaga at dhinaga@paccc.org. If you can commit to paying even a small percentage of your tuition each month, this will help tremendously. All payments will be tracked as donations and you will receive a donation receipt for tax purposes.
- If you would like to make a one-time donation to PACCC, in any amount, you can do so here.

Thank you for any help you can provide. Our staff miss connecting with the children and families and look forward to the day we can safely reopen our programs. We understand how difficult this time is for everyone and we greatly appreciate your support.
March 23, 2020

Dear PACCC families,

I hope you are all doing well and are in good health.

As PACCC continues to adhere to the statewide shelter-in-place order by keeping our child care centers closed, we understand that our PACCC families are adjusting to these unprecedented times and the unique challenges we each face. Many of you have reached out to me expressing care and concern for PACCC staff and asked how you can help. I’m deeply appreciative to everyone for your support.

During the closure of our child care centers it is very important for you to check email frequently as this is our primary means of communicating with all of you at this time. Our messages to families will go out via Constant Contact so please be on the lookout for them. We know that everyone is inundated with information right now so we will only send out messages with updates and new information.

Today’s update includes the following:

- Our tentative plans for reopening
- An update on staff during the closure
- A survey for you to complete regarding your need for child care as of April 13
- How you can help

**Tentative Plan for Reopening PACCC Centers**
At this time PACCC is still planning to re-open at some capacity on April 13, however this plan could change at any time and we will notify you as soon as possible with updates. We do not know yet if we will be able to open all centers or only some centers. This will depend on a multitude of factors, including whether or not we are able to return to our centers located on Palo Alto Unified School District campuses and the availability of our staff, which we are currently assessing.

There is a very real possibility that public schools will remain closed past April 13, however if that happens PACCC may still re-open, unless there is a local, state or national directive not to. Child care is considered an “essential business” at this time and we may be asked to at least provide care to our families who are considered first responders or who are also working in essential businesses. Information and guidance changes on a daily basis and we are working to be as nimble as possible to prepare for making decisions quickly.

I know all of this can be upsetting and confusing. It’s hard not to know for certain when we will be able to reopen. We are focused on sharing information with you as quickly as possible, but these circumstances require that we be able to make last minute changes to our plans based on local, state and national guidelines and directives, which change frequently. We really appreciate how understanding everyone has been, and continues to be, while we all navigate these challenging times together.

**Our Staff**
Some of you have asked if PACCC staff are being paid during the closure. Currently PACCC staff are receiving full pay from PACCC through Friday, April 3, 2020. Staff will continue to receive their full benefits even after April 3.
As PACCC prepares for the possibility of longer-term closures, we will not be able to provide full compensation of wages beyond April 3, but we have a plan in place to support staff after this date. We will be working with staff to coordinate EDD benefits and PACCC support.

Given the uncertainty regarding how long we may be required to stay closed and/or if we are only able to reopen at limited capacity, PACCC is taking steps to ensure that the agency can manage a long-term impact and support our staff for as long as possible.

**Family Survey Regarding Your Child Care Needs**

We are collecting information from our families regarding your need for child care beginning April 13. It is very important that all families complete the survey to help us with our planning. The survey should only take about 5 – 10 minutes of your time.

Please complete this survey by Thursday, March 26.

The results of the survey will provide critical information to us regarding the demand for child care, how many parents are first responders or work for essential businesses, and the level of staffing we will need to secure in order to meet the need for care. Thank you in advance for helping us to collect this information.

**How You Can Help**

Some of you have reached out to ask about continuing to pay tuition or making a donation to help PACCC support staff during this time. We know that all of you would help if you could and that many of you are facing financial hardships of your own. There are two ways you can help us at this time if you are able:

- To continue paying tuition while we are closed, please email PACCC’s CFO, Dicie Hinaga at dhinaga@pacc.org.
- If you would like to make a donation to PACCC, in any amount, you can do so here.

Thank you for any help you can provide. Please know that we are all thinking about our PACCC families and we hope that everyone has the support they need right now. To those of you who have already made donations to PACCC, thank you!

Remember to shelter-in-place, take advantage of this time to slow down and be with family and know that PACCC is working to make the best possible decisions for our staff and families.

These are challenging times but we will get through them together.

---

March 13, 2020

*URGENT MESSAGE REGARDING PACCC CLOSURE*

Dear PACCC Families,

As you know, information and recommendations regarding COVID-19 are rapidly evolving. Palo Alto Unified School District (PAUSD) has just announced that it is closing all schools from March 16 – April 10. This closure recommendation comes from the County Superintendent of Schools and is supported by the Santa Clara County Public Health Department. In addition President Trump has declared a state of emergency. To align with these recommendations and school closures, PACCC centers will also be closing.
Effective Monday, March 16, all PACCC centers will be closed through April 10.

PACCC will provide a credit to families for the remainder of March and will not charge families for dates we are closed in April.

We understand that this will significantly impact your family and we appreciate your understanding as we all work to appropriately navigate these difficult circumstances.

March 11, 2020

To All PACCC Families:

PACCC is preparing for the possible impacts of COVID-19 (Coronavirus 2019) and taking precautions to prevent the spread of COVID-19. The information included in this letter outlines our protocol for responding to any exposure of COVID-19 and conditions under which we will close a center. It also includes updated information regarding steps we are taking to prevent the spread of COVID-19.

Protocol for potential impacts to operation due to COVID-19:

- At this time, all PACCC programs will remain open. This is a rapidly changing situation and closure of a center is possible at any time. We will follow the protocol below:
- PACCC will notify affected families immediately regarding any known exposure to COVID-19, including what steps we are taking in the specific situation.
- If any staff, child or parent is exposed to COVID-19, immediate guidance will be sought from the Santa Clara County Public Health Department (SCCPHD) to determine the need for closure.
- If any staff, child or parent contracts a confirmed case of COVID-19, immediate guidance will be sought from SCCPHD to determine the need for closure.
- If Palo Alto Unified School District (PAUSD) closes, "our centers on PAUSD campuses will also be required to close."
  - This will affect all centers housed on PAUSD sites.
  - PAUSD is not closing schools as of this notice but this could change at any time. They have canceled field trips and events of more than 100 people. They are also limiting people who come onto school campuses each day. You can read PAUSD’s full message to families here.
- For all centers not located on PAUSD campuses, we will make decisions on a case-by-case basis and in conjunction with the Santa Clara County Public Health Department.

Tuition
If closure is needed, families will receive a credit for any unused portion of their tuition and will not be charged for any missed days of service that have not been paid for in advance.

Center Events, Field Trips and Volunteers
PACCC center events, field trips and volunteer program will be suspended until further notice.

All PACCC centers will adhere to the following prevention practices:

- All children and staff should stay home if sick.
- PACCC health guidelines will be strictly followed.
• Any staff or child exhibiting signs of illness will be separated from others and sent home immediately.
• If sent home, an individual must not return back to the center until symptom free, including fever-free for at least 24 hours without the use of fever-reducing medications.
• Promote hand hygiene through education and availability of soap, hand sanitizers and tissues. Wash hands frequently and vigorously for at least 20 seconds. If soap and water are not readily available, use alcohol-based hand sanitizer that contains at least 60% alcohol.
• All staff, children and family members entering the center must immediately wash their hands.
• Avoid touching your face, particularly your eyes, nose, and mouth. If you must touch your face, wash your hands thoroughly first.
• Cough or sneeze into a tissue, sleeve, or arm. Do not use your hands. The recommended method is to use a tissue to catch coughs and sneezes and then discard the tissue in the trash.
• Staff perform routine surface cleaning throughout the day, particularly for high-touch surfaces.
• PACCC janitorial services clean and disinfect each center nightly.

We understand that this is a challenging time and that any interruption of your child care services impacts your family. We are continuously monitoring this situation as information changes rapidly and we must be ready to change our course of action quickly. Staff is focused on prevention through appropriate health practices.

We appreciate your support and understanding during this time. Please do not hesitate to reach out with any questions and concerns.