



Neil Tuller, Executive Administrator

Mimi Albert, Director

Frequently Asked Questions:

Is Adventure Time staff vaccinated?

We are happy to share that the majority are. Those that are not, are following school district guidelines and getting tested per district guidelines. Due to confidentiality, we are unable to share individual status or site particulars.

If I defer enrollment, what happens to the tuition I paid so far?

No care, no tuition charged for those deferred. Any money you have paid is currently on your account as a credit and will be used toward future care. The application fee will be held if you would like us to continue to hold your spot until we are able to offer you care. If you ask for your \$85 enrollment application fee to be returned, your space in line will not be held.

If I deferred and decided not return to Adventure Time this year, will I be refunded my application fee and tuition paid?

Yes, on the condition that no days were used and no care was provided by any of our programs this school year. To request a refund please email:
customerservice.adventuretime@gmail.com

Can Adventure Time get more indoor space from the school district?

Unfortunately, no. The schools have worked very closely with us to get us as much space as they are able, but simply do not have the space to dedicate to us at this time. Also, Adventure Time is licensed for the space we currently use through Community Care Licensing. We can only use designated licensed space. Getting more space approved, assuming it was available, can take close to 3 or more months.

Is it the school district or Adventure Time policy to close for 10 days when there is an exposure?

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Neither. It is the guidance we receive from the county and state. School districts are able to offer "modified quarantine" by meeting specific guidelines. They also have the use of seating charts to help determine those in close contact. Adventure Time, under county and state, is considered "extracurricular". We are also unable to monitor the children's exact movements throughout the day to the extent that we can verify which children may have had potential exposure, to whom, and for how long and therefore must quarantine. When Adventure Time is informed of a positive case and exposure, we immediately report it to the Alameda County Public Health Department. It is from their guidance that we follow the necessary next steps.

Does the school district inform Adventure Time who tested positive and when, and then be able to use that information to determine who had direct contact?

This information is considered private and any identifying information about the positive individual cannot be shared. Adventure Time may only be notified that a particular person attended both school and AT. Again, it is very hard to determine if someone was exposed or not with this limited information.

Should parents inform Adventure Time if their child tests positive for COVID?

Yes. It is best to share this information with both the school and A.T. By sharing this confidential information with both us and the school, we can better determine if we are able to quarantine a particular grade, group, or the whole program.

How will Adventure Time notify me if they will have to close for 10 days?

We will do our best to send out an email to all families once it has been determined. Please keep an eye on your emails from Adventure Time Customer Service and read immediately. We have been notified on several occasions, late in the evening and/or weekends, with other factors still having to be considered. We will get you the information ASAP.

Does Adventure Time provide letters that families can submit to their employers about closures?

Our email notification should be sufficient information for employers, but feel free to email us directly if you need something more specific.

If Adventure Time has to close for the 10 days, do we still have to pay?

Up to this point, if we are closed, and unable to offer care, then we have not been charging families. However, if Adventure Time is allowed to remain open and is able offer care, all families in the program, whether or not affected by the quarantine, will be charged as usual. Please be advised that due to the extreme hardship this has had on us as a company and the need to be able to continue to pay our employees when affected, we have decided that starting in September, we will have to continue to charge families whether or not we are open.

Will Adventure Time continue to be open on teacher work days (TWD) and over holiday breaks?

Under normal circumstances, holidays and TWDs have much lower attendance. In the past we have always been able to combine our staff and programs to one central site. Under the current COVID guidelines, it is not recommended to combine groups of children from different programs and settings. We will continue to monitor the situation and will determine if we are able to be open on these days.. We will make those decisions at least 2 weeks prior to any upcoming TWD or holiday. Please watch for status updates at the sites and on our website. Please note that TWDs and holidays are not part of your monthly tuition rate.

What protocols are being followed by Adventure Time to minimize my child's potential risk of exposure?

Adventure Time is following all the basic guidelines set forth by the county, state, and Licensing. Each site has their own unique procedures based on their physical environment, staffing, and attendance. Feel free to talk to your site director for more detailed information about your site's procedures.

- * Frequent hand washing
- * Daily health checks
- * Wearing masks both inside and outside
- * Spending as much time outside as we are able
- * Having designated and supervised snack times
- * Routine cleaning and disinfecting.
- * Maximize ventilation
- * Minimize and avoid contact with other groups or individuals that are not part of our program
- * Having children eat only outside, by grade level or designated area when able and spaced out
- * Children that require mask breaks are asked to step away from group.

We will continue to share with you information and guidance provided to us by the district, county, and state on suggested COVID health and safety protocols and mandates as we receive them. Thank you for your kind understanding and patience as we try our best to be able to meet your family's needs while keeping your child's health and safety as our number one priority.