

Frequently Asked Questions

General questions

Why are some of your programs 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 program 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 programs as safe and clean as possible and ensure the health and safety of children in our programs. 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.

How does Champions 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.

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 site?

We continue to closely follow the guidance of the local health department. Any decision to close would be made in partnership with the local school district and health departments. If a case of coronavirus is found at the site, 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 site 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 programs stay open to support our communities.

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

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

Do I get charged tuition if Champions is closed due to COVID-19 concerns and will my child's spot be held?

- For a 72-hour site closure, tuition will not be suspended so we can continue to pay our teachers.
- For a 14-day, family-specific isolation, tuition can be suspended, but your child's spot cannot be held or guaranteed. If you choose to continue your tuition payments, we will hold your child's spot.
- For a 14-day site closure, tuition will be suspended, and your child's spot is held.

Keeping our children and staff safe and healthy

Are children required to wear masks?

Yes, children ages 5 and up are required to wear masks on our sites. The CDC and our team of pediatric experts have informed us that the scientific community's understanding of COVID-19 has evolved. Increasing evidence points to the possibility of COVID-19 being airborne.

This change in our understanding of the way the virus spreads means we also must strengthen our safety measures. Our school-age programs often combine children of various ages from different schools, so children in these classrooms may have a higher risk of exposure compared to younger age groups. We want to ensure we're doing everything we can to protect these children and their teachers. Wearing masks is one of the most effective ways we can prevent exposure.

What personal protective equipment (PPE) do you use to protect children and staff?

All staff are required to wear masks. We ask that all adults and children over the age of 5 wear masks in our program. You may see staff in wearing face shields in addition to masks.

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

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 programs, 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.
- 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.

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 in the program?

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 programs 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 site director 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.

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 Champions doing what's necessary to procure the necessary cleaning supplies?

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

Supporting our Teachers and Staff

How is Champions is 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 programs 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 program 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.

Can my family attend Champions after vacation/travel? Do we have to quarantine for 14 days before we return to the program?

Being part of our community means you have an obligation to inform your site when there may be an opportunity for increased risk or exposure to COVID-19. When traveling, some areas and activities pose a higher risk than others. Please let your Site Director know about any activities that might increase your family's risk of exposure to determine whether or not you should stay home for 14 days when you return. See [tips from the CDC](#) and the [CDC's FAQs](#) for additional guidance around traveling during the pandemic.