



Neil Tuller, Executive Administrator

Mimi Albert, Director

Greeting A.T. Families,

I would like to share an update of Adventure Time's progress in meeting the challenges we have been faced with this school year.

Our first challenge was staffing. We registered the majority of our families last spring when Alameda County was in a much more optimistic view on COVID cases and vaccine distribution. Staff were eager and excited to return to work. As the new school year approached, things started to decline rapidly. We were suddenly faced with a staff shortage and the fears of COVID cases increasing.

We asked for families to defer enrollment to give us more time to address our staffing issues. Enough families offered that we were able to open up safely and maintain our ratios. We want to thank those families for the sacrifices they made and we truly appreciate all you did to help. Although we are not yet at 100%, we have made progress and continue to do so.

Before the school year started, we also reached out to Alameda County Health Department and asked if there were any mandates in place that would limit our care. At the time we were only required to wear masks and follow the basic best practices to the best of our ability within our program structure. As we started the school year, it became very clear that more had to be done to keep the children and staff safe while minimizing COVID exposures and our current program structure was not sufficient.

Our program is designed to offer the children a choice to be inside or outside throughout the day. When the air quality or weather is bad, we simply move inside. Under normal circumstances, our indoor space is adequate for these days, and the staff and children adjust to our indoor classroom space.

Our biggest concern now is the more children we put in the program, the bigger risk we have of having exposures and facing the possibility of being closed for 10-day quarantine increments. We have seen this in over 5 instances in the first month of school. This has been an extreme hardship for our families, staff, and Adventure Time as a whole. Simply put, the more children, the more exposure, the more closures.

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We have and continue to adjust our program to minimize COVID exposures. Every program situation is unique and abilities to minimize vary from site to site. For the most part, space is currently our biggest challenge. Our current space is simply not adequate to meet the need to safely distance the children on days we are required to all be inside. The ability to keep the children in some sort of pods or stable cohorts also has many challenges both inside and out.

At this point we don't feel it is safe to bring back our programs to full capacity and as long as COVID cases surge, and our indoor space is limited, the risk of exposure will continue to grow.

We have decided our next step would be putting the children on the deferred list in some sort of priority. Essential workers, kindergartners, single parents... We will then be working off that list to hopefully get the children back in a safe and manageable order.

I realize this is an extreme hardship for many families but we are taking that into consideration, as well as the safety and well-being of all involved.

As we are moving through this return to school in real time, we are learning a lot. We now understand that participation in an after-school program significantly increases those children's risk of being exposed to COVID and then being placed on a modified or full quarantine. For our current families, please review what your site is able to offer you as far as space, separation, and COVID guidelines along with the risk of temporary closers. As we let more families in our program, the risk will increase. If Adventure Time is unable to meet your needs and or is not a real need at this time, or you have other options, you may want to consider giving up your space to another family in need.

We have a list of deferred families for each site. What we don't have is a clear picture of who is considered "essential". We understand that each family's situation is unique and obviously essential to their well-being, so we have decided to clarify and use a clearer definition for these circumstances.

Essential personnel means those employees designated by management as such because their work directly supports efforts to maintain or restore public safety and include, but may not be limited to, health care workers, educators, utility workers, roadway maintenance workers, police officers, and firefighters.

If you are currently on our deferred list and feel you meet these criteria, please email us at:

customerservice.adventuretime@gmail.com

Please include your child's name, school, account number, and how you are considered an "essential worker". Please be ready to provide proof of employment.

We will start contacting families in order of priority and will continue to do so in a safe and manageable order. Unfortunately, due to the current increase of COVID cases in children, we do not feel it is safe or in the best interest of the community to accept all the children back in the program at this time. If you are unsure if you fall under the "essential worker" category or priority list, (unsure of your status) (are lower on the priority list,) we recommend you look into other options that better fit your need, at this time. When space is available, we will do our best to work with you directly to help make the transition back into Adventure Time as easy as possible.

We will continue to monitor the situation, adapt and adjust as we are able, to help minimize COVID exposures. We will do our best to be able to continue to offer care to as many families as we are able to do so, in a safe way.

Thank you once again to those who have deferred their care and to those of you that have shown our staff the compassion, understanding and support they need during these challenging times. The Adventure Time staff that are working directly with the children are working endlessly to provide a fun, nurturing and safe place for the children to be. That has always and continues to be their biggest goal but this year does come with some extreme challenges.

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?

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.