



COVID-19 – Coronavirus Update

Friday, March 13, 2020

The San Mateo County Public Health Officer ordered schools in San Mateo County to modify operations, Monday, March 16 through Friday, April 3, 2020. Given this, we want to let you know what to expect:

All Footsteps Child Care programs will close Monday, March 16 – Friday, April 3, 2020.

If the situation changes on the recommendation of the San Mateo Public Health Officer and BRSSD continues to be closed after April 3, 2020, it may be necessary for Footsteps to remain closed.

Footsteps Child Care is determined to open its doors to our families to provide consistent care at the earliest time we are told it is safe to do so. We are hoping we are able to do so the week of Monday, April 6, and we are working towards that goal over the next three weeks.

During closure Footsteps Child Care is committed to paying our staff their salaries for their regularly scheduled work hours. March 2020 Tuition is non-refundable; please refer to your financial agreement, however, if you have extenuating circumstances, please contact Nick Foletta via email. We have a scheduled an administrative meeting on Monday, March 16 to review any new information regarding the closure and solidify plans for the next three weeks, please allow time for a response from Nick.

We are in uncharted territory and we are working hard to make strategic, thoughtful, and practical decisions based on what we know, even though some of this is out of our control.

If we are able to reopen as scheduled on Monday, April 6, 2020:

- April invoices will be emailed on or before April 6, 2020
- **Tuition Express payments will be processed on Wednesday, April 15, 2020**
- If paying April tuition is a hardship, please respond to the invoice email to discuss payment plan options.

If we are unable to re-open on Monday, April 6, April tuition will not be charged.

We continue to work with the San Mateo County Public Health Officer to monitor the COVID-19 situation. Ensuring a safe, supportive, and positive climate is critically important during this challenging time. We will continue to share additional information and/or guidance as we receive it.

Should you have questions, please speak to your Site Director, or contact our Deputy Director, Lori Ottolini Geno, via 650.610.0715 ext. 106 or lori.ottolini.geno@footstepschildcare.org.

Sincerely,
Karen Haas-Foletta
Executive Director

Lori Ottolini Geno
Deputy Director

Footsteps Child Care Administration