

THINGS YOU SHOULD KNOW

Frequently Asked Questions

What do I bring each day for my child?

Purple and Blue Bear Rooms:

- Backpack/diaper bag that is clearly marked with your child's first and last name
 - Disposable diapers/Pull-Ups
 - Wipes
 - Extra set of clothes (pants, shirt, socks, underwear, if applicable)

Red, Green and Yellow Cheetah Rooms:

- Backpack/diaper bag that is clearly marked with your child's first and last name
 - Extra set of clothes (pants, shirt, socks, underwear)
 - Pull-Ups, if your child is not fully potty-trained

We provide a variety of nutritious snacks. Teachers are aware of specific allergies and all precautions will be taken. Water is provided in the classroom; therefore, parents do not need to send water bottles and cups.

When should I keep my child home?

- **If your child...**
 - has experienced a fever, sore throat, vomiting, or diarrhea – currently or within the past 24 hours
 - has any contagious condition such as pink-eye or strep throat *
 - has an undiagnosed rash. When any rash is present, a doctor's note is required for attendance.
 - appears sick, lethargic, or generally unwell
 - has or is suspected of having COVID-19
 - has a new or worsening cough, excessively runny nose, or mucus that is not clear

Bottom line: Children should be completely symptom free for 24 hours, without medication, before returning to school. You know your child best. Out of consideration for your child, other children and families, and your child's teachers, please use good judgment in determining whether to send your child for the day.

*Please inform the Director if your child is diagnosed with a contagious condition.

What if my child will be absent?

- In the event that your child will not be able to attend ELV, please call the Director at 847.244.6606, x206 and leave a message.

IMPORTANT NOTE:

Credit or reimbursement will ONLY be made when given at least seven days' notice.

What if I need to contact the Director for immediate assistance during program hours?

- Please call 847.244.6606, x206 to contact the Director directly.

How will I know if the program is closed due to weather?

- An email and text will be sent to you regarding closures. Closures will also be posted on social media sites.
- Families will receive a credit towards another day.
- ELV typically follows Woodland School District for weather-related closures.

What is the credit or reimbursement policy?

- Credit or reimbursement is given with a minimum of seven days' advance notice.
- No credit is given for sick days, except in the case of extended illness, with Director approval.

Where do I drop off and pick up my child?

- Please see *Drop Off and Pick Up Procedures*.

How do I register my child for classes each month?

- Registration and tuition for classes is done online through Realm each month.
- Registration is due on the 15th of the month prior to the month of enrollment. For example, registration and tuition for the month of February is due on January 15th.
- Registration and tuition links can be found on our website (www.vcgurnee.org/elv). Click on "Tuition Links" and follow the prompts.
- If you wish to add attendance days once you have registered for the month, you may do so at any time through your Realm account. Please notify the Director as well, so that s/he can ensure teachers are prepared for your child.

What about COVID-19?

- COVID-19 cases, both positive and presumed, will be handled as all other illnesses
- Notify the Director if your child either tests positive or is presumed to be positive
- The Director will notify families in that student's class of the positive test
- No tuition refunds will be given, as per the reimbursement policy above

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Drop Off & Pick Up Procedures

Drop Off

- Enter the southeast doors (Kid Zone/Gymnasium Entrance), also known as the Fish Tank Entrance.
- Check your child in at the registration kiosk.
- Place the printed nametag on your child's back and keep the other print-out for pick up time.
- For all Green and Yellow Cheetah families – please be sure to take your child to the restroom (in the Cheetah hallway, near your classrooms) and wash hands BEFORE dropping your child off (even if they just went before you left home).
- At 9 am, accompany your child to his/her class.

Pick Up

- **Please be on time for pick up** (11:30am for ELV and 1:30pm for ELV Enrichment).
- Please go directly to your child's class for pick up.
- Present your pick up sticker (received at drop off).
- Teacher will sign your child out to you at the gate/door.

IMPORTANT NOTE: Per ELV safety policy, no parent or other adult will be allowed inside the classroom at Drop Off or Pick Up without authorization by the Director.

Special Pick Up Procedures

- If someone else will be picking up your child:
 - Notify your child's teacher during drop off
 - * If this is determined after drop off time, please call the Director and provide your child's name, class, name of the person authorized to pick up, and a phone number where you can be reached.*
 - Any person picking up your child must be on the authorized pick up portion of the registration form.
 - Be sure that person has the pick up sticker OR a picture of that sticker that you sent to their phone.
 - Please keep your authorized pick up list up-to-date by sending an email to the Director.
- NOTE: If ANY person picking up does not have the pick up sticker (or a picture of it), OR if the teacher does not recognize the person picking up (even with the sticker) the Director may require that that person provide a picture ID.

Parking

- Park in the parking lots only
- For safety reasons, please **DO NOT park along the sides of the building**

These procedures are for the safety of all, and we sincerely appreciate your cooperation.