



Small Miracles Education  
Frequently Asked Questions COVID-19

1. Why are your preschool still open?
  - We understand right now that parents and families are in need of our help. We offer an essential service for all of our families, our community, and we welcome children with our arms open that have not been exposed to the virus and are symptom free. There are also no restrictions from the health department at this time.
2. How does Small Miracles make decisions regarding COVID-19?
  - As a company we are working hand and hand with the CDC and the hotline in Pima County 520-626-6016, that is specializing in the coronavirus vs. COVID-19. For our latest guidance, please visit our parent board and look for updated handouts in the lobbies.
3. How does the COVID-19 spread?
  - The CDC is a great resource as well as the Pima County Hotline on the latest information. Since this is a new strain of the coronavirus it is good to stay updated.
4. Can someone spread the virus without being sick?
  - Again, since this is still new please look at the updates from the CDC and the Pima County Hotline.
5. What are your criteria for closing one of the preschools?
  - We will continue to watch and follow all necessary guidelines of our local health department. Any decision that we make to close will come from the health department and we will communicate with all our parents as soon as we get the word from them.
6. How likely is it that the Small Miracles preschools would close?
  - Due to all the unknown factors and the changes day by day, we cannot determine the lowlihood of a preschool closure.
7. Does Small Miracles have enough teachers to care for the children in the preschools?
  - Yes, we have enough teachers throughout Southern Arizona at this time to continue to care and educate all children. We will do our very best to ensure that all preschools stay open at this time in order to help support our communities.

8. How will we be notified if Small Miracles does close and then once again upon reopening?
  - We will do our best to communicate by email, and then by phone calls to all our parents. Each school directors and assistants will be calling to let you know the status. You can also check our Facebook Page at Small Miracles Education and Instagram account @smallmiracleseducation
9. Will Small Miracles continue to work with families during this outbreak?
  - Of course, we will, as long as your children have not been exposed, we will continue to work with you and your family.
10. How are the preschools keeping children safe and healthy during this time?
  - We have been partnering with the CDC guidelines and the hotline as well as the health department for their guidance on the most up to date recommendations. Throughout our preschools you will notice:
    - Fever checking at drop off- If your child is over 100 degrees you will be asked to take your child to the doctors
    - We will also be hand stamping at drop off to ensure hand washing is continuously occurring here that the preschools and at home
    - We are asking that you limit your time in the classroom, please don't touch the teachers or other children at this time
11. Is Small Miracles hiring a professional vendor to clean the preschools? Are you going to be deep cleaning?
  - We are continuously cleaning and disinfecting throughout the day at the school as well as practicing safe hand-washing, please see flyer. These are the most effective ways in which to help decrease the spread of the COVID-19. We have been in contact with the health department and they will let us know when it is determined for us to do a deep clean. If we do have to deep clean, we will bring in professional "fog" company at that time.
12. What is the difference between the coronavirus and the COVID-19?
  - The coronavirus has been around since the early 1960's, there are 6 different strands affiliated with it. The coronavirus is a "common cold" the COVID is the newest strain from Wuhan, China. This is what the infected head count is. Again, please call the hotline if you have any concerns and try your best not to panic, we are here to help you through this time and educate your children. We will continue to make all efforts going forward on educating our team, our families, and our children. Health and safety are our top priority at Small Miracles Educations.