



March 12, 2020

Dear Sylvan Family,

At Sylvan Learning, our first priority is the overall health and safety of our students, employees, and the communities we serve. As you know, the Coronavirus (Covid-19) is a global public health concern. We want to take this opportunity to communicate what we are doing to keep our Center as clean and safe as possible for our staff and students.

First, we are continually monitoring the New Hampshire Department of Health and Human Services website (<https://www.dhhs.nh.gov/dphs/cdcs/2019-ncov.htm>), and the Coronavirus webpages at the National Centers for Disease Control website (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>) for official updates and guidance on prevention tactics. We are also closely tracking the City of Portsmouth's plans and policies (<https://www.cityofportsmouth.com/health/coronavirus-preparedness>) with regard to the evolving situation.

Second, we have already taken precautions that are known to help avoid the spread of colds, flu, and other respiratory pathogens. Experts advise that the spread of Covid-19 is similar to how the common cold and flu spreads, and as such we already have general best practices in place this time of year. We have our Center stocked with disinfectant wipes, hand sanitizer, and disposable gloves. Our team will continue the thorough cleaning of our Center multiple times per day, including, door handles, bathrooms, tables, and desks. We have instructed our tutors to use disinfectant wipes on Center iPads, and we have replaced the physical tokens with a tally system for tracking your child's earned tokens. We would like to encourage students to bring their own stylus or writing utensil for their sessions.

We will reinforce the hand hygiene and respiratory etiquette that students and teachers are used to hearing at school and at home. This includes covering coughs and sneezes with tissues, washing hands for at least 30 seconds with soap and water, and using alcohol-based hand sanitizer at all times.

We ask that if your child shows any cold or flu symptoms, please give us a call so that we can reschedule their session. We will treat these as excused absences and will work to reschedule their sessions when your child is healthy. We will be enforcing a similar sick policy with our staff.

Lastly, the health and safety of your child and their continued academic success are our top priorities. Please be on the lookout for further communication around extended hours and virtual learning opportunities, and know that Sylvan is in your corner for all things education – whatever form or shape those needs may take.

We hope this note reassures you about the preventive action we are taking to ensure your child's health and safety when they are in our Center. Please contact us with any questions you have.

Sincerely,

*Your Sylvan Learning Team*