



A message from Co-founder, Chairman & CEO – Richard Weissman

At The Learning Experience®, we recognize the important role our centers play in providing exceptional care and education for your children, a safe and supportive environment for our teachers and employees, and service and commitment to the communities in which we operate.

That said, the health and well-being of your children, our teachers and employees, and our centers is always our highest priority. Our leadership team has been working closely with our centers to support their individual needs and monitoring and adhering to all guidance from the Centers for Disease Control (CDC) and the federal, state and local government authorities to ensure we're taking all the necessary preventative measures and acting on each directive that affects any TLE center. As we navigate the rapidly evolving COVID-19 (coronavirus) situation together, I want to personally share with you the extra precautions we are taking and reinforce our commitment to support your family and our centers during these uncertain times.

Supporting Our Families

We understand that many of you have been or will be affected in one way or another by the COVID-19 situation. These are stressful and uncertain times which require as much support as we can all provide to each other. In an effort to maintain some continuity for our families, our open/closure policy states that our centers will remain open UNLESS:

- There is a government and/or health authority directive to close
- A direct known employee or child, while in attendance, at the center that has contracted the virus as confirmed by testing

Additionally, we recognize that our centers are critical to many of our families and we take that responsibility very seriously. Many of our parents play critical community support roles such as first responders, banks, grocery stores, medical facilities and others; keeping our communities safe, clean, and with access to commodities to navigate this challenging time. They all rely on TLE to care for their children so that they may care for others in need.

As Washington state Governor Jay Inslee stated:

“Childcare and early learning serve a vitally important function in allowing parents to continue working, which has significant public health and social benefits. Parents still need to work, and children need safe and enriching places to spend their days.”

We will continue to service our families and the community unless, and until we are directed to momentarily close. We remain committed to keeping our families informed every step of the way, and we thank you for your kind words and expressions of support and gratitude.



Supporting Our Children

We understand that our children may be confused or feeling anxious about the changes they are experiencing in their families, communities and schools. Our curriculum team has created a [Coronavirus Parent Resource Guide](#), a home-to-school connection piece that provides suggested activities on how to speak and take this moment and time as a learning experience for your child, educate your child on the importance of staying healthy and preventing the spread of germs. This resource guide includes additional activities you can do at home with your child to reinforce the curriculum, tips on basic hygiene practices, recommended books you can read with your child, and online resources for extracurricular activities that support a balance of playtime, downtime and family time, such as our TLE *Pinterest* page. You can reach that resource guide by clicking the button below:

[Parent Resource Guide](#)

For any centers that have been directed to close by the authorities and any families that need to be home for health and safety reasons, our curriculum and education specialists will be delivering daily virtual activities through our *TLE at Home* program. These activities are an extension of the daily curriculum implemented within our classrooms to support distance learning. They will keep children on track with the monthly curriculum and allow them to have fun as they learn.

Supporting Our Teachers and Staff

We will continue to support TLE's greatest asset, our incredible teachers and staff, during this challenging time. We are sharing information with teachers and staff on the best ways to keep themselves and their families safe and healthy and guidelines to help prevent the spread of the virus. Additionally, we are requiring anyone who shows any signs of any sickness to stay home and **not** come to the schools.

Keeping Our Centers Clean

We have always maintained the highest standards in cleaning and safety protocols for our centers, and we know that keeping them clean and sanitized is even more important now. In addition to our daily cleaning and sanitizing efforts, we are increasing the frequency of cleaning and sanitizing our centers throughout the day, including deep cleaning procedures, in each of our centers. We want you to feel comfortable that we are working diligently to provide a safe and healthy environment where your child spends their day.



Addressing Center Closures

Should your center receive a directive from the CDC or government authorities to close due to COVID-19 mitigation efforts in your area, TLE will communicate that information out to you as quickly as possible via email, our Show N Tell parent app, the center website and Facebook. We will also ensure that your center is properly disinfected, maintained and prepared for a reopen date.

We will continue to keep you, our valued families, and our staff, at the heart of our decision making as we navigate through these extraordinary circumstances. I want to thank you for your patience and understanding as we make every effort to support our families, teachers and staff, and the communities we serve.

We appreciate your continued partnership and support.

Best regards,

Richard Weissman

Co-Founder, Chairman & CEO