



July 6, 2020

Dear Parents,

We thank you for your patience during the COVID-19 closure. We know it has been difficult for our parents and children. After much preparation we are ready to open Phoenix to our families. We have taken many precautions that are outlined in Phoenix's response to COVID-19 included with this email. It is imperative that you read and understand each of the policies.

We are open to any and all questions/concerns and will do our best to find suitable answers if we are unable to answer immediately. Arrival times will be scheduled and a survey will follow shortly. Prior to your arrival you must access and complete the screening questions by using the link that Phoenix has provided. Please check your inbox upon receipt of this letter. If your child does not pass the screening, you must stay at home. When you arrive, approach the screening area (one parent, one child) for a temperature check. Temperatures at or above 37.8 are considered a fever and entry into the building will not be permitted, If passed, your child will be brought into the centre by a staff member, regrettably, parents and visitors will not be permitted to enter the building until further notice. You will be asked to put your child's water bottle in a bin where it will be sanitized prior to being brought into the building. No food or toys from outside will be permitted, ***Phoenix will be providing lunch for all returning students regardless of the program they are enrolled in.***

Our staff will be wearing at the very least, masks and face shields to protect themselves and your child. Prior to opening, we will send a picture of the staff dressed in their finery, please share this photo with your children so they will know what to expect.

Once again, we thank you for your continued understanding and look forward to seeing returning children and parents.

Heather Doherty

Joy Ryman