

FAQ

Remote Learning Childcare Programs

The Q StudioLab
41-20 Queens Blvd. (42nd St)
Sunnyside, NY 11104

PROGRAMS AVAILABLE

Remote Learning Child Care at the Q - 42nd St. : Serving grades K-5

We will have cohorts* of students with a maximum of 12 in each cohort with two dedicated teachers. The student to teacher ratio is 6:1 with two certified/experienced teachers. When you sign up you will register for the number of days your child will need per week in the cohort. The specific days that your child attends can change week to week, but the number of days that are part of your payment schedule stays the same. During your child's time with us he/she will receive help and guidance with remote learning assignments as well as opportunities for studio activities in the arts, socially distanced games and collaborative projects, as well as time outside for gross motor and other enrichment activities.

* The Definition of a Cohort:

All cohorts are separate from other cohorts in order to ensure proper tracing and health and safety protocols. Each cohort will have their own classroom space, and teaching staff and will not mix and mingle with other cohorts.

PROGRAM PRICING, SCHEDULES & DEPOSIT

How much do the programs cost?

Price is dependent on schedule. There are options for 2-5 days per week, half or full days with the option to add early drop off and extended day.

Child Schedule	Tuition Rates/Month
5 full days/week (8:30am-2:30pm)	\$2000
5 half days (8:30am-11:30am)	\$1000
4 full days/week (8:30am-2:30pm)	\$1600
4 half days (8:30am-11:30am)	\$800
3 full days/week (8:30am-2:30pm)	\$1200
3 half days (8:30am-11:30am)	\$600
2 full days/week (8:30am-2:30pm)	\$800
2 half days (8:30am-11:30am)	\$400
Early Drop Off (8:00-8:30am)	\$100
Extended Day (2:30-5:30pm)	\$200

What are the program hours and start date?

The programs run Monday - Friday with major US holidays off. A program calendar with closure dates will be sent, the program starts September 11th. Full day students are registered from 8:30am - 2:30pm. Half day students have the option to join 8:30-11:30am. Early drop off begins at 8:00 am and extended day runs from 2:30-5:30pm.

When are tuition payments due?

Monthly tuition is due on the first business day of the month. If for any reason your child is unable to attend the program due to citywide shut down, pandemic related quarantines or travel - you are responsible for 1/3 of your monthly tuition. **All payments are final and not refundable for any reason.**

I don't know my child's school schedule yet. Can I still register?

Yes! The way we've designed our program is with flexibility in mind for these uncertain times. Your family should select the most days you will need care in a given week. If you know your schedule is 3 days on and 2 days off and it rotates - you would choose 3 days/week and you have care available any 3 days a week the center is open for the entire semester. If you are having trouble choosing a schedule, please reach out to administration for guidance.

Does my child's schedule need to be set for the semester? Does it need to be the same days of the week?

You will be choosing the schedule you need for the semester, but are not committing to certain days of the week (i.e Mondays/Wednesdays/Fridays). We will ask for your schedule when you have it, but for the purposes of choosing a 2-5 day schedule - it's not vital to know now. Your child will be in the same cohort of students/staff regardless of schedule. We will be providing emergency child care for families in the program that need to add the occasional day - pricing TBD.

Is there a deposit or registration fee?

Yes, there is a non-refundable deposit required to secure your child's space in the program. The deposit is **50%** of one monthly payment for your desired schedule. We ask for a commitment for the semester, September - December 2020 and you will have the choice to opt back in for January - June 2021. Regular monthly tuition payments would begin Thursday, September 1st for the first semester.

Is there a deadline to register?

We are currently accepting applications to all of our programs. These programs are first come, first serve with limited availability. Once a program fills, you could be added to the waiting list. Applications and a non-refundable deposit are due by August 7th, 2020.

CANCELLATION POLICY

What is your cancellation policy?

A 30 day written notice must be given to administration if you decide to leave the program. Your deposit will be applied to the last month your child is with us as long as 30 days written notice is provided. If the center closes due to COVID-19, you will be

responsible for 1/3 of your regular monthly tuition rate.

What happens if we enter another citywide shutdown and your center closes completely due to a COVID-19 quarantine? What are my financial obligations?

If the center closes due to the COVID-19 pandemic, you will be expected to pay 1/3 of your monthly tuition payment rate through the end of the semester you are registered for.

COVID-19 POLICIES & REGULATIONS

Are students and staff required to wear a mask/PPE?

Yes, students and staff are required to wear a mask. We are setting up “mask break” areas for students. We recognize that masks get uncomfortable and have had success in our summer camp with built in breaks and proper sanitation protocols in place.

What happens if a child or teacher in my child’s cohort tests positive for COVID-19?

The parents of that cohort will be notified first and all students and staff members of the cohort will need to be placed on a mandatory two week quarantine. Then all remaining parents and staff members of the center are notified so you’re able to decide if you want to place your family in a voluntary quarantine. We are dedicated to keeping all cohorts completely separate and safe so that cohorts can continue operating even if a family/teacher or child in another cohort tests positive.

If a parent of a child in the center tests positive for COVID-19, what happens?

If you, as a parent, test positive, or anyone else you live with - you must quarantine your entire family for a minimum of two weeks and notify the center that your child has been exposed. The child’s cohort would then be notified that a parent has tested positive.

What happens if a child or teacher in another cohort in the center tests positive for COVID-19?

You will be notified as such and you’re able to decide if you want to place your family on a voluntary two week quarantine.

What happens if a child starts exhibiting COVID-19 symptoms during program hours?

The Q Studiolab will have 1-2 designated isolation rooms where a child exhibiting symptoms will be placed until a parent/emergency contact is able to come pick them up.

STAFF QUALIFICATIONS

What qualifications do your staff have?

Each cohort of students will have one certified/experienced teacher in the room with at least one other teaching artist. We've hired staff with art and technology backgrounds to lead expressive arts activities and be there for students struggling with their devices.

Will staff be tested for COVID - 19 and/or antibodies before the programs begin?

Yes, each staff member is being tested before the programs start.

TECHNOLOGY REQUIREMENTS

Does my child need to bring a laptop, iPad, or other learning device to your program?

Yes. Students are required to bring in their own learning device, device charger, and working headphones for remote learning assignments. We've found that students will do better on a device they are familiar with. If you are struggling to find a device for your child to use during the program, please contact administration.

DAILY SCHEDULE & GENERAL QUESTIONS

What does a day in the life of a student in your program look like?

Daily schedules will be determined once we have all students registered in the program and see what the remote learning schedules look like for each child. We are committed to creating a daily schedule that works best for each individual student in the program while maintaining a safe and engaging learning space for everyone in the cohort.

Do your programs provide lunch?

We are not providing lunch or snacks at this time. We may introduce a lunch program after opening. Your child will need to pack lunch and snacks if they are full day students/at the program during lunch time. Lunches and snacks must be peanut and tree nut-free.

What are the pick up/drop off procedures?

Only students and staff of the programs are allowed in the center at this time. Parents/guardians will wait outside the center, socially distanced until their child is signed into the program. You will give your goodbyes outside and your child will enter with a staff member and be instructed to sanitize their hands upon entry. At the end of the day, a parent/guardian will ring the bell and wait for their child to sanitize their hands and be brought to the exit where you will sign them out. We will be using the Brightwheel app/program for touchless sign in and out procedures as well as daily health/temperature checks.

How are the classrooms / building ventilated?

The current HVAC system in the building has been upgraded to include UV lights to kill viruses and bacteria during air circulation. We have also added air purifiers in every room that cleans and re-circulates the air five times per hour. Each air purifier is equipped with HEPA filters and is designed to help filter viruses and bacteria out of the air.

As Of: 09/22/2020