

Terrahana Procedures & Information

updated 5/24/2022

Thank you for taking the time to read through our general procedures and COVID protocols. Please review this whole document, even if you have read previous versions, as there have been some changes.

General Refund Policies

- A portion of the tuition for each program is considered the deposit. The amount varies depending on the program. This deposit holds your space, and covers the cost of the administrative work of preparing and managing the programs. For these reasons, it is non-refundable for any reason.
- If there are any individual day(s) cancelled by Terrahana due to staff illness or other reasons, they will be refunded to all participants.
- Terrahana takes place rain, snow or shine. However, there may occasionally be a day when it is not safe to gather, as in cases of extreme heat or cold, or severe thunderstorms. In these cases, staff will monitor the weather and do their best to give ample notice of a day's cancellation. There are no refunds for weather-related cancellations.
- Participants are not entitled to a refund for personal sick days here and there, or missed days for other personal reasons, including awaiting COVID test results. We will treat these days the same as we have in the past. In the event of true hardship or emergency that causes many missed days or inability to continue attending the program, we can discuss, though we cannot guarantee that a refund will be possible.
- In the unlikely event of new stay-at-home orders or any other major changes that affect our programs or necessitate their cancellation, we will do our best to offer partial refunds if a portion of the program cannot go forward, but we cannot guarantee that this will be possible. This is mostly due to the fact that federal relief programs have ended and there is no longer a safety net for people who may lose their jobs due to the pandemic. We hope you understand.

COVID-19 Protocols

We will continue to communicate regularly with families through email about any changes, updates, important notifications and announcements prior to and throughout the season. We ask that families communicate any health concerns with us, and recommend that those at high risk consider not attending our programs. Please let us know if you have questions about anything below, or would like to discuss further.

Health Screenings

Families are asked to conduct morning health screenings at home prior to bringing children to Terrahana. Children must stay home if they have a fever or signs of respiratory illness (other than allergies). If a participant arrives at camp with signs of illness, they will be asked to go home.

Distancing & Masks

We are following the guidance set forth by the CDC and Vermont Department of Health regarding child care programs, and in general will take our cues from what these institutions are recommending at any given time. You may view childcare information from the Vermont Department of Health [here](#). You may view masking guidance for childcare programs from the CDC [here](#).

Current CDC guidance for masking outdoors states that unvaccinated children should mask in crowded areas or situations of sustained close contact (such as sitting next to another or playing closely for longer than a few minutes). We will follow this rule and will be applying it to all children at our

programs, regardless of vaccination status. Our group sizes are small and the outdoors offers us plenty of space to utilize, so a crowded outdoor space will never be an issue. Our activities also generally work well with the goal of keeping personal space. However, the nature of our programs also means that there will be times when keeping distance is not possible, and some sustained contact will occur. We will utilize mask wearing to maintain safety in these instances. We will not require children to wear masks at all times, but of course we will support them in doing so if they choose to. Masks will not be required at our Pre-K/Kindergarten program.

An important note:

Given the nature of our programs, children may not execute these protocols perfectly at all times. While we as mentors will support, encourage, remind, and exemplify safe behavior, we will not be able to micromanage the kids at every moment of the day, nor do we intend to try. We believe that what we offer is among the safest activities available but, even so, sending your children nevertheless carries some amount of risk. We ask that all families take this into consideration, and if you are uncomfortable perhaps reconsider sending your child. If you would like to discuss this further, please don't hesitate to reach out.

Hygiene Practices

Hygiene practices will include hand washing/sanitizing before and after meals and after using the bathroom, and additional cleaning practices for all shared spaces and equipment. We will have extra hand sanitizer available at all times for participants to use independently as necessary.

Staff

Monica and Peter are the only staff members. They have completed the required VOSHA training, and are fully vaccinated. It is possible that there may be an occasional day when there will be an additional staff member or volunteer — if this happens, these individuals will either be fully vaccinated or will have received a negative test result prior to joining us.

Illness in Participants or Staff

In general:

- If a participant feels sick, they must remain home.
- Anyone with symptoms of illness (fever, cough, or runny nose, etc) during the day will be brought to a separate area from other participants and staff (except for staff caring for them) and will be sent home.
- Anyone with a temperature greater than 100.4 F must remain home until they have had no fever for 72 hours without the use of fever-reducing medications (e.g., Advil, Tylenol).

In the case of a positive COVID test:

The guidelines from the VT Depts. of Health, Education, and DCF prescribe actions in the event that someone in a program tests positive or is identified as a close contact with someone who is positive. Terrahana will follow these guidelines as they apply to our situation, and consult directly with the Vermont Department of Health for further recommendations. Any participant who tests positive can only return once they have had a negative test result.