

## MUHC Child Care Center FAQs

**Q: Who will be eligible to send their children to this facility?**

**A:** We are using a tiered approach to opening up child care enrollment for MU Health Care employees. Full-time employees who make less than \$100,000/year and who have the highest levels of direct patient care or who provide essential support to direct patient care will be given first priority. All employees who are interested in this service are encouraged to apply, as their names will be added to a waiting list, and they will be notified if a spot becomes available or if eligibility criteria are expanded.

**Q: How do I apply for child care?**

**A:** Enrollment is open at 11 a.m., Tuesday, Sept. 8, 2020. To apply for child care, employees will enroll at MU Adventure Club's [website](#) and use the special code **MUHealth** at checkout. Detailed instructions of this process can [be found here](#).

**Q: Why has this child care facility been created?**

**A:** As the school year begins, we know that our employees with children may be struggling to find adequate child care options and educational support.

We know work life balance can be a challenge, and we want to support our employees who are also working parents. In March, we opened a temporary child care facility for our employees' children. Due to the success of that project and the increasing need among our workforce, we are opening a licensed child care center for children in grades K-5 in partnership with the University of Missouri Adventure Club program that will run from Sept. 14, 2020, until the end of the school year.

**Q: Is this facility licensed?**

**A:** Yes, this facility has been inspected and licensed by the Missouri Department of Health and Senior Services.

**Q: Who will provide care to children?**

**A:** Staff of the [University of Missouri Adventure Club](#). Staff will consist of a combination of Adventure Club administrators, full-time degreed site facilitators and part-time staff.

**Q: What if I need child care and am not eligible for the child care center?**

**A:** First, explore the resources for care on the COVID-19 webpage under the section Child Care. Employees can also be placed on a waiting list in the meantime in case a spot opens up. Also, beginning Oct. 1, MU School of Medicine and MU Health Care employees will have access to Care.com memberships. Learn more about this service [\[link\]](#).

**Q: What are the hours of operation?**

**A:** Monday through Friday, 6:15 a.m. -7:30 p.m. The center will open Sept. 14 and run through the end of the school year.

**Q: Where is the facility located?**

**A:** [200 N Keene Street](#) next to the Thompson Center's main building.

**Q: How many children can be cared for, and what ages?**

**A:** Up to 128 children in grades K-5.

**Q: What about my children’s remote learning needs?**

**A:** Children will attend zoom sessions and complete school assignments between the hours of 8 a.m. and 3 p.m. Students are required to independently manage their online learning. Adventure Club staff will be available to help with logging in to devices as well accessing various links. They will also assist with keeping track of students’ daily schedules. Adventure Club staff will not provide academic tutoring. Staff will assist children with logging into zoom sessions and finding assignments until they are proficient to log in and navigate it on their own. Staff will utilize the student’s curriculum packet for information regarding class schedule, assignments, and instructions on iPad usage. Students will be required to use a virtual background while participating in online classes to ensure the confidentiality of all students in the room. Between 6:15 a.m. – 7:45 a.m. and 3:00 p.m. – 7:30 p.m. Adventure Club will provide enriching activities including arts, crafts, building, dramatic play, science, technology, recreation, and outside play.

For those children attending CPS, the school will provide devices for children to use.

**Q: Will food be provided to children?**

**A:** Breakfast between 6:15 a.m.-7:30 a.m., consisting of a cereal, fruit and milk, and a morning and afternoon snack. Lunch should be sent from home each day with the student.

**Q: What are the coronavirus risks associated with having groups of children together?**

**A:** Adventure Club follows state licensing ratios of 1:16 or less and follows health department [guidelines](#) for childcare facilities. Group sizes do not exceed 16 children sharing one space, and groups of students do not intermingle or interact with the other groups. All children and staff are required to wear masks and clean hands frequently.

Additionally, all staff and children entering the building will be screened for signs or symptoms associated with the coronavirus. To reduce the risk of infection, parents or guardians will not be permitted past the entrance lobby.

**Q: Can my child get his/her medication while in child care?**

**A:** Prescription and over-the-counter medications can be administered by staff, if the medication and the patient/child’s name is clearly written on the original pharmacy dispensed container. See the [Family Handbook](#) and [Supplemental MUHC Family Handbook](#) for additional information.

**Q: If my child is sick, can they attend this day care?**

**A:** Children with a temperature above 100F, who have diarrhea or a known communicable condition may not attend.

**Q: If my child has special needs, can they attend this child care center?**

**A:** Please contact the Adventure Club to discuss your child’s specific needs in order to make a recommendation. This facility is wheelchair accessible.

**Q: Is there a charge for this service?**

**A:** Employees paid under \$25/hr. will pay \$199/month for their first child and \$149/month for a second child or subsequent children. Employees paid over \$25/hr. will pay \$249/month for their first child and \$199/month a second child or subsequent children. Employees will pay Adventure Club directly.

**Q: How do I pay?**

A: The first payment is due within 48 hours of confirmed registration. All other monthly payments are due the 5<sup>th</sup> of each month.

Credits and Refunds: No credits or refunds are given due to absences relating to vacations, other camps, illnesses, or other situations out of our control.

Late Payments: If tuition and/or additional fees are not paid by 4:30 p.m. on the due date, your child's registration is considered suspended and your child is unable to attend on or after the following day. Families that fail to pay the amounts due within three business days are dismissed and replaced with a child from our waiting list. Adventure Club sends any unpaid balances to MU Health Care, who will decide on how to handle collections, with up to an additional 40% added for collection fees. You will be notified in advance by MU Health Care if your account is sent to collections. Once an account is sent to our collections agency, your child will be unable to re-register or attend future programs until the unpaid balance is settled.

You can make credit and debit payments online with your username and password; mail or drop check/money order payments to 101 Park De Ville Drive, Suite D.

**Q: Can I bring my child in if I'm not working?**

A: Yes.

**Q: Who can I contact if I have additional questions?**

A: For program questions, contact Adventure Club at 573-884-2582 or [adventureclub@missouri.edu](mailto:adventureclub@missouri.edu).

Please direct all other questions through [Ask HR](#).