



Date: March 16, 2020

To: Board of Directors

Submitted By: Kirsten Carr

Subject: Communication plan for COVID-19 and related information

Background

Our students, their families, and our staff are our number one priority in any situation but especially during this time of national importance. Navigator Schools is not only where parents go to for educational services for their students, it is often where they go to receive information on a variety of subjects, including the latest information on COVID-19. Below you will find the activities which have already occurred, plus our plan to ensure families stay informed going forward.

Actions

For the past week, Navigator Schools has been sending COVID-19 updates on a regular basis to keep parents and families informed. These updates were shared via ParentSquare text messages and emails and once the COVID-19 webpage was created, all communications were also posted to the webpage.

To ensure the school closure message was received by all families, it was sent via email, text, robocall, and shared on social media before being placed on the webpage. An additional email was shared with staff to clarify their roles for the duration of the closure. Zoom meetings were held at each site after school on Friday to allow staff an opportunity to ask questions and for the leadership team to provide reassurance during this uncertain time.

During the duration of the school closure period, we will be updating staff and families on current activities, including, but not limited to, food service logistics, technology distribution, and virtual learning resources. The office staff at each site will also have Frequently Asked Questions (FAQ) resources available to share with families. These include Navigator specific questions as well as greater resources available to them in their communities during this time.

Staff has been and will continue to be in constant contact with officials in each of our respective counties and districts to make sure we are sharing the most updated information.

In addition to providing the information our families and staff desperately need during this time, these constant communications will hopefully provide a sense of calm and normalcy as well.

Resources

[COVID-19 webpage](#)