

Frequently Asked Questions Concerning Re-Entry to In-Person Learning in 2020-21

NCS has created an email address for all COVID-19 related emails. If you have a COVID-19 related question, please email covidquestion@ncstrojans.com. Thank you.

1. **Q:** Northpoint is an independent school. Why is enrollment in an independent school an advantage for families who are concerned about a return to school this fall?

A: Northpoint Christian School readily seeks out and embraces the wisdom and best practice recommendations of medical professionals and welcomes any statewide directives issued by our public health officials with regard to the safe operation of our school environment. However, because we are not a public sector school, our Head of School and Board of Trustees are empowered to make decisions in the best interest of our families without interference or micromanagement from a state department of education, a legislature, or a school district office. With the absence of those conflicting and bureaucratic decision-making layers stripped away, Northpoint is able to respond with greater agility to ensure the stability and continuity of learning for the students trusted to our care. Of all possible local schooling options, Northpoint Christian School is in the most advantaged position possible to meet the needs of Mid-South families. No one else can assure a safer or more nimble “return to learn” readiness this fall in the event of future emerging public health issues.

2. **Q:** Will Northpoint open for in-person, on-campus learning on August 11?

A: Yes. Obviously, during a global pandemic when things change daily, a lot can happen over the next few weeks. However, we are making plans to be on campus and provide a safe, in-person learning environment for our families.

3. **Q:** Will Northpoint have extra-curricular and co-curricular activities in the fall when school starts?

A: Extra-curricular and co-curricular activities will resume when school starts.

- As a member of the TSSAA, our sports programs will be governed by the guidelines TSSAA sets forth.
- Fine Arts (Band, Choir, Theater) will occur while following protocols. (We are aware the Marching Band Competitive Season has been cancelled by competition organizers this fall. But our band plans to play at football and basketball events. Choir competitions may also be cancelled. Our spring musical was postponed until late June, and was allowed to happen with much smaller audiences in attendance.) Our fall production(s) could be postponed depending on what gathering guidelines are inside a building. We will continue to find ways to make the best of what we can do during this on-going pandemic where students can continue to use and grow their God-given talents.

4. **Q:** Will Northpoint move to remote learning if a staff member or student tests positive for COVID-19?
- A:** Not necessarily. The classroom will be closed for 24 hours if feasible before cleaning. Once the area has been appropriately disinfected, it can be opened for use. Entire school does not need to close if the affected area can be closed and disinfected. Students without close contact (defined by the CDC as < six feet for 15 minutes or longer) with the affected person can return to school immediately after disinfection and cleaning. School will notify staff and parents of any case of COVID-19 while maintaining confidentiality and advisement to monitor for symptoms.
5. **Q:** If my family has to be quarantined for a period of time, what protocols will be followed and will the school serve my children via remote learning until we can return?
- Confidentially laws will be followed.
 - The student(s) will be expected to remain quarantined for 14 days.
 - The student will be required to have a doctor's note to be able to return to school.
 - We will follow guidelines for contact tracing as much as possible.
 - Northpoint will accommodate our student's academic needs for the period of time that is needed while a student quarantines.
6. **Q:** What will happen if a teacher or student reports they have been "exposed" to COVID-19?
- Confidentiality will be maintained.
 - Exposure will not require a class, grade level, or our entire school to move to remote learning.
Exposure to a household member or close contact will require 14 day quarantine at home and monitor for symptoms.
7. **Q:** What happens if a student, staff member, or teacher tests "positive" for COVID-19?
- Confidentiality laws will be followed.
 - Parents will be notified of a positive case of COVID-19 in that classroom and to monitor symptoms.
 - The student or teacher that tests positive will isolate for 14 days from the day their symptoms started.
 - The class would stay home for cleaning of the facility.
8. **Q:** Will the school take temperatures of employees and students when school starts in August?

A: Yes. We plan to do potential screenings by taking temperatures upon entrance into the building, as needed throughout the day, before athletic practices, before band practice, etc. as often as possible. We have purchased numerous thermometers to be able to check temperatures.

****Additionally, we ask our families and employees to do the following before ever leaving the house each day:**

- Families are asked to take the temperature of each child before leaving home. If a student or employee has a fever; stay home.
- Ask each student: Do you have any of the following? Cough; Fever or chills; Shortness of breath or difficulty breathing; Muscle or body aches; Sore throat; New loss of taste or smell; Diarrhea; Headache; Nausea; or vomiting?
- Ask each student: "Have you had close contact with someone diagnosed with COVID-19 or been notified that you may have been exposed to it?"

If you answered no, to all the above and are fever free, your answers indicate you are at low risk for COVID-19 and may come to school. **If you answered yes**, to any of the above and suspect COVID-19: Stay Home and call a health care provider.

9. **Q:** Will parents and/or guardians be able to come in the building at drop-off and pick-up this year?

- No. Although this is a common practice at our school that helps create our family environment, we are changing this practice. It seems, it would be in the best interest of our health and safety to not allow this to continue.
- New procedures will be put into place and will be communicated ASAP.
- ****The only exception is the parents and guardians of PK, JK, and SK students *will be* allowed to drop-off students the first week of school. (Dates for PK, JK, and SK drop-off will be 8/11/20-8/14/20. After 8/14, there will be no parents allowed inside the building for drop-off or pick up.)**

10. **Q:** Will visitors be allowed inside the building at any time?

A: No. Walk-in visitors will not be accepted without an appointment to keep the building more secure and safe. Only Visitors into the school with a pre-arranged appointment will be allowed to check-in through one of the entrances into school (this includes a parent or guardian checking out a student(s)).

- To begin the 2020-21 school year, lunch visitors will not be allowed.
- Visitors with an appointment or those checking out a student, will have a temperature check before being allowed into the building.
- Visitors should wear a mask on arrival, departure, while in transit in the building(s), or when physical distancing is not possible.

11. **Q:** Will we use the cafeteria, playground, gyms, water fountains, bathrooms, and other common areas?

A: Yes, we will use our common space areas, except for the preschool indoor playground. However, capacity will be limited to accommodate health and safety requirements in common areas.

- We will have new guidelines, physical distancing, cleaning and safety protocols, and expectations in using these areas. Signage will communicate changes in areas and mark physical distancing reminders in common space areas.
- Students will be expected to use water bottle filling stations and not water fountains. Students should bring a water bottle to school each day.
- Bathrooms will have reminders on proper handwashing techniques. Soap, hand sanitizer, paper towels and/or dryers will be available for frequent handwashing.

12. **Q:** What changes have been made in the cafeteria? As always, students will be allowed to bring their lunch from home or select food served in the cafeteria prepared by Pedestal Foods.

A: Pedestal Foods manages our cafeteria and cafeterias across independent/private schools and colleges across the country.

- Grades PK, JK, SK will eat in their classrooms but will be allowed to order from Pedestal. Pedestal will deliver the food to the PK, JK, and SK classrooms, items will be packaged in individual food containers with lids and will have utensils and napkins that are packaged.
- Grades Pre 1st-12 will eat in the cafeteria or the additional dining areas that have been added around school. Additional lunches have been added to accommodate students while reducing the capacity of students in the lunchroom.
- Additional tables have been purchased for additional dining areas to allow more seating.
- Pedestal Foods has worked with local health departments and the CDC in the food safety protocols all their cafeterias, including Northpoint, will be using.
- All food (including pizza) will be served in individual, food containers with lids, rather than served on open plates/trays. Salads will be prepackaged in lids and will not be served in an open salad bar.
- Utensils will be individually wrapped in plastic packaging along with napkins.
- Condiments and salad dressings will be in individual packets.
- Drinks will be available in bottles and/or from the drink fountain, but fountain drinks will not be available for returns or refills.
- All students will wash hands and/or use the hand sanitizer stations in the cafeteria before and after eating lunch.

- Tables will be marked to encourage physical distancing in the cafeteria and dining areas.

13. **Q:** Will the school provide cleaning supplies for the teachers and classrooms?

A: Yes.

- We have a stock-pile of hand sanitizer, Clorox wipes, gloves, etc. for our teachers and classrooms. Our school will continue to purchase these supplies as needed.
- We have purchased and will use four electrostatic sprayers/foggers to “fog” and clean a room and areas as needed. 330 gallons of virus killing cleaner has also been purchased to start the year.
- Hand sanitizer and soap for frequent hand cleansing will be available in numerous new places throughout campus including hand sanitizer in classrooms.
- Parents may choose (and are encouraged) to send students with their own hand sanitizer to keep in back-packs or pencil bags.

14. **Q:** Will the cleaning service clean daily and provide deep cleaning in the evenings?

A: Yes.

- A deep cleaning process occurred this summer in all classrooms, halls, common spaces, etc.
- Our cleaning company has the cleaning products necessary to kill infectious diseases. They will apply the cleaning products throughout the day and in the evenings during the school year.
- Extra attention will be given to high touch areas around the building during the day including doors, hand rails, etc.
- Computer labs will be sanitized after use by students at dismissal.
- Additional cleaning products have been purchased and cleaning procedures will be in place for all technology equipment (laptops, Chromebooks, iPads, etc.) before and after each use.

15. **Q:** Will employees and students be required to wear masks? Yes.

All teachers, staff, and students (in grades 1-12) will be required to wear a mask on school arrival, school departure, and during transition times within the building(s).

- Masks should be solid or have the Northpoint logo. Gaiter or buff masks will be allowed. (The school will provide all students with one NCS logo mask. Additional NCS masks will be available for purchase with the Northpoint logo.)
- Masks may be removed once students are seated inside a classroom, unless they are in a designated classroom, where physical distancing isn't possible, or a teacher requires it, and in those classes, masks will be worn.

- Teachers, staff, and students may choose to wear masks in class or more frequently than upon arrival, departure and transit in the building.
- As Christians, we wear our masks out of love for our neighbors and respect for medical authorities who recommend the wearing of masks to limit the spread of COVID-19. We do not wear masks out of fear. We wear masks because we want to open for in-person learning and wish to stay open as long as possible with in-person learning.
- PK, JK, and SK students **will not** be expected to wear masks. Masks will be provided for preschool students to use when needed for certain learning activities.

16. **Q:** Will TrojanCare (our before and after care) be available?

A: Yes, it will be available before school starting at 7am and after school until 6pm. Social distancing and other safety protocols will remain in place.

17. **Q:** Will classroom sizes be smaller in 2020 – 2021?

A: Yes. As of 7/15/20, our preschool and lower school classrooms have been assigned with less than 18 students in a class. (Many classrooms, especially in preschool and lower school (1-3rd), will be even smaller than 18 students in a class.) Most upper lower school (4-6th) and upper school classes (7-12th) are set with 18-22 students in them.

- We will do all we can to create smaller classes to help prevent the spread of germs.
- We have added additional classrooms for the fall.
- Classrooms will be set to allow as much physical distance as possible between each student.

18. **Q:** Will the school provide my child with a Chromebook if we had to move to all-school remote learning and the student needs a device?

A: Yes. We are purchasing more technology devices this summer to ensure we may provide every elementary and high school student (as needed) a technological device if we must move to remote learning. We are planning to purchase more bandwidth for our school in preparation for any challenges that may come our way. Teachers will be designated as essential employees and would teach from school rather than home.

19. **Q:** Is the school considering tuition breaks if we are forced to move to remote learning?

A: No. Seventy-eight percent of our school budget is in teacher and staff salaries and benefits. As long as we continue to teach and learn; our teachers deserve to be paid.

Teachers and staff will come to NCS daily to teach their class remotely, even if we were to return to remote learning. As you can see, it will be difficult to refund tuition without cutting salaries. Our school budget is set for 2020-21 and operates off tuition dollars, whether in-person or remotely. Remote learning actually requires additional expenditures that in-person learning does not.

20. **Q:** My family is waiting to fully commit to enrolling for the 2020 – 2021 school year to see if we will be learning remotely. What do I need to do?

A: We want you to re-enroll so we can conclude planning our year with the correct number of teachers. We also don't want you to lose your spot, as we are taking many phone calls and tours from interested families at this time. It is extremely important to know if you are re-enrolling as soon as possible, if you have not done so. Families should look to their contracts and we remind you, that you are not responsible for the entire contract until after the first two weeks of school. Since school starts August 11, withdrawals in which the contract would be broken need to be made by the end of the day August 24.

21. **Q:** If my student or my household has a family member with a health condition that causes my family to prefer remote learning instead of in-person learning, will Northpoint Christian School serve my student remotely on August 11, instead of in-person?

A: Yes. We wish to best meet the safety needs of our students and families. If you have a question in this area, or desire to have your student learn remotely; please reach out and let us know as soon as possible so we may work to serve you. Please email ssheron@ncstrojans.com if you know this is a need in your family. The tuition price is the same for in-person and students who choose to learn remotely. There is no reduction.

22. **Q:** If necessary, how will remote learning (for the entire school) be conducted? Will we have more structure than we did in the spring?

A: Yes, while we are very happy with how remote learning went this spring, we are making plans (if needed), to provide a more structured schedule for our teachers and students.

23. **Q:** What are the re-opening plans Northpoint is working on this summer?

A: Northpoint is working on three main plans: Plan A; Plan B and Plan C

Plan A: Our plan is to be on-campus and in class on the first day of school, August 11. Obviously, this pandemic has brought challenges and changing information. If things change it might be necessary for a plan B and a plan C.

Plan B: If we are restricted to having a certain number of students in a classroom at one time, then we will allow one-half of the students in each class to come one day and the other half to come the next day. We would alternate days until everyone is allowed to return to school together. Accommodations would be made for families with multiple children, to have all students in the same family on campus the same day. Other accommodations would be made if this was forced on us.

Plan C: If we were required to go to remote learning, we would go to a remote learning schedule providing more student structure. Below is a sample schedule for Plan C, which varies by grade level of each student.

Plan C- Sample- Remote Learning Schedule (If Needed):

7th through 12th Grades:

- Students will be required to attend live instructional sessions via the internet for 1st, 3rd, 5th, and 7th periods on Monday, Wednesday and Friday. The sessions will range from 40 – 50 minutes each with a 10 – 20 minute break between each one.
- Students will be required to attend live instructional sessions via the internet for 2nd, 4th, and 6th periods on Tuesday and Thursday. The sessions will range from 40 – 50 minutes each with a 10 – 20 minute break between each one.
- The following week the even periods will be on Monday, Wednesday, and Friday and the odd periods will be taught on Tuesday and Thursday.
- Assignments for the entire week will be given at one time for the week via Powerschool Learning Management System.
- All teaching sessions will be recorded.

5th and 6th Grades:

- Students will be required to attend live instructional sessions via the internet for 3 subjects per day on a rotating schedule. The sessions will range from 40 – 50 minutes each with a 10 – 20 minute break between each one.
- A schedule will be created to ensure that English, Reading, Math, Science, and Social Studies content are taught most effectively.
- Assignments for the entire week will be given at one time for the week through Powerschool Learning Management System.
- All teaching sessions will be recorded.

3rd and 4th Grades:

- Students will be required to attend live instructional sessions via the internet for 3 subjects per day on a rotating schedule. The sessions will range from 30 – 40 minutes each with a 20 – 30 minute break between each one.
- A schedule will be created to ensure that English, Reading, Math, Science, and Social Studies content are taught most effectively.
- Assignments for the entire week will be given at one time for the week through Powerschool Learning Management System.
- All teaching sessions will be recorded.

1st and 2nd Grades:

- Students will be required to attend live instructional sessions via the internet for 3 subjects per day on a rotating schedule. The sessions will last approximately 30 minutes with a 30 minute break between each one.
- A schedule will be created to ensure that all content areas are taught effectively.
- Assignments for the entire week will be given at one time for the week through Powerschool Learning Management System.
- All teaching sessions will be recorded.

PK, JK, and SK:

- Live instructional sessions will be provided that will be age appropriate. Sessions will be recorded so the parent can access the content when their family schedule allows.
- Northpoint will utilize PowerSchool Learning Management System for these grade levels to communicate expectations and assignments.
- Supplies will be provided for all activities.

NCS Technology Resources:

- PowerSchool is an online platform available for students, parents and teachers. NCS uses two systems within the platform to communicate and access information.
 - PowerSchool Learning
 - PowerSchool Learning(PSL) is a secure learning management system. The system allows teachers to communicate class expectations and provide information about including but not limited to announcements, assignments, and multimedia resources.
 - PSL requires both students and parents to log-in using different usernames and logins. Students and parents have different access permissions within the learning system. It is very important for students to log-in with the student assigned username and password to complete assignments, view videos, etc.
 - NCS Technology Tips for Students Class
 - All students and parents are enrolled in the NCS Technology Tips for Students class in PSL.

- This is a resource for parents and students to assist with technology needs and questions.
 - To access PowerSchool Learning:
 - Go to <https://ncstrojans.learning.powerschool.com>
 - Students will select "Sign In With Google" and use their NCS Google account information.
 - Parents, please see the Getting Started Guide for Parents at <http://ncstrojans.com/academics/7th-12th/technology/>.
 - Note: An app is available for download. However, due to functionality concerns, NCS IT department recommends using the above URL to access information. Creating a shortcut on your phone to the weblink is highly recommended.
- PowerSchool
 - The PowerSchool (PS) Parent/Student Portal is a student information system used to view class grades and attendance.
 - PS requires students and parents to use different usernames and logins.
 - To access PowerSchool :
 - Parent/Student Portal <https://northpoint.powerschool.com/public>
 - Students will enter the same username as the NCS Google account information without @ncstrojans.
 - Parents, please see the Getting Started Guide for Parents at <http://ncstrojans.com/academics/7th-12th/technology/>.
 - Note: An app is available for download. However, due to functionality concerns, NCS IT department recommends using the above URL to access information.
- Google Accounts/GSuite Apps
 - NCS uses GSuite for Education to assist students with their learning experiences. Students are given a gmail account and have access to multiple Google resources including:
 - Google Drive for file storage and sharing
 - Google Docs
 - Google Forms
 - Google Sheets
 - Google Slides
 - Gmail - activated for grades 6th-12th
 - Google Account information
 - All NCS students in grades preschool-12th grade have individual NCS Google accounts.
 - Google account information is provided to students in the preschool or upon enrollment in grades 1-12.
 - Students will use their Google Account information to sign into multiple technology resources.

- Students should use the option to "Sign In With Google" if available to technology resources.
 - When Sign In with Google is selected, a username/gmail and password are required.
 - Google username/email is specific to each student. An example is Jsmith@ncstrojans.com.
 - Google password is specific to each student.
- Laptops and Chromebooks
 - All students enrolled in remote learning classes are required to have a PC, laptop, and/or chromebook.
 - If a laptop or PC device is not available for students enrolled in remote learning experiences, NCS will provide a Chromebook.
 - All devices are required to have audio and video capabilities.
 - Students often use Chromebooks during classroom experiences. For students needing additional help with using the device, an appointment can be scheduled to review tips, tricks, and uses.

Student Experience During Remote Learning

- Student Accountability
 - Teachers will communicate requirements for each week on PSL.
 - Students should plan their day to follow their regular school schedule for class meetings and daily work. This will allow the student to manage class time effectively when completing class activities.
 - Attendance requirements for synchronous online meetings each week for each class will be communicated with the student from each teacher.
 - Teachers will provide each student with instructions for asking questions, discussing concepts, and watching demonstrations.
 - If students cannot meet at the scheduled time, students are responsible for communicating with the teacher directly for attendance purposes.
 - Students are expected to follow all policies and procedures as outlined in NCS student handbooks.
 - Academic integrity is expected at all times during remote learning.
 - Students are required to complete all course work independently and on time.
 - Students are expected to use the same courtesy and respect online as they are expected to in person.
 - Additional information and requirements may be provided for each grade level:
 - Upper School students
 - Grades 4-6
 - Grades 1-3
 - K3, K4 and K5

- Technology Devices, Access and Potential Limitations
 - To aid in the success of remote learning, basic technology requirements that students will need to be able to participate include:
 - Laptop, PC, or chromebook with video and audio capabilities
 - Broadband Internet Access
 - Chrome Web Browser
 - Headphones or earbuds
 - Access to GSuite account, PowerSchool Learning (PSL), and PowerSchool.
 - Limitations
 - It is understood that students may have limited access to a quiet private space. If possible, designate a specific area for students to participate in and complete student activities.
 - Multiple students and family members may be using internet/wifi simultaneously. This may affect the student's connection to PowerSchool learning as well as synchronous learning. Students should contact the teacher immediately if issues arise.
 - If a student chooses to use a device other than a NCS chromebooks, assistance with troubleshooting the device may be limited.
 - Multiple users on one device may interfere with permission levels for accessing and participating on PSL. It is of utmost importance for all students to sign into Google with their NCS google account information. Other users signed into the device or Google will need to sign out to allow the student to have full access to NCS Google accounts.

What You Can Expect from the NCS Technology Department

- The NCS Technology Department is available to assist all students, parents, and teachers.
- In order to respond to needs, requests, questions, etc., the ITHELP@ncstrojans.com will be monitored during normal school hours. All efforts will be made to quickly contact you to resolve the issue. If an issue arises when trying to complete an assignment after school hours, students will need to use the preferred communication method outlined by their teacher to explain any issues.
- When an email is submitted to ITHELP@ncstrojans.com, a help ticket is created. In the email, it is important to include the following information:
 - Subject line of the email: Main concern (example: Log in help with PowerSchool Learning)
 - Within the email:
 - Describe the issue as specifically as possible, including details such as class name, teacher name, and assignment name.

- Include a phone number so that they can contact you quickly, and some good times to reach you.
- Technology support may include remoting into your computer (with permission) via Zoom, phone call or email.
- Please reference the NCS Technology Tips for Students class on PowerSchool Learning for basic guidelines. New information and updates are updated frequently.

(These plans are subject to change as events and circumstances change with COVID-19.) 7/17/20