

Frequently Asked Questions Regarding COVID-19 (coronavirus) **Updated March 27, 2020**

Q). Are schools closed because of the coronavirus (COVID-19)?

A). Yes, on March 13, following the declaration of a national emergency by our President, Fresno Unified made the extremely difficult decision to close all schools for students beginning Monday, March 16th through April 13th, which is when our district is regularly scheduled to return from spring break. This includes all early learning and adult school activities as well. We are optimistic that we will resume classroom instruction after spring break, but we will continue to evaluate what is best for our kids and community.

Additionally, the city of Fresno and the state of California have declared “shelter in place” orders.

During this time, we highly recommend that students and families continue to practice health and safety measures such as handwashing and social distancing. This school closure is put in place to help mitigate the spread of this virus and if our students and families congregate in groups, this can counteract these social distancing measures.

Fresno Unified continues to encourage our community to take common-sense precautions to prevent the spread of infectious germs:

- If you are sick, stay home.
- Avoid close contact with those who are already sick.
- Cover your nose and mouth when coughing or sneezing with a tissue or the crook of your arm.
- Wash your hands often with soap and water. If you don’t have access to soap and water, hand sanitizer with an alcohol content of 60% or more is a great alternative
- Avoid touching your eyes, nose, or mouth.
- Those 65 and older or with chronic conditions should shelter in place at home

FOOD SERVICES -----

Q) Will students still have access to meals while schools are closed?

A). Yes, Fresno Unified is providing meals at several designated sites weekdays from 9am to 11am. Meals are available on a grab-and-go basis. Students can get a meal from any designated school; they do not need to go to their school of enrollment. During spring break (April 6-13) sites will not be serving while district staff takes a much-needed rest to observe the holiday.

As of March 24, the designated meal sites include:

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| Addams Elementary | Lincoln Elementary |
| Ahwahnee MS | Scandinavian MS |
| Birney Elementary (NEW) | Sequoia MS |
| Columbia Elementary | Tehipite MS |
| Computech MS | Tenaya MS |
| Cooper MS | Terronez MS |
| Figarden Elementary | Tioga MS |
| Fort Miller MS | Wawona K-8 |
| Hamilton K-8 | Yosemite MS |
| Kings Canyon | |

TECHNOLOGY -----

Q) My child doesn't remember their ATLAS log on information. How do they update or reset their password?

A) For students in grades 5 – 12, on the ATLAS sign in page, to the left of their username and password is a *Forgot my Password* link. For students in grades K-4, please call the COVID-19 help desk at 457-3395.

Q) My student is having issues with their Fresno Unified tablet. Who should I contact for support?

A) You can call our LCD help desk at 457-3939.

Q) I am a Fresno Unified employee working remotely and I am having issues connecting to district applications, or I'm having a technical issue with my district device. Who do I contact for support?

A) As you do when school is in session, contact the Employee IT Help Desk at 457-2600

Q) My child doesn't have internet access at home. How to do I secure a device to help with online learning supports?

A) Through Fresno Unified's eLearn Companion Device program, students can secure a tablet and/or a free hot spot. The district is currently rolling out its school closure deployment plan. Soon, school sites will be messaging to students in need and identifying district wide deployment plans.

CURRICULUM AND INSTRUCTION-----

Q) Will school days be added on at the end of the year or over the summer?

A) At this time, we don't anticipate adding days on the back end of the school year, but we are waiting for further guidance from the state of California regarding when and how schools would resume.

Q) What instructional options are available to students while schools are closed?

A) We understand the loss that instructional time has on our students' learning. The District has outlined a comprehensive list of optional educational resources to serve students during this unprecedented time. Students in TK-12 can find "Exercise Your Brain" resources on fresnounified.org or through their ATLAS student portal. A limited amount of paper packets will be available at our meal distribution locations once a week for students without online access.

High school students who were previously in credit recovery programs should continue to utilize online resources like Edgenuity, to ensure they stay on track to graduate in June. Soon we expect to provide testing updates to high school students currently enrolled in AP courses. We are awaiting guidance/updates from the governor on how to proceed with high school coursework and seniors specifically. We will update this document when we roll out our plan.

Q) Are IEP meetings currently being held during the COVID-19 school closures?

A) No, IEP meetings are not currently being held during school closures, unless there are extenuating circumstances and the IEP meeting can be held in a safe manner. Alternative methods of delivering IEP services are being explored taking into consideration the health, safety, and well-being of all students and staff.

Q) What services will students with disabilities receive during school closures?

A) The District is committed to meeting the needs of students with disabilities as outlined in their IEPs or 504 Plans to the greatest extent possible under the current circumstances, including:

- For students with IEPs, the provision of special education and related services using alternative delivery methods that prioritize the health and safety of students and staff.
- For students with 504 plans, providing the accommodations, supports, and/or services applicable to online learning.

Q) How do I receive more information regarding my student's individual IEP needs?

A) The District's COVID-19 call center can route calls to the appropriate staff to answer any special education related questions. The number is (559) 457-3395, and special education staff are available to connect with students and families to address individual student needs.

Q) Are non-emergency social/emotional supports available for my student during school closures?

A) Yes. If you have a non-emergency social/emotional concern related to your student, please call the District's COVID-19 call center at (559) 457-3395 during normal business hours. If it is an emergency or you feel that your student poses an immediate risk to himself/herself or others, please call 911 immediately.

Q) **I am a student. How will I get my grades for third quarter?**

A) Teachers recently completed report cards and the District office will be mailing grades home soon. While schools are closed students are encouraged to exercise their brain with several optional educational resources available at fresnounified.org and through their ATLAS student portal—though nothing will be graded or is expected to be turned in.

HUMAN RESOURCES -----

Q) **Is staff working while schools are closed?**

A) We continue to assess work schedules from week to week, but at current, most employees outside of food service workers, custodians and employees responsible for essential daily business (site administrators, benefits, payroll, human resources) are working from home or off work all together.

All permanently employed staff who are not required to come into work at this time are remaining in paid status and on-call for needs that may arise.

We all acknowledge this is a very trying time for our entire community especially with the daily changes being made to the work force throughout the city.

For the time being, if a staff member is not from a mandated group required to shelter at home (65 and older and those with chronic conditions) and is unable to serve on an on-call status, they will need to utilize sick time or use family medical leave.

As supports are needed, we will provide updates to work schedules. Please stay in contact with your supervisors and watch for Superintendent Nelson's weekly Friday message for updates.

Q) What about substitute employees and long-term substitutes. Are they being paid?

A) At this time all substitute teaching and substitute classified assignments have been cancelled. We understand the difficult situation this places our long-term substitutes in and are working with our teams and legal to identify all options to retain and support our substitute staff. As updates become available, we will message through Human Resources and on our website at fresnounified.org. Thank you for your patience. Please know that you absolutely can file unemployment with EDD.

Q. Is Fresno Unified currently hiring while schools and district offices are closed?

A) In effort to prioritize essential HR functions during this unprecedented time, **certificated and classified hiring is postponed** until further notice.

Q. Is Fresno Unified currently providing employment verification while schools and district office are closed?

A) At this time, the District will provide employment verification. The request should be submitted via email to: hrmessages@fresnounified.org.

Q. Who can I call in Human Resources while the offices are closed at this time?

A) At this time, calls can be routed through the COVID-19 Call Center at 457-3395.

GENERAL QUESTIONS -----

Q). With schools closed who can I call with questions?

A) The District has established a call center to field parent and employee calls while schools are closed. Currently, the call center is open daily from 8:00 a.m.- 5:00 p.m.. The number is 457-3395. The website Fresnounified.org also provides pertinent resources.

Q) Are sites closed to green space activities, community events, and athletics?

A) Yes. While schools and district offices are closed all campus activities have been cancelled, including Saturday Green Space, church gatherings, community meetings, and sporting events/practices. Sites are open only during meal distribution time periods and should not be assessed for playground or field use.

Q). What else can we do to reduce the spread of COVID-19 while schools are closed?

A). During this time of school closures, we want to remind students and families to continue to employ health and safety measures such as handwashing, working from home if possible and social distancing. This school closure is in place to help mitigate the spread of this virus and supports both state and federal guidelines, limiting reducing group gatherings to 10 or under.

Q) Will the District's health clinics be opened while schools are closed?

A) Yes. The school-based health clinics at Gaston Middle School and Addams Elementary are open to the pediatric community.

Q). Where can we go for more information around COVID-19?

A). [CDC](https://www.cdc.gov), [California Department of Public Health](https://www.cdph.ca), and [Fresno County Department of Public Health](https://www.fresnounified.org) websites are all great resources for up to date facts about COVID- 19. You can also find information on our district website at fresnounified.org.