



WELCOME TO YOUR WEEKLY EMPLOYEE UPDATE

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LETTER FROM OUR CEO

Hello Friends,

Labor Day weekend usually marks the “unofficial” end to summer and the beginning of fall. This transition has me, once again, thinking back and marveling at our progress. The spring was a time of true uncertainty, as we all made adjustments and concentrated on taking care of ourselves, our loved ones, and discovering a new way to live our day-to-day lives in the suddenly very different world in which we found ourselves. The summer then became a time of action: we found ourselves reopening our beloved schools and welcoming back the children and families we missed so dearly. As a community, this important endeavor required a *lot* of planning, studying, and preparing, combined with heroic displays of hope, determination, and courage.

And now, somehow, we find ourselves in the fall already. We successfully deployed and applied the trainings that were developed this spring to our schools this summer, and we are pressing on, a little more determined each day. We’ve had our share of speed bumps; it was just a couple weeks ago that I wrote to you about a case of COVID in our school located in Melrose, MA. This week, we were faced with another confirmed case in our school in Natick, MA (please see our “Operations” update below on how our team once again handled the situation with grace and compassion). Undoubtedly, there will be similar instances along the way. It’s the trajectory I described above, however, that leaves me optimistic. The last 6 months have shown incredible growth in our team, both personally and professionally, across all of our brands and in all of the states in which we are located, to rise up and meet this crisis.

I hope you all enjoy a much deserved long holiday weekend and find time to rest and relax. If you can create space this weekend to reflect, remember this – many of my letters to you this summer sought to reinforce the idea to you that “we can do this.” I’d like to change it now, and make sure you are giving yourself all the due credit you deserve: “we *are* doing this.”

With love,

Sarah

Sarah Clabby Schroeder
CEO, Little Sprouts



WEEKLY UPDATE 9/4/2020

OPERATIONS

This week, we were faced with our second positive COVID case in our schools – this time in Natick, Massachusetts. As stated in our previous COVID update, any identifying details about the individual with the confirmed case will not be disclosed for confidentiality purposes.

On Tuesday, September 1, an individual with regular access to our Little Sprouts Natick school was diagnosed with COVID-19. The individual had last been inside the school on August 28, 2020. Thankfully, the same swift and clear communication that guided our team through the COVID situation in Melrose, MA, weeks ago was on full display in this situation as well: parents were quick to pick up their children from the affected classroom, and staff working within the room exited the building as well. Executive Director Jen Ouellette and Regional Director Susana Hall worked quickly, calmly and efficiently. They made contact with the Natick Department of Health, who assisted in outlining next steps. The affected classroom will remain closed until Monday, September 14, but the school itself may remain open. A deep clean of the school was immediately scheduled the evening of the diagnosis. Employee Experience Manager Crissy Trayner once again followed up with the school in a timely manner to ensure all staff had an outlet to discuss any and all questions and concerns.

As was the case in Melrose weeks ago, we want to thank all of our staff who designed and implemented the trainings, procedures, and best practices that have now successfully guided two of our schools through COVID scenarios in real-time. The families and staff of the impacted school must also be commended for their timely communication; experience has taught us that observing symptoms, getting tested, and sharing information as soon as possible is the most efficient method to stopping an outbreak in its tracks. This particular individual was in contact with the Natick Department of Health well in advance of receiving a positive diagnosis, seeking expertise and guidance at a very early stage. Because of this, Natick DPH commended us on our commitment to minimizing exposure – praise that we could not be happier to receive.

As stated before, our procedures and policies will continue to be reviewed and revised as necessary. Please take a moment to review the communications that we shared with families and staff after being notified of the confirmed case of COVID in our school in Natick, Massachusetts. Please connect with your school director if you have questions about how your school and the company are prepared to respond to confirmed cases of COVID. You are also always invited to email the company directly at friends@littlesprouts.com.

[Natick Confirmed Case of COVID](#)

[Natick Follow-Up Communication](#)

MARKETING & COMMUNICATIONS

Below, you'll find a the new link to a simple, three-question survey. It's an easy way to record your appreciation for someone on your team. Your [Note of Gratitude](#) will then reach our marketing team, who will find clever ways to celebrate the teacher or leader you would like to recognize. Don't forget to take a moment and fill out a 'Note if Gratitude' for a fellow staff member that means a lot to you - we love to share them on social media!

[Note of Gratitude](#)