



Frost Science Museum Pods Frequently Asked Questions (FAQ)

COVID-19 Safety Measures

To ensure the health and safety of our students, guests, volunteers and staff, special measures are being taken including additional handwashing, non-contact thermal scans at drop-off, requirement of all students and staff to wear self-provided cloth face coverings, physical distancing including limited pod sizes and use of stairs instead of elevators, new health and safety signage and etiquette tutorials, additional environmental surface cleaning (desks, materials, doorhandles, etc.) as well as additional training for museum staff. If you have any specific concerns please contact Director of Educational Programs, Daniella Orihuela at 305-434-9569 or dorihuela@frostsscience.org.

Frost Science follows the Centers for Disease Control and Prevention (CDC's) guidance:

<https://www.cdc.gov/coronavirus/2019-ncov/community/community-mitigation.html> The guidance describes specific prevention activities for schools & child care programs. Frost Science Museum Pods will have a limited pod size of nine students with one staff member and will employ creative ways to increase the physical space between staff and students. Frost Science Educators will be encouraging and reinforcing physical distancing when possible and health etiquette including handwashing routines.

Please see our sick policy for more information. We request that if the student or anyone that they are routinely in close contact with (immediate family, nanny, friends, etc.) are diagnosed with COVID-19 to please inform Director of Educational Programs, Daniella Orihuela (305-434-9569 or dorihuela@frostsscience.org) immediately.

How do I register my child(ren) for a Frost Science Museum Pod?

Registration is completed online. Registrations are accepted based on availability. Families must commit to a pod for the entire duration of school closure (currently through October 2, 2020).

Do members get a registration discount?

Yes, with a Frost Science membership you get a \$50 discount off of your child(ren)'s registration(s) per week. Not a member, not to worry! You can add a membership to your Frost Science Museum Pod registration.

We encourage you to visit <https://www.frostsscience.org/membership/> for more membership information. You must be a member and be logged in to your online membership to receive the member discount on educational programs registrations.

How much is a Frost Science Museum Pod registration?

Frost Science Museum Pods are available for Grades K-5 and are \$325.00 per week for non-members, \$275.00 per week for members of Frost Science. Please note that payments are processed weekly, but families must commit to the pod for the entire duration of the school closure. Upon registration, you will authorize Frost Science to charge your credit card automatically for the weekly registration fee for the duration of the pod program.

If you are not a member and would like to become one, you can add a membership when you register your child for a Frost Science Museum Pod. All fees must be paid at the time of registration via credit card. Membership discount cannot be combined with other discounts.

Once your registration has been reviewed and the payment has been processed, you will receive a final confirmation email that contains your Frost Science Museum Pod confirmation / paid invoice in an attachment. Your child is not registered until you have received an email confirmation. A separate registration is required for each child.

What does my child need to bring with them for their virtual school sessions?

Students must bring with them all necessary equipment and materials for virtual school, including but not limited to laptop or portable device, headphones and microphone (if not built into the device), school supplies for activities, and printed worksheets



(if applicable). All students must wear their own headphones during the lessons. Students must bring the equipment and materials home with them every day.

Frost Science makes every reasonable attempt to safeguard students' possessions. However, the museum will not be held responsible for the loss, destruction, or theft of any personal items (i.e. clothing, book bags, electronic devices, cellphones, or money) your child may bring to the museum.

What does my child wear to a Frost Science Museum Pod?

Students may wear school appropriate clothing or their school uniform every day. We recommend that students wear shorts or jeans and comfortable closed toe shoes. All students should also bring a sweater or a jacket as the classrooms tends to be chilly. Please place the student's name on the tag of any jackets or sweaters. Please note that students will go outdoors for recess (weather permitting) so clothes can get dirty, wet, or messy.

Per current mandates in public spaces, students will be required to wear a self-provided cloth face covering during the day. Please note that face shields in lieu of a cloth face covering is not permitted. However, one may be worn in addition to a cloth face covering if desired, but this is not required. For more information and recommendations for children wearing cloth face coverings we suggest reviewing this helpful article from the American Academy of Pediatrics:

<https://www.healthychildren.org/English/health-issues/conditions/chest-lungs/Pages/Cloth-Face-Coverings-for-Children-During-COVID-19.aspx>

Please note that recess may take place outdoors. Please remember to prepare students with hats, insect repellent, reusable water bottles and sunscreen to protect against the hot Florida sun. Also, students will not be using the museum elevators and therefore will be utilizing the stairs throughout the day.

Do you allow students to bring their own toys?

We require that students leave non-essential personal items, especially electronic games and small toys, at home. In efforts to prevent virus transmission we kindly ask students that they do not share any belongings.

Do you offer before/after care?

Yes! After care is included in your Frost Science Museum Pod registration and provides care until 6:00 p.m. In after care, students can work on their homework assignments and/or participate in fun activities including crafts, board games and watching educational videos. Students that remain after 6:00 p.m. will be charged \$5 a minute for every minute after 6:00 p.m. until they are picked up.

If you do not wish to have your child in after care, you can pick them up after their virtual school days ends (2:05 p.m. for Grades K-1 and 3:05 p.m. for Grades 2-5). However, this will not result in a reduction to your registration fee.

Before care is not available as drop-off begins at 8:00 a.m.

What does a typical day for a Frost Science Museum Pod look like?

Students will be provided with a safe and clean space for them to attend their daily virtual school lessons. Frost Science Museum Pods will follow Miami-Dade County Public Schools daily schedule and include a time for museum provided snacks (morning and afternoon), parent/guardian provided lunch and recess. A Frost Science Educator will supervise students throughout their sessions and provide homework assistance and basic IT support as needed.

Who are the staff that will be with my child?

Frost Science Museum Pods will be led by a Frost Science Educator. All Frost Science Educators are trained by the museum's Director of Educational Programs. Frost Science educators are trained in classroom management, web-based learning experiences, basic IT support, accessibility, and safety.

Each Frost Science Museum Pod has a maximum of nine (9) students and has one (1) Frost Science Educator in the classroom at all times for a maximum of 10 individuals in a space.



What is the drop off process?

Frost Science Museum Pods drop off takes place from 8:00 a.m. to 8:15 a.m., at the entrance of the museum next to the Ticket Center. For safety reasons, a parent/guardian must accompany their child(ren) to check-in every morning and sign them in. Students are not allowed to sign themselves in.

Please note that due to additional guidelines relating to COVID-19, all students will have their temperature checked in the presence of a parent/guardian every morning before signing in. Any child who registers a temperature of 100.4 degrees Fahrenheit or higher will not be allowed to join their Frost Science Museum Pod that day, and we cannot issue any refunds or credits for sick days. Parents will also need to complete a short questionnaire each morning about recent travel of the child (or a member of their household) and symptoms recognized by the CDC for COVID-19. Please refer to our sick policy for more information. Additionally, all parents must wear a self-provided cloth face covering during drop-off and must maintain 6 ft of distance between check-ins. We appreciate your patience in advance.

Additionally, please note that per current mandates in public spaces, students will be required to wear a self-provided cloth face covering during the day. Please note that face shields in lieu of a cloth face covering is not permitted. However, one may be worn in addition to a cloth face covering if desired, but this is not required. For more information and recommendations for children wearing cloth face coverings we suggest reviewing this helpful article from the American Academy of Pediatrics: <https://www.healthychildren.org/English/health-issues/conditions/chest-lungs/Pages/Cloth-Face-Coverings-for-Children-During-COVID-19.aspx>

On the first day of their Frost Science Museum Pod session, it is recommended that students arrive between 8:00 a.m. and 8:10 a.m. This allows the student to meet museum staff and parents to double check emergency contact information and the name of those listed as authorization for release information.

Timely drop-off will help aid the process for all pod participants and allow students and staff time to go to the classroom space and set-up their area for virtual school. Please note that the museum is not responsible for a student logging in late to their virtual school session due to a late drop-off. The parent/guardian will need to work directly with the school/teacher to adhere to their attendance policy.

What is the pick-up process?

Frost Science Museum Pods pick-up takes place at the main entrance of the museum. Please provide the guest ambassador at the main entrance your child's name, grade, and inform them that they are in the Frost Science Frost Science Museum Pod program. For safety reasons, students will only be released to the individual(s) listed on your original registration form or on an authorized for release form. Additionally, all individuals must present a photo ID every time they come to pick up a child. Once the ID has been verified, your child(ren) will be brought to you. Museum staff WILL NOT allow anyone not listed on the form to pick up a child unless specific written instructions have been provided by a parent/guardian in advance.

Please note that due to additional guidelines relating to COVID-19, all students will remain in their pod until they have been signed out by a parent/guardian. They will then be escorted downstairs by museum staff. All parents/guardians must wear a self-provided cloth face covering during pick-up and must maintain 6 ft of distance between check-outs. We appreciate your patience in advance.

Students that remain after 6:00 p.m. will be charged \$5 a minute for every minute after 6:00 p.m. until they are picked up. Payment for late pick up will be invoiced by our Reservations Department and must be received before the end of the next week. If payment is not received by the next Friday before the end of the business day, a \$60 late fee will be charged to the account and is due at time of payment. If an account is delinquent over 30 days from the due date, a 1.5% charge will be added to the account balance. In the case of a past due account being sent to collections, the balance of any outstanding payments, plus collection, court and/or filing legal fees will be added to the balance owed to Frost Science.

What if I need to pick-up my child early?

In the event that a student will need to be picked up early, please proceed to the member and guest services desk adjacent to the main entrance. Provide the guest ambassador your child's name, grade, and inform them that they are in the Frost Science



Museum Pod program. Guest Services will then contact the Education team who will bring your child to you for sign-out. All individuals must present a photo ID and be listed in the child's authorized for pick-up list.

Please note that due to additional guidelines relating to COVID-19, we request that all parents/guardians wear a self-provided cloth face covering during pick-up and help us maintain 6 ft of distance while in our museum entrance. We appreciate your patience in advance.

What is your behavior policy for students?

Good behavior is a key component to a successful learning experience. In an effort to provide all students with a safe and engaging environment, it is important that all students exhibit proper behavior and self-control. Students are expected to respect their instructors, staff and fellow students at all times. Inappropriate, disruptive, and/or violent behavior while at the museum will not be tolerated. Examples of inappropriate behavior include, but are not limited to: hitting, fighting, name calling, foul language, arguing, reckless endangerment, disrespectful actions, and stealing.

The Phillip and Patricia Frost Museum of Science reserves the right, upon notification of parents, to dismiss any student during any sessions for conduct that is deemed detrimental to the well-being of other students, staff, or to the overall operation of the program. No refund/credit will be issued if your child is dismissed.

How will the Frost Science Museum Pods handle special needs?

All Frost Science programs are inclusive. Thus, any student with special needs is welcome. It is requested, if possible, for the parent to disclose any special needs of their child in advance of the first day of school to the museum's Director of Educational Programs, Daniella Orihuela at (305) 434-9569 or dorihuela@frostsscience.org, so that the staff can be properly trained and prepared to ensure a safe and educational experience for all students. This information will only be shared with the Frost Science Educator and select museum staff. Staff will be monitoring and supervising lessons as needed to accommodate all children; however, please note that a virtual platform does focus more on learning through visual guidance and conversation. We aim to provide accommodations as possible to ensure a broader and friendlier learning environment for all our students.

Please note that outdoor recess may be part of the Frost Science Museum Pod's daily schedule. Also, students will not be using the museum elevators and therefore will be utilizing the stairs throughout the day. If other accommodations need to be made for child, please let us know in advance at the phone or email provided above.

My child has certain allergies, how do I ensure that the museum staff is aware?

We ask that all parents who have children with allergies complete an Allergy Action Plan which will be included with your Registration Confirmation. The Allergy Action Plan allows parents to detail the types of allergies, steps to prevent reactions from occurring, signs to help identify when a reaction is occurring, and the course of action to take. The Allergy Action Plan will be reviewed with the Frost Science Educator, and kept in the pod binder, which stays with the pod at all times.

What is your cancellation policy?

Pods that do not meet minimum enrollment requirements are subject to cancellation. If we must cancel your pod, we will contact you to inform you of other educational program options.

Withdrawals?

If a student withdraws from a pod for which they are registered before the first day of session, a museum credit (but no refund) will be given. This credit will be good for one year from the date of issue and may be applied to a Frost Science educational program. If a student withdraws from their pod for which they are registered after the first day of session, a credit of refund will not be issued.

Absences?

If your child(ren) will not be able to attend on a specific day during a session for which he/she is registered, please notify the Reservations Department as soon as possible by calling 305-434-9564 or email education@frostsscience.org, or the Director of Educational Programs, Daniella Orihuela at 305-434-9569 or email dorihuela@frostsscience.org, in advance. Absences may not be "made up" by having your child(ren) attend on a different day, nor will you receive a refund/credit for any missed days. Please see our sick policy below for additional information on absences related to illness.



Sick Policy

If your child exhibits symptoms of an illness or states that they feel ill to a staff member, a parent/guardian will be notified immediately. If a child is sent home, they will need to be picked up within 30 minutes of notification. Symptoms that will result in a child being sent home include (but are not limited to):

- A fever of 100.4°F or higher.
- Coughing (unless a doctor's note confirms the child is not contagious, such as with allergies)
- Headache
- Upset stomach, vomiting or diarrhea

A child needs to be symptom free (and in the event of a fever, must be fever free without the aid of fever reducing medication) for 24 hours and have a doctor's note for them to be able to return to their Frost Science Museum Pod. Absences due to illness will be evaluated on a case by case basis.

If your child, or someone in their household, is diagnosed with COVID-19 please contact the Director of Educational Programs immediately at 305-434-9569 or email dorihuela@frostsscience.org.

What are your handwashing and hygiene measures?

Proper handwashing and hygiene are a priority for Frost Science programs in efforts to prevent virus transmission. Our staff is attentive on reminding students about handwashing and will be taking scheduled handwashing breaks at least every two hours in addition to after visiting the bathroom, before lunch, snack and after lessons. Museum measures also include hand washing or hand sanitizer stations accessible in each room.

Is food provided?

Included in the price of registration are two snacks (one morning and one afternoon) for each day. We will provide a blend of snack options that are nut-free. Students will be able to pick their snack from the options provided each day. Snack options may include fruit snacks, goldfish, vegetable chips, or popcorn. Students may bring their own snacks from home instead, but this will not result in a discount for registration. Snacks will vary, so please be sure to list any food allergies on your child(ren)'s registration form(s).

All students have a 30-minute lunch break each day. Students must bring a non-perishable lunch each day that does not require refrigeration or a microwave. Please place each student's name on his or her lunch box/bag so that it is easily identifiable. Students with specific dietary needs or food allergies are encouraged to notify Frost Science in their registration form and/or bring their own snacks. We aim to provide a nut-free environment and ask all students to be considerate of other students' possible food allergies.

What is your restroom policy?

There will be set opportunities, for example after snack and lunch, for students to use the restroom. However, they will be able to use the restroom, escorted by a Frost Science team member on the same floor whenever needed.

Due to guidelines related to COVID-19, we will limit one student in a restroom at a time. There are three restroom spaces available on classroom floors.

Where do I park?

Parking for Frost Science Museum Pod drop-off and pick-up will take place in the bus lanes before entering the garage. Please leave your car in the bus lane, head up to science plaza and meet a Frost Science staff member in the museum's Atrium. Parking in the garage will not be complimentary, all those who wish to park in the garage will be subject to regular parking fees.

In case of an emergency, who do I contact?

If you need to reach Frost Science Education staff or your child during the day, please call 305-434-9564 or 305-434-9502 for an immediate answer. The person at the extension will help get you in contact with the appropriate staff member.

Who do I contact if I'm having a problem situation with Frost Science Museum Pods?

Please notify Daniella Orihuela, Director of Educational Programs, at 305-434-9569 or dorihuela@frostsscience.org, if your child



is having a problem while onsite. We want your child to have an enjoyable and rewarding learning environment. With your help, we can ensure that all students are at ease and comfortable.

The Phillip and Patricia Frost Museum of Science reserves the right, upon notification of parents, to dismiss any student during any session for conduct that is deemed detrimental to the well-being of other students, staff, or to the overall operation of the program.

What happens in the event of an emergency at the museum?

The museum has an emergency action plan that is part of the safety training for all staff. This training includes what to do in the event of a fire, severe weather, a missing child/parent, and more. All Education instructors, staff, and volunteers will complete this training prior to the first week of school and be refreshed as needed.

In case of an emergency, the priority will be the safety of all the students. Once the student(s) are safe, and the Emergency Action Plan procedure is followed, parents will be notified as quickly as possible using the emergency contact information provided for each student at registration.

In the event of a medical emergency, museum staff will contact emergency medical personnel and will then contact the child's parent or guardian. Based on the medical personnel's assessment, your child may be transported to a local hospital to receive further medical attention. Please note, emergency medical personnel cannot honor requests to bring children to specific hospitals, doctors, or medical establishments.

What happens in the event of a hurricane or tropical storm?

In the event that Miami-Dade County is placed under Tropical Storm or Hurricane warnings, parents will be notified via email or phone whether Frost Science Museum Pod sessions will be cancelled.

How do you store the student's medication?

We do not store any medication. Museum staff are not able to administer any medication to students, please do not send medication with your child. If a child is required to carry an epi-pen, a copy of the prescription will need to be provided to the museum, and the child will be responsible to bring and take home their epi-pen daily.

Are photos of the children taken while at the museum?

By signing your child up for Frost Science Museum Pods, you authorize the Phillip and Patricia Frost Museum of Science to photograph and/or videotape your child for publicity purposes. Please note that these materials will not be sold or loaned and will be used only to promote the Phillip and Patricia Frost Museum of Science's education programs. If you do not want your child to be photographed for marketing purposes, please note it on the registration form.