Partial-Day Child Care:  
Frequently Asked Questions

**What is this service?**  
Partial-day, scheduled drop-in type child care for children ages 24 months to five years old.

**Who is eligible to use this service?**  
CMU faculty, staff and graduate students. If an undergraduate student needs assistance, please contact the concierge at hrfamilycare@andrew.cmu.edu.

**What is the cost for the child care service?**  
$5 per hour.

**What are the hours of service?**  
Monday – Friday, two sessions per day:  
- Session 1: 7:30 – 11 a.m.  
- Session 2: 12:30 – 4 p.m.

**Is there a minimum or maximum number of sessions/hours?**  
Yes. The minimum is three sessions (10.5 hours) per week and the maximum is five sessions (17.5 hours) per week. The maximum number of hours may be increased and will be determined based on demand. The goal is to provide a service to as many families as possible.

**Where is this service offered?**  
In the Cyert Center space on Penn Avenue (6555 Penn Ave. Pittsburgh, PA 15206). Please note: This service is not part of the Cyert Center for Early Childhood Education program.

**How do I register for this child care service?**  
The registration process includes:  
1. Submitting required paperwork  
2. Agreeing to and establishing payment through payroll deduction  
   Once all paperwork is received, you will receive an email confirming your registration and a link to a scheduling tool to sign up for desired day and time slots.

**Who is managing the child care service?**  
The Office of Human Resources.

**Is this service part of the Cyert Center for Early Childhood Education program?**  
No.

**Why can’t I drop my child off any time during the session?**  
Designated drop-off and pickup times help support daily health screenings and staffing needs.

**Do I have to schedule a space in advance?**  
You must first register and complete all required paperwork. Once registration is complete, you will receive a link to request your desired day(s) and time(s).

**Can I cancel a session? Will I be charged?**  
Yes. To avoid charges, please try to provide 48 hours’ notice. If not, you may be charged for the session.
How do I cancel a session?
Once you complete a reservation, you will receive a confirmation email that will include a link to assist you with canceling your reservation, should that become necessary.

What is the drop-off and pickup process?
Only one parent should support their child during the drop-off and pickup process. Your child will be greeted by a staff member who will perform a daily health screening consisting of a visual check, four health-related questions and a temperature check. The staff member will then walk your child to the appropriate classroom. Parents are not permitted inside the building as part of our efforts to ensure the safety of all involved during this pandemic. All adults and children will wear masks throughout this process and the entire day.

What should my child bring?
- 2–3 labeled masks
- 1 labeled water bottle
- Current medication and completed Medication Log form (if necessary)
- Diapers and wipes (if needed)
- A change of clothes including underwear, shirts, pants and socks (labeled)
- Seasonally appropriate outdoor wear — hats or sunhats (labeled)
- Sunscreen (labeled)
- Food for the day
  - Please include a simple morning snack or afternoon snack that includes a drink.
  - All food should be packed in a lunch box/container that can easily be wiped off.
  - Label any reusable containers that are placed inside.
  - Only pack foods that do not need to be heated or refrigerated.
  - When possible provide individual/prepackaged snacks.

What can my child not bring?
Due to potential allergies, please follow food allergy guidance when packing your child’s lunch/snacks.

What happens if my child gets sick while there?
Children’s temperatures will be taken throughout the day. If at any point your child exhibits the following symptoms, they will be brought to a designated “sick room” where an adult will assess and monitor their symptoms. Parents will be contacted and must pick up their child within 30 minutes of being notified that they have become ill. Children will need to be symptom free without the aid of fever reducing medicines for at least 72 hours before they are permitted back inside the building.
- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- Loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea
How are you keeping the children safe?
All staff and students are required to follow the same safety protocols including a daily health screening upon arrival, health checks throughout the day, removal from the classroom with the onset of symptoms, and exclusion from the classroom until 72 hours of being symptom free. We also do not allow for parents or other unnecessary adults to enter the building and we follow a stringent cleaning schedule to keep the classroom environment as safe as possible. We require all staff members and children to wear masks.

What should I expect if there is a positive test for COVID-19?
- Any child care staff member or child with a confirmed diagnosis of COVID-19 will need to self-isolate for a minimum of two weeks, and may only return to the facility when all the following have been met:
  - Resolution of fever without the use of fever-reducing medications
  - Improvement in respiratory symptoms (e.g., cough, shortness of breath),
  - Negative COVID-19 test result
  - Doctor’s release
- Upon the confirmed diagnosis of a child care staff member or child who has been in attendance at the facility, the facility will close for a period of 48 hours so the facility can be cleaned and disinfected properly.
- The operator will inform all parents when there is a suspected outbreak of a communicable disease or an outbreak of an unusual illness that represents a public health emergency in the opinion of the Department of Health.
- The operator will inform child care staff of positive COVID-19 cases.
- Any child care staff member or child identified as a “close contact” to another child care staff member or child who has tested positive will be contacted and asked to self-isolate for a minimum of two weeks without COVID-19 symptoms developing.
- The facility must report positive COVID-19 cases to the Department of Health. The facility must also report positive COVID-19 cases to the Pennsylvania Department of Human Services and Carnegie Mellon University.

What is the program contact information?
Contact the concierge service:
- Email: hrfamilycare@andrew.cmu.edu