

Early Childhood Centers



Early Childhood Program

371 S. Broadway, Tarrytown, NY
(914) 366 - 7898

Children's Garden Center

25 Leroy Ave., Tarrytown, NY
(914) 631-1607

FAQ Document: ECP & CGC Families

Can you please give more clarity on the current refund policy?

At this time, we have prioritized refunding tuition and program fees for those families who are facing extraordinary financial hardship. As promised, we are continuing to evaluate and explore the possibility of credits and partial refunds. In the meantime, we will not be charging any future tuition payments until July 1. We do commit to send an update regarding the current refund policy by May 30. Hopefully you saw similar communications come through this week regarding our refund policy and plans for River Friends Day Camp this summer. Below is a summary of refund options currently available:

• For Families Experiencing Financial Hardship:

We know some of you may be experiencing extraordinary financial stress and we want to reiterate that we are issuing refunds for families experiencing financial hardship right now. We kindly ask you to please complete and submit the COVID-19 Request for Refund Form. With limited staff, we are working as fast as possible to reply and process these requests, and moving forward we will aim to reply to each request within three business days.

• Refunds for the 2020-2021 School Year:

You may also request a refund for next year's school deposit at any time. If a family that withdraws chooses to re-enroll, acceptance will be based on availability, and tuition will be full price. To request a refund for next year's school deposit, please contact lmorrison@shamesjcc.org.

• Refunds for River Friends Day Camp:

We shared an update on Monday, April 27 regarding our current plan for River Friends Day Camp. All families have the option to cancel their camp enrollment and receive a full refund (less deposit) through and including June 1, 2020. In this rapidly changing situation, families may use the next few weeks to gain information, evaluate options, and make decisions that feel most comfortable. We hope to receive direction from the governmental authorities about camp within the next few weeks, and will let you know as soon as we hear. In addition, any auto-payments scheduled for May 1 are now postponed to June 1.

In the event that the JCC is unable to run River Friends Day Camp in substantially the same format and/or duration as planned, families would be invited to choose between:

- converting their fees to a tax-deductible donation;
- authorizing the JCC to post the amount of fees paid as a credit on their account or;
- receiving a full refund

These options would apply on a pro-rated basis depending upon the extent to which the JCC was able to run camp.

Families could choose to exercise one or more of the options above, in whole or in part (e.g., convert half to a donation and receive half as a refund, etc.)

What is the JCC's current financial situation now? Is the organization solvent?

Yes, the JCC is solvent today but the situation is serious and worsening the longer we go with significantly decreased revenues due to the shutdown. Because of the fast-moving nature of this crisis and the mandatory closure of the JCC, it has been extremely difficult to assess the long-term financial impact on the entire organization. All the measures that we are taking right now are geared



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towards helping to ensure the solvency of the agency. With no clear line of sight into when the facility will be allowed to re-open, the JCC is facing serious financial hardship and the future viability of the organization remains unclear.

In the past month, we've taken some difficult but necessary steps to drastically reduce our operating costs in an effort to keep the JCC solvent until we can resume normal business operations. These steps included:

- The decision to furlough 95 percent of our staff, and reduce salaries for the remaining staff;
- Using existing funds to pay for fixed costs such as health benefits, insurance, mortgage, inspection and licensing fees;
- Allocating parts of incoming loans (such as the PPP loan) to pay for urgent fixed costs.

Please see this [financial document](#) linked for more details.

How does our tuition money get spent? Why isn't my money going to teacher salaries?

School tuition is 31% of the Shames JCC's annual revenue. As is customary in JCCs, the ECP/CGC is part of the overall JCC, and your fees support more than just what occurs in the classrooms. Your fees go to supporting the agency in the following important ways: ECP/CGC teacher and staff salaries, program expenses, licensing fees, JCC main site staff (e.g., housekeeping, security, etc.), building maintenance and grounds fees, mortgage, and insurance.

Why are teachers currently furloughed when families have already paid tuition for the spring? Are they being offered benefits?

Once it became clear to us that COVID-19 was going to stretch beyond April 1, we made the decision to furlough teachers, along with the majority of our staff. This was done intentionally so that we best position ourselves with enough cash to survive the crisis. One of the ways we are currently using existing funds and loans we have secured (e.g., PPP) is to pay out health insurance to all our teachers and staff.

Will the Shames JCC have enough funds to run school in the fall?

The measures that we are taking today – including but not limited to furloughing our teachers and staff, delaying decisions on refunds, and reducing accounts payables – are designed to provide the JCC with enough cash to survive the crisis. Our ability to reopen depends on our cash position which is tied to holding onto current program and membership revenue and securing other forms of funding. The longer we are closed, the more revenue we lose. The pool of funds from tuition, program fees, and membership revenue leading up to March 13th is what we are using to survive the crisis.

Can you provide updates on alternative income sources and expense reductions being explored? How will you be using the funds as they come in?

- **PPP Loan:** The JCC received the PPP loan and this loan can be used for payroll and other fixed costs. The JCC, including the board and finance committee, is evaluating how best to use these funds and that primarily depends on the length of closure of the agency.
- **Economic Injury Disaster Loan:** We have applied for this loan and we are waiting to hear back.
- **UJA:** has given us \$75K in funding for the COVID-19 crisis
 - These funds will also go to securing our ability to open up after the crisis.
- **A Business Interruption Insurance Claim** has been filed, though the insurance carrier is disputing the claim.
- **A Bank letter has been submitted with requests to defer mortgage payments** and we hope to hear back in the next few days.