

PARENT COMMUNICATION SERIES

COMMUNICATION #1	
Goals:	Introduce the Program and the Parent Portal
Suggested Timing:	2 weeks prior to Activation Period or asap
Suggested Sender:	Headmaster
COMMUNICATION #2	
Goals:	Describe how the program impacts parents
Suggested Timing:	1-2 days after Comm #1 released
COMMUNICATION #3	
Goals:	Describe details of the checkers, badges, doctors & testing
Suggested Timing:	2 days after Comm #1
COMMUNICATION #4	
Goals:	Provide answers & link to Parent Portal
Suggested Timing:	3-4 days after Comm #1
COMMUNICATION #5	
Goals:	Notify Parents of pending ACTIVATION PERIOD
Suggested Timing:	Morning before the Initial Checker is sent out
Suggested Sender:	Headmaster
COMMUNICATION #6	
Goals:	Share progress and good news
Suggested Timing:	Midway through Activation Period & Go Live Launch
Suggested Sender:	Headmaster
COMMUNICATION #7	
Goals:	Notify parents of Go Live Launch, prepare for new rules.
Suggested Timing:	The day before the Go Live Launch
Suggested Sender:	Headmaster

PARENT COMMUNICATION SERIES

COMMUNICATION #1

Goals of communication #1:	Introduce the Program and the Parent Portal
Suggested Timing:	2 weeks prior to Activation Period or asap
Attachments:	<ol style="list-style-type: none"> 1. What to Expect Video #1 (Quick Overview) 2. Parent Edition FAQs 3. Model Code of Conduct 4. Link Parent Portal
Suggested Subject Line:	Campus-Wide COVID Safety Plan for the 2020-21 School Year
Suggested Sender:	Headmaster

Dear Parents,

I would like to share an extraordinary addition to our campus-wide effort to maintain a safe and healthy environment for our community. We have partnered with *Imhealthytoday Schools* to implement a “Data-Driven, Doctor-Managed” program to assist in strengthening national safety guidelines. This multifaceted mandatory program utilizes technology for daily health screening that includes doctor established algorithms and doctor telehealth visits for every student, faculty and staff to proactively support the safety of every person entering our campus. Along with our current safety protocols, we will now be able to:

- Track the daily COVID-19 related health status of every individual on campus.
- Connect a student, faculty or staff member displaying symptoms of COVID-19 with a doctor via a telehealth call to assess their condition prior to coming to school.
- Make testing available to all students (at parents' expense) through overnight testing kits or other testing options. Doctors will oversee the test virtually before it is returned via overnight service to a medical lab. Results will be available in 48 hours or less. *Please note: Increased volume of testing may slow the timing of results.*
- Oversee the status of any student, faculty or staff member who tests positive for COVID-19 via telehealth doctors, who will monitor their status until a negative test result allows them to safely return to campus.

You will need to [view this link](#) for an introductory video on the *Imhealthytoday School's* online evaluator that each student, faculty, staff and visitor will be required to fill out before arriving on campus every day. This is a simple, quick questionnaire notifying the school if the individual has been cleared to come on campus. You will receive future communication with more details as we launch this pilot program to ensure a smooth and efficient start to school and overall academic school year.

For more information on the program and to learn more, please go to our [Parent Portal](#) or click the image



below:

COMMUNICATION #2	
Goals of communication #2:	Describe how the program impacts parents
Suggested Timing:	1-2 days after Comm #1 released
Attachments:	<ol style="list-style-type: none"> 1. What to Expect Video #2 (More Detail Overview) 2. How Safe & Secure is my Child's Data? 3. Yellow Shield, Now What? 4. Link to Parent Portal
Suggested Subject Line	Parent Involvement for Imhealthytoday Program
General Message:	What the parents need to know about the program

What key things do I need to know as a parent about this program?

- **Quick** - On a daily basis this program will take no more than 30 seconds of your time per child each morning before school.
- **Simple** - This program is WEB-BASED (there is not an iOS APP) but can still be easily completed on any device.
- **Safe/Secure** - The Imhealthytoday (IHT) platform is managed by well respected Doctor groups that only collect COVID-19 current health status data. Traditionally, parents provide significantly more data on the health of their child to the school for medical & physical releases than will ever be collected with the IHT platform.
 - The system does not collect sensitive personal health information such as (Social security numbers, physical information/health conditions).
 - The system does not share any current health information with the school.
 - The only data our school receives will include statistical data such as how many students completed the daily checker, who has not completed the checker, and test results only of those who have tested for COVID-19. None of the data is stored at our school at all.
- **Timeline** - The program launch will be divided into phases:
 - **Activation Period:** This is the first phase of the program and allows us to roll out the initial checker to some or all families, faculty and staff. Because we want to be able to address and manage any potential issues that may arise with the self-checker, no child will be turned away from Campus during this time frame if they are healthy and show no symptoms of COVID-19.
 - **Go Live Launch:** This is the date that has been designated as the OFFICIAL Launch of the program and is when we will begin to systematically enforce protocols to prevent children from arriving on campus without a green shield.

What do I do as a parent for this program:

- **INITIAL CHECKER:** You will receive one text per child with instructions and a link to our web-based program in order to complete an **initial health checker**. This serves as a baseline for our team. You will find that the process of answering the questions will only take a few minutes and is built to be convenient, easy-to-use. The questions are only relative to COVID-19 symptoms. You will not receive a daily checker on the same day you receive the initial checker. The Initial Checker will serve as both for that day.
- **DAILY CHECKER:** Every day thereafter you will receive one reminder text per family requesting that you complete a daily checker for each child.

PARENT COMMUNICATION SERIES

- Upon completion you will receive a green, yellow or red shield indicating whether or not to arrive on campus.
- You will receive texts 7 days a week so that we can continue to support anyone in our community with telehealth visits and COVID-19 testing even if a situation arises on a non-school day.

What will I need to do if my child receives a yellow or red badge?

- This Yellow Status indicates that a Doctor will reach out to you to help.
- See our “Yellow Badge, Now What?” document for detailed instructions.

For more information on the program and to learn more, please go to our [Parent Portal](#) or click the image below:



PARENT COMMUNICATION SERIES

COMMUNICATION #3	
Goals of communication #3:	Describe details of the checkers, badges, doctors & testing
Suggested Timing:	2 days after Comm #1
Attachments:	<ol style="list-style-type: none"> 1. Daily Health Checker Video (video #3) 2. Yellow Shield, Now What? 3. Who is ImHealthyToday? 4. COVID Testing Process
Suggested Subject Line	IHT Checkers, Shields, Doctors & Testing

Now that you are starting to understand a little bit more about the program, let's dig a little deeper into some more aspects that will affect you as a parent.

The Initial (completed once) and subsequent daily checkers (completed daily):

- In order to assess each individual child, the IHT system requires a unique parent email address for every child in your household who will be on our campus.
- You will receive one text for each child you have registered at our school for the initial checker. In that text you will receive a pre-assigned username and password unique for each child. Follow the link in the text to the *web-based portal* where you can easily input the login information to begin answering the short questionnaire.
- We STRONGLY recommend that you elect to "save the password" in your phone for all future checkers so you do not have to memorize your username/password combination. This will make your mornings run much more smoothly and efficiently when the task arrives on your phone.

Summary of the badges that are returned based on your answers to the checker:

- Green Shield. You are considered healthy today and are permitted to return to school.
- Yellow Shield. There is no concern for panic, but this shield will initiate a telephone call from a health professional to assess your child's circumstances that led to the yellow shield. - See ATTACHMENT for what to expect after a yellow shield appears.
- Red Caution. You will be prompted to seek immediate medical attention.
- Red Shield. The only time you will receive a red shield is when you have received a positive COVID-19 test. This shield becomes the indication for our school that you are in a quarantine protocol and are not coming back to campus.


Who are the doctors providing care and resource support for IHT?

- All of our doctors are board certified, licensed Internal Medicine and Emergency Room Physicians. All physicians are independent providers and are fully credentialed. The credentialing process is performed by a national third party credentialing agency in accordance with the National Committee for Quality Assurance (NCQA) and the Utilization Review Accreditation Committee (URAC) guideline. Credentialing includes a thorough review of medical licensure, training, education, work and malpractice history.

COVID Testing Protocols:

- If a doctor has recommended that you receive COVID Testing, he or she will help facilitate that process with you. See the attached document for more specific details.

For more information on the program and to learn more, please go to our [Parent Portal](#).

COMMUNICATION #4	
Goals of communication #4:	Provide answers to frequently asked questions & remind parents where they can find information
Suggested Timing:	3-4 days after Comm #1
Attachments:	<ul style="list-style-type: none"> • FAQ document • Parent Portal Link
Suggested Subject Line	IHT Parent Portal & FAQs
<p>Dear Parents,</p> <p>We know we have shared a significant amount of information with you to prepare you for the changes on campus as it relates to the COVID-19 Pandemic. These are unprecedented times with no roadmap for navigating our lives amidst this illness much less as our children return to school. It is our hope that this series of emails relative to IHT has provided you some peace of mind knowing that we are taking every, and as many precautions as possible to protect the health of our community. We anticipate that as we get further along in the process of collecting responses, confirming daily shields and facilitating tests, these protocols will present some questions you hadn't anticipated at this time. For that reason, we have compiled the following Frequently Asked Questions Document for your reference.</p> <p>As questions arise going forward, we would like to direct you to a detailed web portal. This portal is open to anyone who needs to view it and does not require another username or password. All of the communication information you have already received can be found on this Parent Portal. Please keep this email and link handy as we navigate through the first few weeks of the school year.</p> <p style="text-align: center;">Imhealthytoday Parent Portal</p> <div style="text-align: center;">  </div>	

COMMUNICATION #5	
Goals of communication #5:	Notify Parents of pending ACTIVATION PERIOD
Suggested Timing:	Morning before the Initial Checker is sent out
Suggested Subject Line	Imhealthytoday Activation Tomorrow!
Suggested Sender:	Headmaster

Dear Parents,

We are ready to get going with our Imhealthytoday Program. Tomorrow you will receive your text per child requesting that you complete our baseline Initial Self-Checker. This is considered the first day of our ACTIVATION PERIOD. **No child will be turned away from school until our official GO LIVE Launch which will take place after everyone has completed the Initial Checker.** Our school will use the next several days to ensure that parents are comfortable with the process of receiving and responding to the daily self checker. We also would like some time to ensure that our faculty and staff are equipped and ready to manage students back on campus with our new campus-wide protocols.

The day after today you will begin receiving a single reminder text per family to complete the daily checker. You will receive a daily checker 7 days per week.

All documents can be found on the IHT [Parent Portal](#) linked below.



COMMUNICATION #6	
Goals of communication #6:	Share progress and good news
Suggested Timing:	Midway through Activation Period & Go Live Launch
Attachments:	n/a
Suggested Subject Line	Imhealthytoday Success
Suggested Sender:	Headmaster
<p>Dear Parents,</p> <p>Things are going great with the launch of our campus-wide Imhealthytoday program. We are still in the Pre-Go Live stage of implementation, and while there were some anticipated concerns, we have addressed them and are having tremendous success getting all of our families initiated into the program.</p> <p><u>Our Go Live Date is still scheduled for XX/XX/2020.</u> On that date we will no longer permit students or faculty on campus without a GREEN shield from their daily checker. For the next XX days, however, we are still in the grace period of implementation, so please do not worry if you are continuing to resolve challenges.</p> <p>In the meantime, please remember to go to the Parent Portal as you have questions. All of our communications, documents and videos are available to you at any time.</p> <p>We have such wonderfully patient and smart families, and we are grateful to see the tremendous support and success with the IHT Program. Together our kids will remain safe!</p> <p>*****</p> <p>CONTACT Imhealthytoday FOR CONCERNS WITH THE ACTIVATION PROCESS</p> <p>Our school has partnered with Imhealthytoday to implement this process, therefore the support for the program will be provided by their team. Please contact Imhealthytoday Technical Support prior to contacting our school administration as they are equipped to handle a variety of issues that may arise with your activation(s)..</p> <p style="text-align: center;">Technical Support Visit us at www.Imhealthydayschools.com</p> <p style="text-align: center;">Technical Difficulties (Password reset, email address issues, phone number changes, multiple sibling setup)</p> <ul style="list-style-type: none"> ○ Online Chat@ www.Imhealthydayschools.com <p style="text-align: center;">Daily Checker - Accidentally answered a question wrong & need to reset</p> <ul style="list-style-type: none"> ○ Call - 855-806-3910 	

PARENT COMMUNICATION SERIES

Telehealth needs or questions

- Call - 855-806-3910

General Questions

- Email - membersupport@imhealthytodayschools.com

All documents can be found on the IHT [Parent Portal](#) linked below.



COMMUNICATION #7	
Goals of communication #7:	Notify parents of Go Live Launch, prepare for new rules.
Suggested Timing:	The day before the Go Live Launch
Attachments:	n/a
Suggested Subject Line	We are Going Live with Imhealthytoday tomorrow!
Suggested Sender:	Headmaster

Dear Parents,

Thank you all for such incredible cooperation and support as we have had tremendous success onboarding each family in our school community. Our activation period went well and we, along with the IHT team, have worked tirelessly to resolve any open issues. So now we are ready to truly begin this peace-of-mind program that will help our entire community during this pandemic.

**Effective tomorrow, XX/XX/2020 we are
GO LIVE with Imhealthytoday.**

That means that if you have failed to complete the checker, or if it returned a result other than a green shield, we will ask your child to stay home until they are cleared. Please know it is not our desire to turn away anyone from our community, but we know this is the best way to ensure we can continue to see our students face-to-face as much as possible.

In the meantime, please remember to go to the [Parent Portal](#) as you have questions. All of these communications, documents and videos are available to you at any time.

We thank you for your patience and diligence as we move forward with a safe and healthy school year.

CONTACT IMHEALTHYTODAY FOR CONCERNS WITH THE ACTIVATION PROCESS

Our school has partnered with Imhealthytoday to implement this process, therefore the support for the program will be provided by their team. Please contact Imhealthytoday Technical Support prior to contacting our school administration as they are equipped to handle a variety of issues that may arise with your activation(s).

Technical Support

Visit us at www.imhealthydayschools.com

Technical Difficulties (Password reset, email address issues, phone number changes, multiple sibling setup)

- Online Chat@ www.imhealthydayschools.com

PARENT COMMUNICATION SERIES

Daily Checker - Accidentally answered a question wrong & need to reset

- **Call - 855-806-3910**

Telehealth needs or questions

- **Call - 855-806-3910**

General Questions

- **Email - membersupport@imhealthytodayschools.com**

All documents can be found on the IHT [Parent Portal](#) linked below.

