



# Road to Reopening Checklist

## Checklist for Reopening After a Closure

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### Facility

- Notify landlord and neighboring tenants of your reopening date and keep them updated of any changes
- Have the facility deep cleaned: Carpets cleaned, repainting done, everything sanitized
- Have equipment, HVAC serviced
- Restart any services that were on HOLD
- Lay out your new process for hand washing, sanitizing, and cleaning equipment
- Set 6' distance paint/tape markers
- Consider seating - remove chairs to allow for social distancing and prevent parents from wanting to be in the facility

### Owner/Staff

#### Owner

##### Get Ready

- Send communication to Staff and Parents
- Create New Session and/or New Classes
- Update your policies and procedures (Legalese in Jackrabbit)
- Update the policies and procedures acceptance date in the Parent Portal
- Consider setting up ePayments if not already using for contactless payment
- Consider integrating with Spot TV - allows parents to watch students remotely

##### Get Set

- Send communication to Staff and Parents
- Post reopening date on your website and Parent Portal
- Post New Session and/or Classes on your website and Parent Portal
- Review newest enhancements designed with reopening in mind (on Dashboard)
- Schedule a Checkup Call with Jackrabbit Support, to make sure you are using all features needed for a smooth transition into reopening

##### Go

- Send communication to Staff and Parents
- Review 'Sell and Redeem Gift Cards' in Jackrabbit

# Staff

## Get Ready

- Hire and train new staff
- Utilize the new Jackrabbit Training System for a training refresher for returning staff and users
- Review your User Permissions

## Get Set

- Continue with staff training on new features and processes
- Verify Staff Certification, Staff Certifications, and Reports

## Go

- Set staff new availability and ensure they can log into Staff Portal
- Continue with Staff Training on new features/enhancements prior to opening