



## Orange County Schools (OCS) Coronavirus (COVID-19) Frequently Asked Questions (FAQ) for Families

### Updated Section

(March 15, 2020 rev. April 23, 2020 v.2)

During this time, Orange County Schools remains committed to continuing to provide remote learning for students. We strongly encourage all students to stay engaged in their learning and connected to the school community so they will be prepared when we return to our physical buildings. That's why we developed a remote learning plan that aligns to our state leaders' guidance.

In Orange County Schools, we know that learning takes place in a variety of ways--through enrichment, extension and review. As a result, in Phase 1 of our remote learning plan we are providing Choice Boards that offer activities that enrich and extend learning. They also focus on reviewing and practicing skills and concepts taught previously.

Choice Boards provide students with the power to choose "what" they want to learn (for example, a 3rd grade student can go deeper in 3rd grade content or work on 5th grade Choice Board learning activities); and, "how" to learn a particular subject or concept. This freedom encourages students to be more responsible, accountable and independent while also continuing to learn. Choice Boards also allow students to work on activities at their own pace and at a time that works best for them and their family which is especially helpful in light of the realities of the current pandemic.

Additionally, in Phase 1 of the district's remote learning plan, teachers established "office hours" to remain connected to students and families and to further support student learning; and, the district rolled out a Remote Learning Website for accessing Choice Boards and a myriad of other online learning resources.

Like the evolving nature of COVID-19, the district's remote learning plan continues to evolve... We will continue to innovate as the situation changes and is prolonged. That's why we are drafting plans for Phase 2 and Phase 3 of the district's remote learning opportunities which will continue to include Choice Boards and will also include asynchronous learning where students will have access to content from the end of 3rd and 4th quarter critical standards needed for their next level or course; however, students will not be required to sit down at a computer at a specific time. We will roll out and provide more information about these next phases of remote learning in the coming weeks...

We know that there are still many unknowns, but this FAQ provides clarity on many topics. Please know that every response is subject to change at any time given the evolving nature of the COVID-19 crisis. We will keep our families updated as new information becomes available and/or changes become necessary.

We appreciate everyone's patience and grace as we work aggressively to provide answers to questions and navigate this uncharted, unknown, and quickly evolving territory. Remember, we'll get through this together.

**North Carolina Department of Public Instruction (NCDPI): [Recommendations for Remote Learning, Guidance for Evaluation of Student Progress \(Grading\), and Graduation of the 2020 Class](#)**

### **GRADING UPDATE (4.23.20)**

Today, April 23, 2020, the North Carolina State Board of Education approved a Statewide Grading Policy for K-11 due to the COVID-19 pandemic and extended school building closures.

The NCDPI Grading Workgroup developed this recommendation after significant feedback from many stakeholders, including students.

The new SBE-approved grading policy positively impacts as many students as possible while mitigating negative implications of COVID-19 for NC's public school students. The policy responds to both issues of equity and excellence and addresses many concerns from stakeholders. Providing feedback and engagement to support continued student growth and well-being and not just evaluation is critical for our students during this unprecedented time.

- [SBE news release 04232020.FINAL.pdf](#)
- [FINAL-SBE Recommendations GradingK-11-4.23.20.pdf](#)
- [FINAL-FAQ-One Pager-Student Grading and Promotion 4.23.20.pdf](#)
- [Slide1.JPG](#)

## **REMOTE LEARNING**

### **1. What guidance has NCDPI provided to school districts regarding remote learning?**

- Remote learning is strongly encouraged across the state for all NC public school students to support continued student growth and well-being.
- NCDPI encourages districts to provide a variety of remote learning opportunities to engage all students, continue academic growth, and respond to social and emotional needs.
- Unless districts can ensure all 5 of the [NC Critical Remote Learning Factors](#) districts must focus on providing meaningful feedback to promote student growth rather than assigning numerical grades (see also Question #5 below.)
- Districts across the state are implementing remote learning opportunities that are unique to that district and driven by available technology and resources.

### **2. How does NCDPI define remote learning?**

NCDPI defines Remote Learning as learning that takes place outside of the traditional school setting using various media and formats, such as but not limited to: video conference, telephone conference, print material, online material, or learning management systems (i.e. Canvas). With regard to previous and new learning, Remote Learning can:

- extend the breadth and depth of learning,
- enrich the breadth and depth of learning,
- serve as a review of previous learning, and
- expose students to new content.

### **3. What are NCDPI's critical factors for effective remote learning?**

NCDPI has identified 5 Critical Factors for Remote Learning:

1. is accessible by all students for which the learning is intended and is responsive to diverse learning groups;
2. maintains consistent communication between instructional staff and students;
3. addresses the curricular and instructional needs associated with appropriate standards;
4. includes evidence of student learning; and,
5. considers the whole child as well as the home learning environment.

### **4. Does remote learning in OCS meet all 5 Critical Factors for Remote Learning?**

While remote learning in OCS maintains consistent communication between instructional staff and students (Criterion 2); addresses the curricular and instructional needs associated with appropriate standards (Criterion 3); and considers the whole child as well as the home learning environment (Criterion 5), OCS currently does not meet all 5 of NCDPI's Critical Factors for Remote Learning criteria. Specifically, OCS currently does not meet:

- Criterion 1: Remote Learning is accessible by all students for which the learning is intended and is responsive to diverse learning groups.
  - As of right now, OCS does not provide devices for students in grades K-2 (approximately 1,600 students). While all OCS students have access to technology at school, only students in grades 3-12 participate in the district's 1:1 technology initiative. Students in grades 3-12 are issued a Chromebook at the beginning of each school year for use during the school year.
  - OCS cannot ensure all students have access to WIFI from home. Some students don't have access or consistent/reliable access to a device. And, some students don't have access to WIFI at home even if provided with a hotspot.
- Criterion 4: Remote Learning includes evidence of student learning.
  - Largely as a result of Criterion 1, OCS cannot adequately provide evidence of student mastery of content remotely.

The district endeavors to meet Criteria 1 and 4 to include convening a team of stakeholders, to include school-based and central office staff, to draft a vision and strategic plan to address instructional technology and remote teaching and learning for both short and long-term needs.

### **5. Will the district secure devices for students in Grades K-2?**

OCS Departments of Information Technologies and Curriculum & Instruction are investigating the purchase of devices for K-2 students (approximately 1,600) to support remote learning, both for short term and long term needs.

### **6. Is the district securing additional hardware to support remote learning?**

Yes. The Department of Information Technologies has ordered more hotspots, Chromebooks, Chromebook chargers and is investigating additional hardware availability to support remote learning, both for short term and long term needs. The hotspots and Chromebooks are scheduled for delivery later this month.

### **7. How is remote learning taking place in OCS?**

OCS provides remote learning opportunities through formats such as online material, print material, video conference, telephone conference (i.e., Teacher "office hours"), and learning management systems (i.e., Canvas). Choice Boards (CBs) and other online resources (i.e., Khan Academy, Scholastic Learning at Home, etc.) are also being made available to students and families. Phase 1

of the district's Remote Learning Plan focused on Choice Boards (learn more about Choice Boards in Question 10 below). Phases 2 and 3 of the district's Remote Learning Plan will include critical standards from the end of 3rd quarter and 4th quarter via Choice Boards (Phase 2) as well as asynchronous learning via pre-recorded lessons and assignments where students would not be required to sit down at a computer at a specific time (Phase 3). The district will roll out the next phases of remote learning in the coming weeks.

#### **8. Who is developing remote learning opportunities for OCS students?**

OCS' Remote Learning Team, composed of classroom teachers and support staff representing all schools, principals and central office staff, is developing remote learning opportunities for students. This team is currently drafting plans for the next phases of the district's Remote Learning opportunities which will include new content students will need to be prepared, as much as possible, for the next grade level or course. The district's Remote Learning Team is working overtime to develop materials that will enable all of our students, no matter their access to technology, to continue learning.

#### **9. When will families receive more information about Phase 2 and Phase 3 of the district's remote learning plan?**

In addition to what's being shared about the next phases of the district's remote learning plan in this FAQ, Dr. Felder, Superintendent, will post a letter to families on the district's website on the afternoon of April 20th. More information will be shared with families in the coming weeks.

#### **10. What are Choice Boards (CBs)?**

- CBs are developed by the OCS Remote Learning Team.
- CBs provide supplemental learning opportunities that provide students with the opportunity to extend and enrich learning as well as review skills and concepts taught previously.
- Students/families are not limited to certain choices on the CBs. Regardless of ability level, students/families choose the learning opportunities and the grade level CB that they feel is best for them. For example, a 4th grader can choose to go deeper on 4th grade content and/or choose learning activities on a 6th grade CB.
- Schools may supplement CBs, but not replace CBs.
- CBs will continue to be part of Phase 2 and Phase 3 of remote learning. In those phases CBs will provide students with opportunities to access 3rd and 4th quarter content.

#### **11. Why is OCS using Choice Boards (CBs)?**

- CBs can be implemented for any grade level or subject.
- CBs typically include a wide array of learning activities (i.e., enrichment, extension, and review) of varying difficulty.
- All students, regardless of learning style, are able to get the skills and learning they need.
- CBs can provide students with the power to choose "how" to learn a particular subject or concept. This freedom encourages them to be more responsible, accountable and independent in their learning. It also allows them to work on the activities at their own pace; at their own time.
- Incorporating student choice provides learning environments where students can fully invest themselves in work that matters to them. Research confirms that students of all ages feel more connected, exhibit less time off-task and are more engaged and motivated when they are able to make choices about where and what they learn.

#### **12. How can students/families access CBs?**

- Students/families can access CBs electronically or via hard copy.
- Electronic CBs can be accessed through OCS's new remote learning website, [Orange County Schools Remote Learning Website](#).
- The second round of CBs in hard copy form will be available April 21-April 24 at the following locations:
  - **Food Lion(s)** (located at:101 N Scotswood Blvd, Hillsborough, NC 27278 and 106 Rebecca Dr. Hillsborough, NC 27278);
  - **Weaver Street Market** (located at: 228 South Church Street, Hillsborough, NC 27278)
  - **Hillsborough Pharmacy** (located at 110 Boone Square St., Hillsborough, NC 27278).
  - **OCS Welcome Center** (located at: 920 Corporate Drive, Hillsborough, NC 27278)
  - CBs can also be accessed at **all district feeding sites** ([see link for all feeding sites](#)).
- To request a Choice Board via mail, families should call the district's Call Center at 919-695-6334 (for English) and 919-698-8666 (for Spanish), M-F, 8:00am-5:00pm. If the lines are busy, families should leave a voicemail message and someone will return their call as quickly as possible.

**13. How much time should students be expected to engage in instructional activities provided through the Choice Boards and any other supplemental learning activities made accessible via OCS?**

CBs, other online learning resources, and remote learning in general are not designed to replace the traditional instructional day and classroom setting. [General guidelines for student engagement during remote learning](#), can be found on the OCS new remote learning website, [Orange County Schools Remote Learning Website](#). These guidelines provide suggested minimum and maximum academic work time per day for Pre-K through Grade 12 students.

**14. Are teachers available to assist if we have questions about the activities on the CBs or other remote learning instructional activities?**

Yes. Teachers' typical office hours are between 9:00am-12:00pm (M-Fri). Teachers should be in regular contact with families.

**15. Is technology support available if we have an issue with an OCS Chromebook?**

If parents or students need support with technology, please contact the Tech Support Helpline: (919) 245-4014. If the phone is busy, please email [ocshelpdesk@orange.k12.nc.us](mailto:ocshelpdesk@orange.k12.nc.us) and include a callback number.

**16. How are the needs of Academically/Intellectually Gifted, English Language Learners and Exceptional Children's students being addressed?**

Students identified under Academically/Intellectually Gifted, English Language Learners and Exceptional Children's Programs will have continued opportunities to receive differentiated and/or supplemental work and/or accommodations/modifications to support the assignments provided by their classroom teachers. Academically/Intellectually Gifted, English Language Learner and Exceptional Children's teachers are available to support parents and students and are assisting teachers with meeting the learning needs of all students. Additionally, the district developed an [AIG Remote Learning Site](#). During remote learning, AIG specialists will:

- provide augmented and/or supplemental work to support assignments provided by AIG students' classroom teachers (currently district Choice Boards for K-8)
- serve on a district remote learning team to collaborate with teachers for differentiation, including extensions and enrichment for choice boards

- when appropriate, provide additional learning opportunities for gifted students: these may include tasks in Google classroom, book clubs, STEM activities, or other enrichment opportunities
- provide meaningful feedback to students
- contact and be responsive to students and families regarding learning activities, student academic needs or interests, social/emotional support, and general encouragement. Forms of contact may include, but are not limited to: Newsletters, Emails, Google classroom, and Phone calls
- maintain a service learning log to document how AIG students are being served through remote learning
- linking newsletters, Google classrooms, or other forms of communication regarding supplemental activities for gifted students is recommended
- as needed, complete other tasks for gifted program compliance, as outlined in the OCS AIG Plan for 2019-22

**17. Will OCS provide online resources to support Social Emotional Learning (SEL) and promote physical activity?**

Yes. SEL and Healthful Living Education resources are available on the [Orange County Schools Remote Learning Website](#)

**18. How can students submit completed remote learning assignments in the current phase of Remote Learning?**

Students can submit their completed assignments to their teachers via email to receive teacher feedback or students can submit completed assignments to their teachers when school reopens to receive recognition for their effort.

- Students may take a picture and submit completed work to teacher(s) via email or through the Canvas Learning Management System to receive teacher feedback
- Students can scan and email completed work to their teacher for teacher feedback
- Students can submit their work when school reopens to receive recognition for their efforts with completing remote learning work.

**19. What are the expectations for families with regards to remote learning?**

OCS strongly encourages families to continue their student's learning while schools are closed for students. Schools will eventually reopen and our students need to be prepared, as much as possible, for the next grade level or course. Families should ensure their students are engaged in at least 30 minutes of physical activity everyday. Additionally, OCS strongly recommends limiting TV viewing, devices (unless being used to practice/complete school work), video games, phone usage and access to social media while schools are closed.

**GRADING (see also GRADING UPDATE [4.23.20] about and links)**

**20. What guidance has NCDPI provided to school districts regarding grading in Grades K-11?**

- Of paramount importance is remembering the unprecedented condition students are learning in and to focus on engagement more than grading.
- When remote learning is occurring, districts will provide meaningful feedback to promote student growth in Grades K-11.

- If the 5 Critical Factors for Remote Learning (**see FAQ Question # 3: What are NCDPI's 5 Critical Factors for effective remote learning?**) are met, districts may evaluate student learning in the format schools already use for Grades K-5.
- If the 5 Critical Factors for Remote Learning are met, districts may assign grades in the format the school already uses for Grades 6-11 to evaluate progress.
- If the 5 Critical Factors for Remote Learning are **not** met, the district will focus on supporting student progress and communicating feedback to students and families rather than on assigning grades. Currently, Orange County Schools does not meet all 5 critical factors. (**see FAQ Question #4: Does remote learning in OCS meet all 5 Critical Factors for Remote Learning?**)
- In the event NC public schools do not reopen for face-to-face learning after May 15, additional statewide guidance for final grading to ensure equitable treatment for all students will be provided by the State Board of Education.

## **21. Will grades be administered in Grades K-11 in OCS?**

Per NCDPI's guidance issued on March 27th--

- ❖ grades will not be administered
  - ❖ students' grades up to March 13th will not be negatively impacted
  - ❖ in lieu of grades, to promote student growth, students and families will receive meaningful feedback on remote learning assignments that are submitted before schools reopen
- If schools reopen after May 15th, OCS will endeavor to put a plan in place for students to demonstrate mastery in order to improve the grades they earned as of March 13th.
  - Per NCDPI, in the event NC public schools do not reopen for face-to-face learning after May 15, additional statewide guidance for final grading to ensure equitable treatment for all students will be provided by the State Board of Education.

## **22. How will teachers provide meaningful feedback to students?**

- Teachers will provide meaningful feedback to students on their submitted work as frequently as they receive it. Meaningful feedback can be provided in writing and/or verbally.
- Students returning their remote learning work when schools reopen may not receive feedback on their work; however, they will be acknowledged for turning in their work.

## **23. Where can I learn more about NCDPI's stance on grading during COVID-19?**

The following [You-tube message from Dr. David Stegall, Deputy Superintendent of Innovation, NCDPI](#), provides more information on NCDPI's position regarding grading during COVID-19.

## **24. Is there additional information, resources and responses from NCDPI that I can access on Youtube?**

Yes. <https://www.youtube.com/playlist?list=PL6JYMm0YidCleq691jnN2oifVMjHfIKWR>

## **25. How will the district address learning gaps resulting from COVID-19?**



This work is already underway. The district has convened a team of stakeholders to include school-based and central office staff to develop a short and long term prioritized plan to accelerate student learning as a result of school closure due to COVID-19.

## **GRADUATING SENIORS/THE CLASS OF 2020**

(Please note this information and more was shared with high school seniors and their families on April 6th.)

### **26. What guidance has NCDPI provided to school districts regarding High School Seniors (Class of 2020)?**

NCDPI and OCS have made the graduation of the Class of 2020 a top priority.

- NCDPI's goals for the Senior Class of 2020 are to graduate high school seniors by meeting the minimum State Board of Education (SBE) graduation requirements of 22 credits on the originally scheduled graduation date.
- Remote learning for graduating seniors will be prioritized to focus on meeting graduation requirements with a particular emphasis on students who were not meeting expectations as of March 13.

### **27. What guidance has NCDPI provided to school districts regarding grading for High School Seniors (Class of 2020)?**

Grading practices for transcript purposes will hold students harmless for the impact of COVID-19.

- How will courses taken in the fall semester be "counted"? For Fall courses, students will receive grades for fall courses as already stored, yearlong and semester. Fall grades will count toward GPA.
- How will grades for year-long courses be calculated? For year-long courses, the fall term grade will be counted into the GPA.
- How will grades for year-long courses be calculated? For semester-long courses, the final course grade will be counted into the GPA.
- How will grades for Spring Courses be determined? For Spring Courses, students will receive a Pass (Coded as "PC19") or Withdrawal (Coded as "WC19") based on their learning as of March 13.

### **28. What guidance has NCDPI provided to school districts regarding High School Seniors who have an F as of March 13 for graduation requirements?**

If the student has an F, as of March 13 for graduation requirements, schools shall provide remote learning opportunities for the student to improve to a passing grade.

### **29. What guidance has NCDPI provided to school districts regarding opportunities for High School Seniors to meet the graduation requirement should they be short of 22 credits?**

Opportunities for Seniors to pass graduation requirements shall include:

- participate in remote learning through the District;
- enroll in NC Virtual Public School for all courses applicable;
- participate in credit recovery aligned to instructional topics covered through March 13, or
- pass a final district/school developed assessment aligned to instructional topics covered through March 13. A final assessment can be in a variety of formats, including but not limited to a portfolio, interview, teacher-made test, project, and/or some other



performance-based measure.

As shared with all seniors and their families on April 6th, all seniors will hear from their counselors and other staff about their graduation status no later than April 21, 2020. However, below are links to the School Counselors at each high school. Seniors and their families should not hesitate to contact them should you have any questions or need additional information in the meantime.

- [Cedar Ridge High School Counselor Contact Information](#)
- [Orange High School Counselor Contact Information](#)
- [Partnership Academy Counselor Contact Information](#)

**30. Are students accessing the Occupational Course of Study as their High School's pathway still required to meet all 225 of paid work hours?**

Per NCDPI, as of now, if an Occupational Course of Study student completes 157 hours of the 225 hours of "paid work hours" graduation requirement, the student will receive a Pass (coded as "PC19"). Note: This is dependent on a State Board of Education amendment to GRAD-004. There is continued information coming from the Exceptional Children's Division of DPI. Should information change, teachers and administrators will be notified

**31. How many credits are required for OCS High School Seniors (Class of 2020) to graduate?**

NCDPI's goals for the Senior Class of 2020 are to graduate high school seniors by meeting the North Carolina State Board of Education's minimum graduation requirements of 22 credits on the originally scheduled graduation date. OCS will adhere to NCDPI's guidance.

**32. How will grades for High School Seniors be recorded on the report cards and transcripts?**

PowerSchool is in the process of developing a new grade scale to move from Pass/Fail to Pass/Withdraw due to COVID-19. The new codes will appear on reports and transcripts as "PC19" (Pass) and "WC19" (Withdrawal).

**33. Will OCS adhere to NCDPI's guidance with regards to remote learning, grades, and the graduation of the Class of 2020?**

Yes, OCS will adhere to NCDPI's guidance regarding remote learning, grading, and graduation of the Class of 2020.

## Orange County Schools (OCS) Coronavirus (COVID-19) Frequently Asked Questions (FAQ) for **Families**

(March 23, 2020 v.3)

### 1. Why were Orange County Schools closed?

Given the pandemic status of the virus and out of an abundance of caution, on Thursday, March 12th OCS made the difficult decision to \*close schools effective March 16th. On Saturday, March 14th, North Carolina Governor Roy Cooper ordered

all schools in the state to close for students effective Monday, March 16th as well. Orange County Schools will remain closed March 16th through **May 15th** Friday, April 3rd, which includes our traditional Spring Break (March 30th-April 3rd). ~~If all goes well, schools will reopen on Monday, April 6th.~~

**On Monday, March 23rd, North Carolina Governor Roy Cooper ordered all schools in the state to remain closed for instruction until May 15th due to the coronavirus. We now know this will be a multi-month event.**

Please know that the decision to close schools was not an easy one. We realize that doing so may be difficult for many families and staff. However, we took actions to put the safety of our students, staff and whole community first. Thank you to everyone for your support, patience and understanding as we navigate through this difficult time. The many kind words of encouragement as well as the community's generous offers of assistance are greatly appreciated. Thank you.

*\*In an effort to support social distancing, please note OCS school closure includes all district playgrounds. Please note, district playground equipment will not be sanitized until schools are scheduled to reopen.*

## 2. Who is making the COVID-19 decisions for OCS?

The district has formed a COVID-19 Committee consisting of the Superintendent, staff from the District's Student Services Support Office, Operations Department, Curriculum and Instruction Department, Human Resources Department, Finance Department, school nurses, school social workers, and the Orange County Health Department (OCHD) to develop a plan, based on guidance available from the CDC, state agencies, etc., that addresses the challenges presented by the COVID-19 virus.

## 3. Is there any research that supports closing schools as a preventive measure?

Yes. According to Dr. Nicholas Christakis, a social scientist and physician at Yale University, closing schools is an effective intervention. Specifically, when asked if proactive school closures, (before there are any infections associated with a school), are helpful, Dr. Christakis responded, *"Proactive school closures—closing schools before there's a case there—have been shown to be one of the most powerful nonpharmaceutical interventions that we can deploy. Proactive school closures work like reactive school closures not just because they get the children, the little vectors, removed from circulation. It's not just about keeping the kids safe. It's keeping the whole community safe. When you close the schools, you reduce the mixing of the adults—parents dropping off at the school and the teachers being present. When you close the schools, you effectively require the parents to stay home."*

Dr. Christakis goes on to say that, *“There was a wonderful paper published that analyzed data regarding the Spanish flu in 1918, examining proactive versus reactive school closures. When did [regional] authorities close the schools relative to when the epidemic was spiking? What they found was that proactive school closing saved substantial numbers of lives. St. Louis closed the schools about a day in advance of the epidemic spiking, for 143 days. Pittsburgh closed 7 days after the peak and only for 53 days. And the death rate for the epidemic in St. Louis was roughly one-third as high as in Pittsburgh. These things work.”*

The full article can be read here:

<https://www.sciencemag.org/news/2020/03/does-closing-schools-slow-spread-novel-coronavirus>

## 4. How will meals be available to students while schools are closed?

- Orange County Schools will work diligently to ensure that children continue receiving nutritious meals even when school is not in session. Free lunch meals, prepared by the OCS Child Nutrition Services Department, which meet the federal guidelines including a protein, fruit, vegetable, and milk, will be prepared and made available as follows:
- **Pick-Up Meals Sites**--Meals will be available Monday – Friday, thorough May 15th, from 11 a.m. to 1 p.m., via a “grab and go” drive through line, at the following locations
  - **Fairview Community Garden** - Tulip Tree Road, Hillsborough, NC 27278 **from 11:00am - 12:00pm.**
  - **Cedar Grove Community Center** - 5800 NC Highway 86 N, Hillsborough, 27278
  - **Efland Cheeks Community Center** - 117 Richmond Rd, Mebane, 27302
  - **Cedar Ridge High School** - 1125 New Grady Brown School Road, Hillsborough, 27278
  - **Partnership Alternative School** - 1006 Storey Lane, Hillsborough, 27278
  - **Central Elementary** - 154 Hayes St., Hillsborough, 27278
  - **New Horizon Church** - 100 Horizon Pl., Durham, 27705, **from 11:00am - 11:30 am.**
  - **Mebane Mobile Home Park** - 202 Supper Club Road, Mebane, 27302 (near the grey mailboxes) from 11:00am - 12:00pm.
  - Dixie Avenue, Hillsborough 27278 (at entrance) from 12:00pm - 12:30pm.
  - Torain Street, Hillsborough 27278 (near the park) from 12:30pm - 1:00pm.
  - Formax Drive, Durham 27705 (near the mailboxes) from 11:00am -11:20am.

- **NEW Site - Wilkins Drive, Durham 27708 (near row of mailboxes) from 12:15 - 12:45**
- Arbor Hill Lane, Durham 27705 (entrance) from 11:30am - 11:45am.
- Quick Silver Circle, Durham 27705 (entrance) from 11:50am - 12:10pm.
- Jackson Fuqua Blvd, Durham 27705 (entrance) from 12:15pm - 12:30pm.
- Gateway Village Apartments, Hillsborough 27278 from 11:00 am- 1:00pm.

Please note, children do not need to be present in order for families to pick-up meals. We encourage anyone picking up meals to continue to practice Social Distancing. Thank you.

- **Drop-Off Meals Sites**--Drop-off meals (via an OCS vehicle) will be provided at Howe St., Durham, 27705 (in the parking lot near the row of mailboxes). Staff will be onsite to provide meals for pick up at this drop-off site between 11:30-12:00pm. If families can not attend during the scheduled time, please alert your [school social worker](#) as food may be made available. Additional drop-off sites will be added as needed. Please continue to check this document for updates.
  - Meals will be provided to children under the age of 18.
  - Families should remain in their car; staff will be onsite to provide families with the required number of meals. Please note, children do not need to be present in order for families to pick up meals.
  - OCS will do our best to provide breakfast meal options in each bag daily while supplies last.
  - Orange County Schools is committed to meeting the needs of all of our students. With the continued support and dedicated work of our Board of Education, our staff, and community partners, Orange County Schools will continue to push to be first in meeting the needs of our students.
  - Families should contact their school's social worker (see link above highlighted in blue) to alert them of your needs as additional pick-up or drop-off sites can be added as needed.
  - Identified Food Insecure families will continue to receive support from their school based Social Worker. Social Workers have already made contact with these families.
  - The Weaver Street Market will be providing food to families in the district on Tuesday March 17, 2020. School Social Workers have reached out to applicable families.
- Chestnut Ridge is donating food that will be split between C.W. Stanford Middle School and New Hope Elementary School.

## 5. What are food and community resources available for students and families?

- Orange Congregations in Mission (OCIM) - Donations can be taken here; supplemental food can be picked up here as well.  
<https://nccare360.org/>
- Families with known food insecurities and families that are in need as a result of the COVID-19 pandemic may contact their school based social worker for support (see link to the list for school based social workers in blue font below).
- Orange County's Sheriff's/Hillsborough Police/Chapel Hill Police departments and WHCL are hosting a food drive. Food collected from these drives will be made available at the first six feeding sites listed in # 4 above.
- Food For All NC. Please note that they are taking extreme hands-off care, and will be enforcing social distancing. Please let anyone know who is in need of a meal.
  - Food for All NC has been serving meals in the parking lot of Fairview Baptist Church every evening at 6pm sharp Monday through Thursday for about 13 years. Please join them for a free meal or meals for you and your family. They are a network of Hillsborough and Cedar Grove churches and neighborhood groups who cook and serve meals in individual bags to all who assemble. No Questions asked.
  - Where: Fairview Baptist Church is located at 660 Cornelius Street (Route 70) in Hillsborough.
- In the Cedar Grove area, Food for All NC serves free meals once a week. 1st and 3rd Tuesdays and 4th Monday of the month at 6:30 pm. Go to the first parking lot and walk to the front door.

## 6. How can families continue their student's learning while schools are closed?

OCS strongly encourages families to continue their student's learning while schools are closed for students. Students received supplementary practice/enrichment materials and/or downloaded materials on their Chromebooks on Friday, March 13th that are designed to help them practice previously taught material and/or for enrichment. If your child was absent on the 13th, please stop by the school on March 16th, 17th, or 18th to pick up their learning materials. If your child needs books or wants additional books from the school's library they can be picked up on

these days as well. If this timeframe is not convenient, please contact your child's school so that they can assist with getting families what they need. After Monday, March 18th schools will not be open to the public until they reopen on May 15th.

Students are encouraged to engage in at least 30 minutes of physical activity everyday. Additionally, OCS strongly recommends limiting TV viewing, devices (unless being used to practice/complete school work), video games, phone usage and access to social media while schools are closed. Thank you.

## 7. Where can I access online resources to support my student's learning from home?

- Stay Connected Documents in English and Spanish (K-12) - [click here](#)
- Digital learning support for students and parents - [click here](#)

### Other free sites

- [Scholastic Learn at Home](#)
- [Amazing Educational Resources List](#)
- [Khan Academy](#)

## 8. What if my family doesn't have WiFi?

For the next 60 days, free Spectrum broadband and Wi-Fi access is available to households with K-12 and/or college students who do not already have a Spectrum broadband subscription at any service level up to 100 Mbps. Spectrum does not have data caps or hidden fees. **For more information or to enroll call 1-844-488-8395.** Installation fees will be waived for new student households.

**Please be advised:** We understand that the current Spectrum deal of two free months may require people to enter into a contract and then the first two months are waived as a credit. However, it may be full price after that. More information can be found here: <https://www.spectrum.net/support/internet/coronavirus-covid-19-educational-internet-offer>

There are public WiFi services at the county community centers at Cedar Grove, Efland, Hillsborough Commons, the Hillsborough parking deck and the Efland pavilion, too. The centers are closed, but their WiFi service is accessible from their parking areas.

## 9. What if my student is having problems with their district issued laptop?

The district has established a **tech support website** to assist students and families with tech issues: <http://www.orangecountyfirst.com/covidtechsupport>.

- If a student cannot login to their Chromebook, they can use the reset tool. If they cannot reset their main login password, they can contact the Tech Support Helpline at (919) 245-4014. If the number is busy, please email [ocshelpdesk@orange.k12.nc.us](mailto:ocshelpdesk@orange.k12.nc.us) and provide your name, a callback number and a brief description of the issue.
- If students are having issues with other digital resources, including passwords (e.g., Canvas, Google Classroom, NCID, DiscoveryEd, etc.), have students email their teachers who can reset the passwords or contact the Tech Support Hotline at (919) 245-4014. If the number is busy, please email [ocshelpdesk@orange.k12.nc.us](mailto:ocshelpdesk@orange.k12.nc.us) and provide your name, a callback number and a brief description of the issue.
- For Internet connection issues see: [orangecountyfirst.com/covidtechsupport/wifi](http://orangecountyfirst.com/covidtechsupport/wifi) If this guide indicates the issue is with your Internet Service Provider, contact them for assistance.
- For miscellaneous Chromebook issues, please contact the Tech Support Helpline at (919) 245-4014. If the number is busy, please email [ocshelpdesk@orange.k12.nc.us](mailto:ocshelpdesk@orange.k12.nc.us) and provide your name, a callback number and a brief description of the issue.

## 10. Who can I contact if I have questions about my student with exceptional needs?

The district has provided extended learning activities for all students. We have provided options for accessing these activities via differentiation and accommodations, as much as possible, in coordination with staff. Packets of materials were developed and supplied to students accessing the Extended Content Standards along with tools to access these materials as much as possible. As more guidance comes from the North Carolina Department of Public Instruction Exceptional Children Division regarding school closures, our district will share information as it relates to Individualized Education Programs (IEPs), timelines, and child count items.

If your child's IEP lapses during the time that Orange County Schools is out, the current IEP will continue upon return to school.



If you have questions, please contact the Exceptional Children's Department at 919-245-4006.

## 11. Will families receive refunds for prepaid field trips that were cancelled?

Schools were advised to reach out to any vendors/suppliers that have been paid for field trips to request a refund. If the vendor refuses to provide a refund, schools will contact the district's Chief Finance Officer so legal input can be solicited.

## 12. Have school districts received any guidance regarding assessments such as SAT, ACT, and AP?

- **SAT**--In response to the rapidly evolving situation around the coronavirus (COVID-19), the College Board is canceling the May 2, 2020 SAT administration. Makeup exams for the March 14 administration (scheduled March 28) are also canceled. Registered students will receive refunds. See attachment for the press release, or click here for more information: <https://www.collegeboard.org/releases/2020/college-board-cancels-may-sat-response-coronavirus>
- **ACT**--ACT has rescheduled its April 4 national test date to June 13 across the U.S. in response to concerns about the spread of the coronavirus (COVID-19). All students registered for the April 4 test date will receive an email from ACT in the next few days informing them of the postponement and instructions for free rescheduling to June 13 or a future national test date. Additional information may be found at: <http://www.act.org/content/act/en/covid-19.html>
- **Advanced Placement (AP)**-- This is a handout [Daily AP Review Online Classes](#) that AP teachers and families can use with their students to show them how to access the Daily Review/Learning Sessions available for AP students with a live AP teacher. These sessions are to supplement whatever students may be learning with the AP teachers; these sessions will be archived in the YouTube AP course section for students/teachers to access when convenient. The purpose is to make sure the students are exposed to this content and see how it relates to content previously learned. For further updates and resources, you can access [AP Updates for Schools Impacted by Coronavirus](#).

Should you have any questions, please contact any of the following staff:

Crystal K. Vaught, Director of Accountability & Testing (919)732-2314 x.16001  
[crystal.vaught@orange.k12.nc.us](mailto:crystal.vaught@orange.k12.nc.us)

Cedar Ridge High School:  
Heather Witherspoon, Assistant Principal (919) 245-4000 x. 21004  
[heather.witherspoon@orange.k12.nc.us](mailto:heather.witherspoon@orange.k12.nc.us)

Orange High School:  
Kandis Sauls, Assistant Principal (919)732-6133 x. 20002  
[kandis.sauls@orange.k12.nc.us](mailto:kandis.sauls@orange.k12.nc.us)

Partnership Academy:  
Kristin Rosari, School Counselor (919)245-4030 x. 25020  
[kristin.rosario@orange.k12.nc.us](mailto:kristin.rosario@orange.k12.nc.us)

### 13. Can school buildings be used by non-OCS groups for meetings?

Unfortunately, no. All facility usages are suspended. The use of our facilities by all outside groups including those that have been arranged through facility use agreements are canceled until further notice. Please note, this does not apply to any service or construction contracts that have been pre-approved.

### 14. What guidance is recommended for traveling during this time? Should families and staff keep their travel plans?

During this time we are requesting that staff and families not travel to places the CDC has deemed to be a [high-risk area](#) for widespread sustained transmission of the virus. If staff and families choose to travel to one of the identified high-risk areas, we ask that they inform schools by telephone or email. Please note, as a result of such travel, per the Orange County Health Department, staff and families may be subject to quarantine for up to 14 days. Upon notification, when schools reopen they will work with district and county health officials to determine the appropriate actions.

### 15. What are schools doing to ensure buildings are cleaned and sanitized when schools reopen?

Custodial and district staff will be actively cleaning and disinfecting surfaces throughout school buildings to ensure they are healthy for the return of students and staff.

## 16. What are OCS standard precautions?

Orange County Schools has a long-standing disease prevention and response plan that focuses on keeping staff and students healthy. This policy (OCS Board Policy 4230) outlines specific activities for our school nurses and staff to [help prevent the spread of disease](#).

## 17. How should students, staff, and families prevent the spread of disease?

OCS promotes healthy and safe schools through preventative measures. We remind all students, staff and families about how to prevent the spread of disease. Those measures include:

- Staying home when you are ill.
- Handwashing frequently with soap and water and for at least 20 seconds each time. (Water temperature doesn't kill germs.)
- Use alcohol based hand sanitizer, at least 60%, if unable to wash with soap and water.
- Avoiding touching your eyes, nose and mouth.
- Avoiding close contact with people who are ill.
- Covering your mouth and nose with a tissue when you cough or sneeze.
- Not reusing tissues after coughing, sneezing, or blowing your nose.
- Cleaning and disinfecting surfaces that are frequently touched.

## 18. What emotional supports are available for students and families?

All the news about COVID-19 (Coronavirus) can be concerning for families and students. Here are some tips to help address your student's social and emotional needs:

- Create time to listen to and talk with your child. Be honest with your child and share with them as much information as they are developmentally able to process.
- Reassure children that adults at home and school are working to take care of their health and safety. If they have concerns, they should talk to an adult they trust.

- Remind children that most people will not get (COVID-19) coronavirus. School and health officials are being especially careful to make sure as few people as possible get sick.
- Try and keep routines as normal as possible.
- Limit the amount of exposure to television and social media regarding COVID-19 (Coronavirus) as appropriate.
- It is important that all students and staff treat everyone with respect and not jump to conclusions about who may or may not have COVID-19 (Coronavirus).
- If your child seems distressed about COVID-19 (Coronavirus), please reach out to your school counselor, psychologist, or social worker for support. Additional resources to provide emotional support to children:
  - [Talking to Children About COVID-19 \(Coronavirus\): A Parent Resource](#) (National Association of School Psychologists)
  - [Talking to Children About Coronavirus](#) (American Academy of Child and Adolescent Psychiatry)
  - <https://docs.google.com/document/d/1T8uwcv9dJQNNtUEkTTK4kNIsuB7SagcoVmu9h7AnOkw/edit?usp=sharing> (English)
  - [https://docs.google.com/document/d/1mDQwvT\\_ZPMUAg5xNpAqB6Suzx7zXNx5nBBmasLJRFyM/edit?usp=sharing](https://docs.google.com/document/d/1mDQwvT_ZPMUAg5xNpAqB6Suzx7zXNx5nBBmasLJRFyM/edit?usp=sharing) (Spanish)

## 19. Is it possible to register a student, in grades 1-12, for school before schools reopen? Can a child who is eligible for kindergarten next school year be enrolled while schools are closed?

- New student registrations for students in grades 1-12 need to be done in-person. As a result, new student registration for students in grades 1-12 are on hold until Monday, April 6th or until buildings reopen to the public.
- Kindergarten registrations can be done electronically. Therefore, children who will be 5 years old on or before August 31, 2020 may register for Kindergarten before schools reopen. Here's how:

To register, go to [www.orangecountyfirst.com](http://www.orangecountyfirst.com)

- Click on "How Do I"
- On the drop down menu, select - "Register or enroll my student?"
- Scroll down to "I want to enroll my child in KINDERGARTEN"

- Select “Register for the 2020-2021 School Year”
- Create an account and complete registration

When this process is completed, you will receive information indicating what you need to do to complete the registration process.

## 20. Will the district provide information about child care?

We understand that many families have concerns surrounding child care during this period of closure. OCS is awaiting guidance from the Department of Public Instruction regarding the possibility of utilizing school buildings for child care in very small gatherings. For now, schools are closed for students. Continue to check the district’s website for possible updates.

## 21. What should I do if I have questions about the information contained in this document or about anything else regarding OCS while OCS schools are closed?

It is important to know that our school district is NOT closed for the next three weeks. While schools are closed for students, we will have staff available to answer questions (including in Spanish), and assist with individual needs via phone and email.

- **School Social Workers**--If you have a question regarding a need for food, shelter, clothing, etc. Please contact your school’s social worker (click on the link here for the list of all [school social workers](#) and their contact information).
- **Principals & Teachers**--Questions related to your child’s school can be directed to your child’s teacher or principal via their email addresses found on the [district’s website or the school’s website](#). Families can also call their school’s front office. Staff will follow-up on voicemail messages.
- **Orange County Schools COVID-19 Call Center**--Orange County Schools has established its own Call Center for matters related to Orange County Schools. The OCS Call Center will be manned from 8 a.m. to 5 p.m., Monday through Friday. OCS COVID-19 Call Center phone number for English is **(919) 695-6334** and for Spanish **(919) 698-8666**. If the lines are busy, please leave a voicemail message and someone will return your call as quickly as possible.
- **Orange County Schools COVID-19 Email Address**--Orange County Schools has established an email address to further support families. Questions can be directed to the following email address:

[OCS.COVID@orange.k12.nc.us](mailto:OCS.COVID@orange.k12.nc.us). Please allow 24-48 hours for a response.  
Thank you for your patience.

- **Technical Support**--The district has established a COVID-19 tech support website to assist students and families with tech issues:  
<http://www.orangecountyfirst.com/covidtechsupport>.
  - If a student cannot login to their Chromebook, they can use the reset tool. If they cannot reset their main login password, they can call the COVID-19 Helpline at (919) 245-4014 for tech support. If the number is busy, please email [ocshelpdesk@orange.k12.nc.us](mailto:ocshelpdesk@orange.k12.nc.us) and provide your name, a callback number and a brief description of the issue.
  - If students are having issues with other digital resources, including passwords (e.g., Canvas, Google Classroom, NCID, DiscoveryEd, etc.), have students email their teachers who can reset the passwords or contact the COVID-19 Hotline at (919) 245-4014. If the number is busy, please email [ocshelpdesk@orange.k12.nc.us](mailto:ocshelpdesk@orange.k12.nc.us) and provide your name, a callback number and a brief description of the issue.
  - For Internet connection issues see:  
[orangecountyfirst.com/covidtechsupport/wifi](http://orangecountyfirst.com/covidtechsupport/wifi)  
If this guide indicates the issue is with your Internet Service Provider, contact them for assistance.

## 22. What if I am getting error messages when trying to call OCS phone numbers?

Please note that there are issues with several cell phone carriers interfacing with landlines in the OCS district area. When callers attempt to dial some numbers in the District, they may hear an error message, like this:

*"Welcome to cellular\_carrier\_name. Your call cannot be completed, as the called party is temporarily unavailable"*

These messages originate with the cell phone carriers and are beyond district control. If you try a few times, calls seem to eventually get through. Be advised district technology is working with these companies to identify the problems and see if a resolution can be made.

## 23. Where can more information about COVID-19 be found?

If you would like more information about COVID-19, please visit the CDC website at <https://www.cdc.gov/coronavirus/2019-nCoV/> or the [Orange County, North Carolina](http://www.orangecountyfirst.com)

[Health Department Coronavirus Website](#). You can also review [CDC guidelines on handwashing](#) or visit this site for [proper handwashing technique in 10 steps](#). Two hotlines that are available to the public include:

- UNC Health COVID-19 hotline: (888) 850-2684
- COVID NC hotline: (866) 462-3821
- OCHD Coronavirus Multilingual Resources page: <https://www.orangecountync.gov/2355/Multilingual-Resources> New ASL and multilingual resources are posted here.
- Orange County has created a hotline for residents with questions about COVID-19 or its impacts on Orange County services. Call (919) 245-6111 between the hours of 8:30 a.m. to 5 p.m. *Spanish language and other languages available*
- Orange County Health Department has created **a text notification service to provide daily localized updates on COVID-19**. Please **text ocnhealth to 888-777**. Standard data and text messaging rates apply.
- You can sign up for the Orange County Health Department **COVID-19 Newsletter** at the top of our Coronavirus Page <https://www.orangecountync.gov/2332/Coronavirus-COVID-19> Scroll down to see the first newsletter

## 24. Who should I contact if I have safety concerns or an emergency?

Concern	Phone Number
Emergency	911
Orange County Health Department	919-245-2400
COVID-19 Hotline	866-462-3821
UNC Healthcare COVID-19	888-462-3821
Say Something Anonymous Tip Hotline	844-572-9669
National Suicide Prevention and Lifeline	800-273-8255
Crisis Text Line	Text HOME to741741