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November 22, 2023

On Friday at around 3:00pm our preschool bathrooms were experiencing problems, eventually the issues with the bathrooms spread to toddlers and then VPK. Once it became obvious that this was not an issue a plumber could resolve we contacted the city (which closes at 4pm but has an after-hours extension). We were told somebody would be coming out. We notified parents to pickup at around 3:23pm because sewage/sludge was coming out of the drains in the bathrooms. At about 6:30pm on Friday a Public Works official came to the school and updated us on the situation – the lift station was completely full and it was affecting the surrounding area (not just us) but it should be resolved as long as it didn't rain tomorrow (Saturday) and to limit flushing in the interim. We tested toilets/flushing Saturday and Sunday and there weren't any issues.

On Monday we started experiencing issues around 11:40am starting again in our Preschool bathrooms. We called the city and a representative came out and their device detected an issue with a manhole that they couldn't locate. The situation quickly spread to other bathrooms so we contacted parents/families to pickup as it was not sanitary – sewage/sludge was again coming out of the drains in the bathrooms. The workers were able to locate the manhole and trucks serviced that manhole that was clogged up. We tested toilets Monday night before and after cleaning and again Tuesday morning from 4am – 5am to ensure we would not have any issues for Tuesday, we were optimistic given we saw trucks servicing the manhole and speaking with the workers that it was definitely clogged up and while they couldn't give us an approximate time the situation should be resolved today (Monday).

On Tuesday at approximately 10:30am we started experiencing issues again in our Preschool bathrooms. We immediately called the city but only got to voicemail. We were able to login to our phone provide account and check the call logs so we were able to identify the rep that called the school yesterday to say that he was outside. The representative let us know that they know of what is going on because it had already been reported and it seems there is another blockage from an adjacent sewer and was on the way and should be here around lunchtime. We notified parents/families at around 11am to please pickup as soon as possible.



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We understand that this is a massive inconvenience, but we cannot provide services under these conditions. The service workers have been working 12-16 hour shifts since the weather event from last week which caused Broward County Public Schools to close down last week Thursday (November 16<sup>th</sup> 2023). We have never seen a situation like this with our bathrooms, even with the rain events in April 2023. The service worker we were able to contact let me know eggs were the main culprit that was causing the blockage, we HOPE that now the situation is finally resolved.

Similar to the event that caused us to close down March 10<sup>th</sup> 2021 when a driver who was suffering from a seizure swerved off the road and directly hit the transformer – this is a situation we had no control over. We cannot operate without power and we cannot operate with bathrooms that are not sanitary. We try our best to minimize these kind of events, but some issues are truly out of our hands and we are dependent on FPL, the city of Plantation, etc. for certain services. Pre-COVID we included verbiage of center forced closures, which MAINLY involved Hurricane days, we expanded the verbiage when we temporarily closed in March 2020 with the pandemic to include events like what we experienced this week and what we experienced in March 2021.

Students in attendance either Monday November 20<sup>th</sup> or Tuesday November 21<sup>st</sup> will be eligible to use an extra absent/vacation week credit that will not count towards the allotted three you receive every school year. If you are enrolled in our Infant program and your child was in attendance either Monday November 20<sup>th</sup> or Tuesday November 21<sup>st</sup> – you will be eligible for an absent/vacation credit for Week #47 (Week of November 20<sup>th</sup>) that will be automatically applied. Thank you for your understanding and patience in this situation as we know making alternate plans and getting off work is not easy!

Please email [info@andoveracademy.net](mailto:info@andoveracademy.net) if you wish to use an absent/vacation week – we know that parents allocate budget for vacations and just because their child is out for a week, it does not mean that they would want to use one of their three absent/vacation weeks to cover for that specific week. Students in attendance either Monday November 20<sup>th</sup> or Tuesday November 21<sup>st</sup> can elect to use the bonus absent/vacation credit for Week #47 (this week) because of the special circumstances/unforeseen events.



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We are still responding to emails, and messages sent via Remind as well as voicemails – please bear with us! Please refer to the Communication Policy AND the September 2023 Newsletter if you are still sending messages via Procure, we do realize it is a convoluted process especially since we sent messages via Procure but we are still having issues RECEIVING notifications and messages from parents/families via Procure. Procure is aware of the issue and is working on a fix, we will keep you updated!

Thanks for your patience and understanding, we hope you have a wonderful, happy, and safe Thanksgiving break!