



COVID-19, Update #15; March 27, 2020

Dear SVUSD Community,

As we wrap up our first full week of distance learning in SVUSD I'd like to give a big thank you to everyone for helping make it happen. Teachers, students, staff and families have all come together to ensure that our students' learning continues in spite of the school closure circumstances and I could not be more proud of how our community has collaborated and supported each other throughout these trying times. SVUSD was able to switch gears to a completely new teaching model in one week, as well as get technology and printed materials to students in approximately the same amount of time which speaks volumes to the dedication of our staff, and the support of our community. Thank you.

Now that we are in the second week of our school closures, I'd like to share some important information and updates as distance learning continues and staff adjusts to the circumstances, while ensuring essential operations continue:

### **Chromebooks**

SVUSD has distributed over 7,000 Chromebooks to students who do not have a device at home and need one to access their distance learning. Our Technology Services staff has done an outstanding job handling the logistics of distribution across our school sites while collaborating with school site personnel to make pick up as seamless as possible for our families. As a reminder, a Chromebook is not the only method to access learning, and students may use a tablet or home computer for those programs or courses which may require a compatible device. If your student is still in need of a device, or needs assistance with an SVUSD Chromebook, please contact the Help Desk at [portalsupport@svusd.org](mailto:portalsupport@svusd.org) or (949) 855-4357 between 7:30 am and 4:30 pm (Monday-Friday). Families of students without devices or internet access are still participating in distance learning and are able to obtain printed materials from their school sites. Please reach out directly to your teacher or principal regarding printed materials.

### **Wifi**

For those families that are in need of home wifi, please see the Cox [Connect2Compete](#) offer providing free internet access for 60 days to new customers, and the [ATT Internet Offer](#) (Phone support (English): 855-220-5211(Spanish): 855-220-5225). Requirements for each program are slightly different, but include:

- Household must have at least one K-12 student and participate in one of the following programs:
  - The National School Lunch Program (NSLP)
  - Supplemental Nutrition Assistance Program (SNAP), and/or
  - Temporary Assistance for Needy Families (TANF); who receive Tenant-Based Vouchers, Project-Based Vouchers or Section 8 Project-Based Rental Assistance (PBRA); and/or who live in Public Housing.

To assist families in need, on Monday, March 30th, SVUSD Nutrition Services will email all families who applied for the National School Lunch Program (NSLP) a copy of their letter.

### **Lunch Service**

Throughout the closures, SVUSD continues to provide lunch service for our students. Please note that the take away lunch service locations are operating on **Monday and Thursday only** between 12:00 pm and 1:30 pm. On Monday, students will receive lunch for 3 days and Thursday for 2 days. **Please note that in order to receive a meal, the child must be present and families can only go to one location daily.** Locations are:

- El Toro High School: 25255 Toledo Way, Lake Forest, CA 92630
- Laguna Hills High School: 25401 Paseo De Valencia, Laguna Hills, CA 92653
- Mission Viejo High School: 25025 Chrisanta Dr, Mission Viejo, CA 92691
- Trabuco Hills High School: 27501 Mustang Run, Mission Viejo, CA 92691
- District Nutrition Services: 25566 Peter A Hartman Way, Mission Viejo, CA 92691

### **Mental Wellness**

The social-emotional needs of our students remains a priority throughout this time. We are aware that the shift to distance learning and physical isolation is likely impacting our students and I want to assure you that our school counselors and guidance staff are working to provide support for our students. You may have already received information from your school regarding guidance and counseling support and I encourage you to reach out to your school administrators or guidance department (secondary schools) for resources. Additionally, you may access the SVUSD Mental Wellness Resources website [here](#), which provides an array of resources.

### **SVUSD Facilities**

Throughout the closure, all school site facilities are also closed. This includes fields, stadiums, playgrounds, basketball courts, etc. We know that many families are looking for outdoor space during this time, however, please do not access these school site facilities. We are all working together to “flatten the curve” and maintain our sites and facilities as sanitized as possible and ask that you please help by avoiding these common areas. Please note that there are still site personnel on campus and they have been directed to ask visitors to please leave if seen on school property.

As this unusual month comes to a close, I want to again thank you for your partnership to keep our students safe and learning. We appreciate your patience and support as we adjust to this temporary new learning environment. SVUSD continues to evaluate the school closure timelines and will provide you with updates as available. In closing, I'd like to share [this video message](#) with you which speaks to some of the amazing events that happened throughout the district over the past 2 weeks as we transitioned to school dismissal and distance learning.

Thank you,  
Crystal Turner, Ed.D.  
Superintendent