

## Nursery re-opening Parent FAQs

**These frequently asked questions have been put together to respond to the queries many of you have regarding sending your child to nursery once we re-open. We will continue to revise these and issue new versions as we receive further guidance.**

### **Do I need to send my child to nursery on June 1st or can I delay them coming back?**

You do not need to send your child to nursery when we re-open on June 1<sup>st</sup> or at a later date. It is your choice and your own family situation that will guide your decision. As per our communication you will be aware that we are waiving any notice period to support you in this decision. Ideally, we would like you to indicate your proposed start date and we will work with you as that date approaches. If you do not intend to send your child back to nursery then please let us know as soon as possible. Please note we will only invoice you for your childcare once you start to attend nursery. You will not pay before then.

### **Will I be able to have the same sessions as previously?**

We are currently asking all parents to let us know what they need going forward so we can plan for the re-opening. Please let us know ideally which sessions you need and when you wish to start. During the period from now until the end of August we recognise that we will need to operate flexibly and therefore we will not be expecting you to adhere to the previous notice periods to alert us to any changes. We ask that you work with us to keep us up to date with your requirements and we will only be charging you for the sessions that your child attends.

Wherever possible we will allocate the sessions you have requested however this may not always be possible as our priority will be to keep our children and staff safe and operate each day in smaller groups (Bubble group). With this in mind we ask that you work with us to manage this safely for all children and staff and we may need you to adjust your sessions and timing requirements in order for us to operate safely. We are working towards September for final confirmation of your place and sessions and at this point we plan to start implementing our standard terms and conditions.

### **What has changed to allow nurseries to re-open?**

Previously parents were advised that their children should be safely cared for at home where possible and the Government asked nurseries to close to limit the spread of the disease. The Department for Education have now confirmed that it is now the right time to welcome children back into nursery if the 5 key tests are met by 28<sup>th</sup> May. It is no longer necessary for parents to keep children at home and all children are encouraged to attend nursery but only if you require childcare and you feel it is safe for your child to return.

## **Are all children able to attend nursery from 1st June 2020?**

The guidance states that all children who are below statutory school age can return to early years and childcare settings from 1 June 2020. The exception is where a child has been classed as clinically extremely vulnerable due to pre-existing medical conditions. We are considering the risks involved with re-opening to ensure the highest standards of safety are maintained. Your Nursery Manager will be in touch with you to discuss how this will operate at the nursery.

## **What are you doing to help prevent the spread of infection?**

Preventing the spread of coronavirus involves dealing with direct transmission (for instance, when in close contact with those sneezing and coughing) and indirect transmission (via touching contaminated surfaces). We are risk assessing the nursery to manage this as effectively as we can, this will involve

- minimising contact with individuals who are unwell by ensuring that those who have coronavirus symptoms, or who have someone in their household who does, do not attend nursery
- cleaning hands more often than usual - wash hands thoroughly for 20 seconds with running water and soap and dry them thoroughly or use alcohol hand rub or sanitiser ensuring that all parts of the hands are covered
- ensuring good respiratory hygiene - promote the 'catch it, bin it, kill it' approach
- frequent cleaning using appropriate detergent
- creating small groups of children and staff that do not mix with another group (Referred to as Bubble Group in this document.)
- having regular access to the outdoors

## **How many children will there be in my child's 'Bubble Group'?**

It is important to reduce contact between people as much as possible, and we aim to achieve this and reduce transmission risk by ensuring children and staff where possible, only mix in small, consistent groups and that small groups stay away from other people and groups.

We will continue to adhere to the Government guidelines on ratios and will keep small groups of children away from other groups as much as possible. Young children cannot be expected to remain 2 metres apart from each other and staff. In deciding to bring more children back to nursery, the Department for Education have taken this into account. We will therefore be implementing the following guidance set by them as a minimum:

- Ensuring frequent hand cleaning and good respiratory hygiene practices
- Implementing regular cleaning of the nursery
- Minimising contact and mixing with the wider group
- Constantly reviewing our practices and making the necessary adjustments

Public Health England (PHE) is clear that if we do this, and crucially if we continue to encourage regular hand cleaning, hygiene and cleaning measures and handling potential cases of the virus as per the advice, then the risk of transmission will be lowered.

### **What will you do if a child shows symptoms of the virus at the nursery?**

If anyone becomes unwell with a new, continuous cough or a high temperature, they will be sent home and advised to follow the COVID-19: guidance for households with possible coronavirus infection guidance.

If your child starts to show signs of the virus they will be moved to a room where they can be isolated behind a closed door, with a member of staff who will wear the correct PPE. You will be contacted to collect your child immediately. We will ensure that we keep your child comfortable and continue to meet their individual needs whilst we wait for your prompt collection.

In an emergency, the nursery will call 999.

### **What will you do if a member of staff shows symptoms of the virus at the nursery?**

If a member of staff becomes unwell with a new, continuous cough or a high temperature, they will be sent home immediately and advised to follow the COVID-19: guidance for households with possible coronavirus infection guidance.

They will be asked to take a test to ascertain whether they have COVID19.

In an emergency, the nursery will call 999.

### **Will I be able to get a test for my child?**

All children from 1 June 2020, and members of their households, will have access to testing if they display symptoms of coronavirus. If the child is under 5 parents should call 111 to access testing.

### **What will happen if there is a confirmed case in the nursery?**

When a child or staff member develops symptoms compatible with coronavirus, they will be sent home immediately and advised to self-isolate for 7 days. Their fellow household members should self-isolate for 14 days.

All staff attending the nursery will have access to a test if they display symptoms of coronavirus and will be expected to get tested in this scenario.

Where the child or staff member tests negative, they can return to the nursery and the fellow household members can end their self-isolation.

Where the child or staff member tests positive, the rest of their bubble group will be sent home and advised to self-isolate for 14 days. The other household members of that wider group do not need to self-isolate unless the child or staff member they live with in that group subsequently develops symptoms.

As part of the national test and trace programme, if other cases are detected within the nursery, Public Health England's local health protection teams will be involved and they will conduct a rapid

investigation and will advise us on the most appropriate action to take. In some cases, a larger number of other children may be asked to self-isolate at home as a precautionary measure.

### **If my child is sent home because of a confirmed case in their 'bubble group' will I be charged fees?**

Because these are such unique times for the period of time we are learning more about controlling the virus, we will not charge families for their childcare when they have been asked to stay at home due to a child or staff member having the virus or displaying symptoms of it. Until the end of August, we will not be charging parents for any periods of sickness taken.

### **Will staff be wearing PPE?**

Wearing a face covering or face mask in a nursery at this time is not recommended by the Government. We will continue to use PPE for intimate care as we always have. PPE will be available for staff who look after a child that is showing symptoms of the virus and awaiting collection. If a child becomes unwell with symptoms of coronavirus whilst with us and needs direct personal care until they can return home then staff will wear a face mask, gloves and an apron and in the case of coughing, spitting and vomiting then a visor will also be made available.

### **Can shielded or vulnerable children attend?**

Children and staff who have been classed as clinically extremely vulnerable due to pre-existing medical conditions will have received a letter from the NHS and been advised to shield. For their own safety these children and staff will not be allowed attend nursery and they should continue to be supported at home as much as possible. If you deem your child to be medically vulnerable, then you need to seek medical advice before your child returns to nursery.

### **Can children attend if they live with a shielded or clinically vulnerable person?**

If your child lives in a household with someone who is extremely clinically vulnerable and has received a letter from the NHS to shield it is advised they only attend nursery if stringent social distancing can be adhered to. Unfortunately, we cannot, and are not expected to, enforce social distancing with our children therefore we have made the decision that these children will not be able to attend nursery.

### **Will my child have the same opportunities for learning as before?**

The Early Years Foundation Stage (EYFS) sets the standards that nurseries must meet for the learning, development and care of children from birth to 5 years old. We will continue to use this as a basis to provide rich learning experiences for your child and we will be planning age appropriate activities for them to experience which will support their learning and development. Please note we will be removing some of the current toys and equipment if we believe these may pose a risk for contamination.

### **Will you open for the usual opening times?**

We are currently reviewing the needs of our families and staff to try and establish the safest way to re-open the nursery and this may mean that we adjust the timings of sessions and the length of the day. This will be primarily to allow us time to stagger drop off and collection, clean the nursery and also to manage how 'bubble groups' stay apart. Please therefore bear with us as we work through your requirements and establish how best we can operate safely. We will certainly be asking families to adhere to staggered drop off and collection times and will be limiting the types of session that will be available. We will be communicating directly with you about this once we have collated all your responses and requirements.

### **What are you doing to ensure you are ready to accept my child on June 1st?**

As you will know we are currently requesting information from parents regarding their requirements for their nursery place. Whilst we process this information, we are also:

- Refreshing our risk assessments and other health and safety advice for children and staff
- Ensuring all health and safety compliance checks have been undertaken before opening
- Considering how to keep small groups of children together throughout the day and avoid larger groups of children mixing
- Arranging play equipment to ensure it is appropriately cleaned between groups of children using it (both in indoor and outdoor spaces) and that multiple groups of children aren't using it at the same time
- Deciding what activities will be available and making sure there are regular times for children to use the outdoor space
- Removing soft furnishings, soft toys and toys that are hard to clean
- Communicating with you about staggered drop off and collection times
- Arranging drop off and pick up protocols that minimise adult to adult contact
- Providing training to all staff on infection control and the prevention of Covid-19

### **Is my child still eligible for funding?**

There are no formal changes to guidance on Early Years Funding and therefore we intend to continue accessing funding for children who attend the setting. We will also apply for funding for children who are now eligible and were not previously.

Parents who are eligible for the 30 hours can continue to access their 30 hours place as long as their child meets the date of birth criteria and they have a current valid code.

### **Do I still need to pay my pre-payment?**

If you decide not start at nursery and you have already paid you pre-payment we will refund you. This is change in the T&Cs will be subject to review. If you wish to secure your place for a nursery place starting in 2020, you will still be required to pay the pre-payment fee. This fee will then be taken off your first month's invoice.

## Useful documents

- ☑ **What parents and carers need to know about schools and other education settings during the coronavirus outbreak:**  
[https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers?utm\\_source=cc9c1c49-4c5e-4748-8698-06ec4a877f73&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers?utm_source=cc9c1c49-4c5e-4748-8698-06ec4a877f73&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)
  
- ☑ **Actions for educational and childcare settings to prepare for wider opening from 1 June 2020:**  
[https://www.gov.uk/government/publications/actions-for-educational-and-childcare-settings-to-prepare-for-wider-opening-from-1-june-2020?utm\\_source=3daf3f8c-87d9-4a78-90ec-6196e4a070e5&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/publications/actions-for-educational-and-childcare-settings-to-prepare-for-wider-opening-from-1-june-2020?utm_source=3daf3f8c-87d9-4a78-90ec-6196e4a070e5&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)
  
- ☑ **Details on phased wider opening of schools, colleges and nurseries:**  
[https://www.gov.uk/government/news/details-on-phased-wider-opening-of-schools-colleges-and-nurseries?utm\\_source=1bd749ca-0e91-42b6-b61f-5232e089f2ad&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/news/details-on-phased-wider-opening-of-schools-colleges-and-nurseries?utm_source=1bd749ca-0e91-42b6-b61f-5232e089f2ad&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)

