

# COVID-19: FREQUENTLY ASKED QUESTIONS AHEAD OF RE-OPENING

31<sup>ST</sup> MAY 2020

*WE UNDERSTAND THAT YOU MAY HAVE QUESTIONS REGARDING OUR RE-OPENING ON THE 1<sup>ST</sup> OF JUNE. THE FAQs BELOW HOPEFULLY WILL HELP YOU. WE WILL CONTINUE TO ADD TO THIS LIST IF WE RECEIVE MORE QUESTIONS SO PLEASE CHECK OUR WEBSITE REGULARLY.*

## **Q. What is your overall approach to operating nurseries during the pandemic?**

Tynemouth Nursery Group's key priority at all times is the health, safety and wellbeing of the children in our care, their families and our staff. In specific regard to the current pandemic, we are operating to our own comprehensive and regularly updated COVID-19 policies regarding infection control, and we will also continue to introduce additional measures in line with the latest guidance from the NHS, Public Health Bodies, and government. Please [click here](#) to see our safe operating procedures.

We also have made a [video](#) to further demonstrate our efforts to make safety so important.

During the period of lockdown when the majority of nurseries were closed, Tynemouth Nursery at Billy Mill continued to operate as a hub nursery in order to provide ongoing care for vulnerable children and those whose parents/carers are key workers. The practices which were developed to minimise risk and keep everyone safe in these circumstances have proved highly effective and have formed the foundation for our protocols at all nurseries as we begin to reopen our other settings.

## **Q. What safety measures will be in place for my child's return to nursery?**

In line with government and NHS recommendations we have put many additional measures in place, which include those relating to nursery access restrictions, temperature taking, social distancing and hygiene practices.

**Q. Will staff be taking children's temperature on arrival?**

On arrival, a member of staff, who will be wearing PPE, will take the temperature of all children, staff and visitors. Anyone with a temperature of 38°C or above will be asked to stay away from the nursery.

**Q. How will you be managing social distancing requirements?**

At drop off and pick up times we are asking parents to hand their child to a member of staff at the nursery entrance and remain a 2-metre distance from other parents and staff. We are putting the same measures in place at the end of the day when parents arrive to collect their child. Where we are able to, we will be adding signs and directional arrows to help us with this.

Children will be cared for in consistent groups of children and staff as best as possible, preferably in groups of no greater than 8. Children will remain in their groups for outdoor play, which will be used as much as possible. We have also looked at our staff areas and provided guidance to our staff on how to implement social distancing in the nursery. It is not expected that children and staff within a group will keep 2 metres apart, children like close contact with adults and other children and we want to reassure you that we won't stop hugging children when they need a cuddle or some reassurance.

**Q. How are you managing access to the nursery?**

No staff member who has COVID-19 symptoms, (or who has a member of their family displaying symptoms) will be admitted into the nursery until they have either completed self-isolation in line with government guidance or have had a test and tested negative. Parents will be asked to stay away from nursery if neither their child or anybody in their household is displaying any COVID-19 symptoms such as a new continuous cough or a high temperature of 38°C or more.

Non-essential visitors are not permitted to enter the nursery.

**Q. Will staff be wearing PPE such as masks?**

Staff will wear PPE when very close contact is required such as at drop off and pick up times and also if a child becomes unwell during the day and needs to go into the Isolation room. Staff can wear PPE throughout the day if they wish to although it is deemed not to be required.

**Q. Are staff being tested?**

In line with the current government guidelines staff do not need to be routinely tested at this stage. Staff and children can be tested if they display symptoms.

**Q. What additional cleaning and hygiene processes are you putting in place?**

Each nursery will regularly clean and disinfect, throughout the day, surfaces and objects that are frequently touched by children and adults. These include high-risk contact areas such as door handles and doors, toys and children's resources, phones, keyboards, light switches, taps, toilet flushes, sinks, countertops, handrails and bannisters, shared PCs, including children's computers/iPads. Our contract cleaners will be coming in out of hours to carry out a full clean on a daily basis. We have removed activities which could pose a risk for cross contamination, such as play dough and sand/water trays. As well as ensuring that staff and children are cleaning hands more often than usual, we are ensuring good respiratory hygiene by promoting the 'catch it, bin it, kill it' approach to any coughs or sneezes. Children will be supported to ensure they wash their hands properly.

**Q. What happens if a child or staff member becomes ill during the nursery day?**

If children or staff develop any symptoms such as a new continuous cough or a high temperature of 38°C we will take immediate action. Staff will be asked to return home immediately, self-isolate and seek a test. For children we have an Isolation room where they will be taken and cared for by a member staff who is known to them until a parent can come and collect them.

**Q. How will you support children's understanding of the new measures and practices?**

In all of our nurseries we are using existing and newly developed additional resources, from government guidance, to help children understand the ways in which they can keep themselves safe.

**Q. Will my child's key person remain the same?**

We will endeavour where possible not to change a child's key person: however, due to the need to reduce group sizes we do anticipate that for some children this could mean a key person change. If this is necessary we will communicate with families before any changes are made.

**Q. How will you handle settling in sessions?**

Parents may enter the nursery for the purpose of settling in sessions if by not doing so, would cause the child distress. Any meetings must adhere to social distancing. Parents should minimise their movements around the nursery and only enter the room their child will be attending. Parents should minimise their interaction with other children and staff members.

**Q. What if my child is poorly (not COVID-19 related) do they have to stay away?**

We ask parents to retain their usual vigilance around not sending their child to nursery if unwell, unless it is a very minor illness. Please call your nursery manager if in any doubt.

**Q. Will the nursery retain its usual opening times?**

Yes, the nursery will operate its normal hours, but we ask for your patience around drop off and pick up in order to comply with social distancing. Your nursery manager will explain this in more detail as required.

**Q. If there is a confirmed case of Covid-19 in our nurseries, will you tell us?**

If there is a confirmed case within your nursery your nursery manager will contact you firstly, by using Nursery in a Box, whilst maintaining the confidentiality of all involved. If a positive result is confirmed the rest of the home base room will be advised to isolate for 14 days. Positive test will be reported to Public Health England.

**Q. Can my child bring anything into nursery from home?**

You can bring dummies, nappies, and spare clothes in your bag. Comforters are permissible if not having them would cause a child distress.

**Q. I have some anxiety about returning my child to nursery and would like to understand more – who should I speak with?**

Your nursery manager will be able to give you specific information relating to your nursery and offer you reassurance.

**Q. What additional resources relating to the current situation are available for my family/my child at home?**

We will continue to post activities for those children staying at home through NIAB and Facebook.

**Q. If I don't return straight away will I be charged?**

Your account will start only from the date you return. Please let us know when you plan to return as soon as you can, although we appreciate your circumstances may not be clear at the moment. We are prioritising our existing families over new families so early confirmation will secure your place and help us plan staffing.

**Q. If I don't return do I have to give 4 weeks' notice?**

We realise people's circumstances may have changed beyond their control and if you cannot return to nursery as a result of Covid-19 you are not required to give 4 weeks' notice, as per our terms and conditions.

Please visit our website [www.tynemouthnursery.com](http://www.tynemouthnursery.com) for latest updates.