

## **FAQ's Parents/Carers – COVID-19 – JANUARY 2021**

Please note the following questions and answers are based on the current guidelines (as of 18<sup>th</sup> December 2020) as you will be aware these are constantly being updated and therefore the below answers may change, we shall keep you updated on any relevant changes.

### **Are all children able to attend Puddleducks now? Even those who were shielding?**

Yes.

The government have said shielding advice for all adults and children will pause on the 1<sup>st</sup> August subject to continued decline in the rates of community transmission of coronavirus. This means that even the small number of children who will remain on the shielded patient list can return to settings, as can those who have family members who are shielding.

If rates of disease rise in local areas, children (or family members) from that area, and that area only, will be advised to shield during the period where rates remain high and therefore may be temporarily absent.

### **Can my child attend 2 settings?**

Yes. Following on from government advice we are allowing children to attend a maximum of 2 settings. This could be for example: Puddleducks and a childminder or Puddleducks and another Nursery/Pre-school. It is important that if you are going to be using 2 setting you inform us.

### **Where will my child be dropped off and picked up?**

Only one adult per family will be allowed on the school site to drop off and collect their child/children. – This is to follow government advice on social distancing.

Drop off and pick up for Puddleducks will be at the entrance/exit doors for the Ducks/Ducklings buildings.

### **Will all children be arriving and leaving at normal drop off and pick up times?**

There will be minor adjustments to the drop off/pick up times to ensure that we don't have bottle neck areas and to allow for social distancing.

Those children that are booked in for the 8.30-9am session will be asked to drop off and parents to leave the Puddleducks site before 8.50am. (Therefore, dropping off any time between 8.30-8.45am)

Those children who are booked in from 9am will not be able to access the site until at least 8.55am. With the doors opening at 9am.

Pick up time will be a flexible 15minutes from 2.45-3pm this allows a 15 minute window for parents to be able to collect their children, hopefully this will allow a steady flow of parents throughout the 15minutes rather than everyone at the same time. This will be closely monitored and adjustments made as necessary.

12pm collection/drop offs will not be effected.

Friday we will have a 11.50am-12pm flexible collection time and then the usual 12.15-12.30pm collection time for those who stay for lunch.

### **Do I need to bring a piece of fruit/veg for the snack bowl as usual?**

You will need to put an extra piece of fruit or veg within your Childs lunch box this will be used as your child's snack. The fruit/veg will not be shared with other children like they normally would.

### **Do I still need to bring in my child's bag?**

Yes. Please ensure it has a minimum of 2 full changes of clothes. If your child is in nappies, please ensure it has enough nappies and wipes.

The bag will be sent home with your child each day.

We will be encouraging the children not to touch theirs or others bags during the session.

### **Do I still need to bring in my child's water bottle?**

Yes. It is essential bottles are clearly labelled with your child's name.

Your child's bottle will be sent home every day for you to wash and refill.

### **Can my child bring in toys from home?**

No. No personal toys will be allowed to be brought to Puddleducks from the children's home. We will however allow your child to bring in their comforter if it is required for their own wellbeing.

### **Does my child need to wear their Puddleducks uniform?**

Yes please. This really helps them feel part of the Puddleducks family and we have found a significant link between wearing uniform and them settling in easier.

Although uniform is not compulsory it does make a big difference.

We are asking that clothes are washed frequently, ideally every day.

### **Where can I leave my pushchair?**

Unfortunately, at present, no pushchairs are to be left on site. Pushchairs need to be taken home by the parent/carer.

### **Will I still be charged if I do not send my child back to Puddleducks?**

Yes. From September we will be charging full fees for those children who are booked to attend but choose not to (or are enforced not to – e.g. self-isolation) due to COVID-19. To ensure we are financially viable to remain open in the future and continue to offer your child quality childcare, without having to make staff redundant this will be necessary.

### **What should I do if my child displays symptoms at home?**

it is essential you inform us immediately. Your child will not be allowed to attend until the minimum self-isolation period has been carried out or a negative test result is proven.

### **What will happen if my child show symptoms of COVID-19 while at Puddleducks?**

If your child starts displaying symptoms/signs of COVID-19 such as a continuous cough, a high temperature or a loss of, or change to, their sense of smell or taste, they will be isolated and sent home immediately and advised to follow UK Government/NHS guidelines online. A child awaiting collection will be moved to an area at least 2 meters from others, if inside they will be next to an opened window to increase ventilation. The member of staff dealing with your child will be required to wear a fluid-resistant surgical face mask, disposable gloves and a disposable apron. If a risk assessment determines that there is a risk of splashing to the eyes, for example from coughing, spitting, or vomiting, then eye protection should also be worn.

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

No. PPE is not required beyond what they would normally need for their work, even if they are not able to maintain a distance of 2 metres from others.

PPE is only needed in a very small number of cases including:

- Children whose care routinely already involves the use of PPE due to their intimate care needs should continue to receive their care in the same way such as when changing nappies
- If a child becomes unwell with symptoms of coronavirus while in their setting

### **What happens if someone in the setting tests positive for COVID-19?**

I have attached the government guidance as its not 'clear cut' as to what will happen.

*Settings must take swift action when they become aware that someone who has attended has tested positive for coronavirus (COVID-19). Settings should contact the local health protection team. This team will also contact settings directly if they become aware that someone who has tested positive for coronavirus (COVID-19) attended the setting – as identified by NHS Test and Trace.*

*The local health protection team will work with settings to carry out a rapid risk assessment to confirm who has been in close contact with the person during the period that they were infectious, and ensure they are asked to self-isolate.*

*The health protection team will work with settings in this situation to guide them through the actions they need to take. Based on the advice from the health protection team, settings should send home those people who have been in close contact with the person who has tested positive, advising them to self-isolate for 14 days since they were last in close contact with that person when they were infectious. Close contact means:*

- *direct close contacts - face to face contact with an infected individual for any length of time, within 1 metre, including being coughed on, a face to face conversation, or unprotected physical contact (skin to skin)*
- *proximity contacts - Extended close contact (within 1-2m for more than 15 minutes) with an infected individual*
- *travelling in a small vehicle, like a car, with an infected person*

*The health protection team will provide definitive advice on who must be sent home. To support them in doing so, we recommend settings keep a record of:*

- *children and staff in specific groups/rooms (where applicable)*
- *close contact that takes places between children and staff in different groups/rooms*

*This should be a proportionate recording process. Settings do not need to ask staff to keep definitive records in a way that is overly burdensome.*

*A template letter will be provided to settings, on the advice of the health protection team, to send to parents and staff if needed. Settings must not share the names or details of people with coronavirus (COVID-19) unless essential to protect others.*

Household members of those who are sent home do not need to self-isolate themselves unless the child or staff member who is self-isolating subsequently develops symptoms. If someone in a group that has been asked to self-isolate develops symptoms themselves within their 14-day isolation period they should follow [‘Stay at home: guidance for households with possible or confirmed coronavirus \(COVID-19\) infection’](#). They should get a test, and:

- if the test delivers a negative result, they must remain in isolation for the remainder of the 14-day isolation period. This is because they could still develop the coronavirus (COVID-19) within the remaining days
- if the test result is positive, they should inform their setting immediately, and must isolate for at least 7 days from the onset of their symptoms (which could mean the self-isolation ends before or after the original 10-day isolation period). Their household should self-isolate for at least 10 days from when the symptomatic person first had symptoms, following [‘Stay at home: guidance for households with possible or confirmed coronavirus \(COVID-19\) infection’](#)

### **Can my child be tested if they have symptoms?**

Yes. All staff and students who are attending an education or childcare setting will have access to a test if they display symptoms of coronavirus and are encouraged to get tested in this scenario.

### **If we need to contact Kirsty/Julie/Sonia when we would normally go to the office what do we do?**

We will be very visible around drop off and pick up times as usual. However, if we aren't able to talk you will be able to contact us via email on the normal email address or via phone on the normal number.

There will always be someone available during pre-school opening hours.

### **Do we need to wear a face mask on the school and Puddleducks grounds?**

Yes you will be required to wear a face mask on site at all times while you drop off and collect your child.

Staff who are in direct face to face contact with parents/carers will wear a face mask or face shield while they do so. For example - which ever adult is signing in/out on the door and Kirsty, stood at by Ducklings, will be wearing a face covering.