

The government has recently announced that Nurseries can re -open from the 1st June 2020.

Re-opening the nursery requires a great deal of preparatory activity, which we embarked upon immediately following the Prime Minister's announcement.

We are beginning the re-opening of our nursery with the greatest demand from parents looking to return as quickly as possible, matched with the suitability of the nursery environment for the enhanced health and safety protocols, along with the availability of our staff team, taking into account their own personal health and commitments.

YOUR QUESTIONS ANSWERED

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

A. Roundabout'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.

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

A. 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 complete a declaration that neither their child nor anybody in their household is displaying any COVID-19 symptoms such as a new continuous cough or a high temperature of 37.8°C or more.

The nursery has a dedicated team responsible for regularly cleaning and disinfecting 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. 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.

Visitors to the setting will not be permitted unless in an emergency situation or a separate risk assessment is conducted

Q. How will social distancing be respected in nursery?

A. We ask all families to respect social distancing when arriving at nursery for drop off and collection.

Within a nursery social distancing is hard with children and we will do all we can to support this by:

- monitoring our occupancy carefully
- avoiding the movement of children and staff between rooms or within communal spaces such as shared dining spaces
- using outside areas as much as possible
- each room working independently of other age groups
- repurposing of spaces to provide additional space for staff breaks or amending break schedules to support smaller groups
- staff will be carefully deployed within the nursery and will only work in one room.

Q. Will staff be wearing PPE such as masks?

A. The evidence to support the use of masks, or not, is limited. Staff who are taking temperatures or changing children's nappy's or assisting with toileting will wear a medical grade face mask. Staff within rooms with children will not wear face masks (consistent with government guidance). This will ensure a more familiar environment for the children who can be reassured by familiar faces and friendly smiles, which will be very much needed at this time of continued uncertainty. However some staff have requested to wear a mask for the first few weeks, so you may see a few of us with these on.

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

A. If children or staff develop any symptoms such as a new continuous cough or a high temperature of 37.8°C we will take immediate action. Staff will be asked to return home immediately, self-isolate and seek a test. For children we have a dedicated 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. While waiting for someone to pick them up we will ask them to try not to touch any surfaces and to cough or sneeze into a tissue should they need to. We will thoroughly clean the room after they have left using full PPE.

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

A. We are using existing and newly developed additional resources related to help children understand the ways in which they can keep themselves safe.

Q. I have two children that will be attending nursery from 1st June, will they go back into their usual rooms?

A. We have carefully considered the best approach and believe that children living in the same household should be cared for together to minimise the risk. Therefore, siblings will be grouped together in the same 'bubble' each day.

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

A. 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 the nursery if in any doubt.

Q. Will the nursery retain its usual opening times?

A. For the month of June, the nursery will operate from 8.30am until 4:00pm. Parents will not be permitted to enter the building, therefore we will be asking that you remain at a 2-meter distance outside the front building (signs will be displayed) At 8.30 am your child will be called by staff members where they will be given hand gel and then taken to wash their hands before entering the room. We ask that like schools you again wait outside the front of the building to collect your children at 4pm. We suggest that only 1 family member comes to drop off and collect to avoid overcrowding of the outside space. Staff will open the glass door's at 4pm and will call the parents name to come up the 2-meter floor sign to collect their child. To maintain social distancing these will be the only times allocated for drop off and collection for June, so we ask that you please come on time. If you need to get any messages to the room staff or management, please contact Amy Relf on the family app who will make sure all messages are passed on. We are only able to have minimum contact at a distance so we shall send a message to each parent at the end of the day about how their child has been, what they have had to eat any accidents they may have had etc. Please use this as a communication platform for the next month. As you know we are all on the end of the phone so please call whenever you like.

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

A. You will be able to discuss your concerns with a member of the nursery management team.

Q. Will you be charging me for June fees?

A. For any family using us in June that are not eligible for funding we ask you to pay by bank transfer or debit/credit card over the phone at the end of June. We shall send you an invoice on the 22nd June, there will be no lunch fees this month. Other families that are not returning in June there will be no charge.

Q. If there is a confirmed case of COVID-19 in our Nursery, will you tell us?

A. If there is a confirmed case within our nursery, of a staff member or family then we will advise you by notification on family, whilst maintaining the confidentiality of all involved.

Q. Are you supporting testing of your staff?

A. Since testing was made available for key workers, which covers our staff, any staff member wishing to access a test can do so. We will share information with staff on how to book tests and we will support staff to access a test.

Q. Will you comfort my child if they are upset?

A. Absolutely. Social distancing must be carefully balanced with ensuring the emotional wellbeing of each child. If a child becomes upset at any time with us, we will comfort them as they need, no child will be left crying because of social distancing.

Q. Can my child have their comforter?

A. Yes of course. If your child uses a dummy, please supply at least two so a spare one can be kept on hand in a Milton style solution. The use of dummy straps is not permitted as these enable the dummy to be in contact with surfaces. If your child has a blanket or soft toy, please supply these and have them as clean as possible. Comforters will be available to children when they need them, for example when they are upset, tired, or going for their nap. At other times comforters will be in the child's bag or box to prevent other children accessing these. Please do not bring in any favoured toys such as a car's, dolls & books from home. We have plenty of lovey resources to access.

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

A. Your account will start on the first day that you need to use us.

Q. My circumstances have changed and I no longer require my space, am I required to give four weeks' notice and if so how do I do this?

A. We are sorry that you are not able to return to us and thank you for placing your trust in us before the Coronavirus lockdown was in place. You are not required to give four weeks' notice, as per your terms and conditions, as we understand circumstances have changed for many.

Q. I am a new parent and have sent in a registration form to secure a place. When will I know that I have been successful and have a place for my child?

A. Thank you for registering with us, we are delighted you have chosen Roundabout to care for your child. When our nursery is permitted to open we will be working through processes to safely welcome our families once again. At this time our nursery team will be in touch to confirm your place and look to book in your settle sessions, which will take place when the nursery is settled once again.

