

# Parent/Carer Handbook 2020-2021

## Candystripe Cottage



Welcome to Candystripe inc Ltd.

Please find information below about what services we offer and what changes we have had to make with regards to COVID-19. It is vital we all play our part in ensuring everyone's safety so please make a note of the changes we have put in place to protect and keep everyone safe and well.

Throughout the summer we have successfully managed this process and I feel confident in what we have organised. Everything is risk assessed and regularly checked and reviewed.

### **We offer 5 services as part of Candystripe @ Candystripe Cottage site, Chapel Allerton:**

- ✚ Nursery care full or part time 7.30am to 6.00pm Monday to Friday all year-round excluding Christmas week.
- ✚ Out of school care catering for many schools in the area including St Matthews, St Urbans, Immaculate Heart, Moortown, Talbot, Gledhow and Chapel Allerton. This care includes breakfast clubs and after school clubs.
- ✚ Holiday playscheme – every holiday and training day we can offer you support.
- ✚ Parties – although at the moment these are not running due to COVID-19 regulations. We are currently creating a party store online so we can support all your party needs.
- ✚ Family Contact Centre working in association with The Family First Network Ltd supporting non-resident parents to be with their children in a safe and vibrant surrounding.

### **What has changed due to COVID-19**

Increased cleaning, one-way systems, PPE stations and the integration of bubbles for children to be within. We have worked tirelessly to get everything in place to keep your children and our staff fully. Our busy playscheme throughout the summer has proven this.

### **How does the out of school service work?**

- We will be open from 7.30am to 6.00pm Monday to Fridays
- Once on site they will be allocated to bubbles. There are 5 bubbles and they are colour coded. These are explained in a grid over the page.
- You will be sent the pick-up policy for your relevant school with your confirmation as each school will be managed differently. This will explain how we will collect and deliver your children to school,
- We will keep schools together when back on site. Each school is allocated their own area to play. They will not be able to move between bubbles.
- Each bubble will have a supervisor in charge and another playworker to support. Most bubbles have 10-16 children dependent on the size of the bubble with at least 1.5 metres available for each child.
- The outside red and blue bubbles can hold up to 16 children.
- ○ All children will get outside play on a timetable basis but within their own bubble.

### **How will the nursery service work?**

- On bringing your child to us they will be able to access the areas for their age range. They are not split into bubbles as much as out of school children
- 2-3 years will remain in the blue bubble as before and 3 and above will move between yellow, purple and red where their learning and development is required.
- Staffing is the same as before the lockdown.
- The same delivery and collection protocol is in place for all parents. Please read page 4.

**The out of school bubble are:**

Bubble colour and area	Detail of area	Max occupancy and staffing
<b>Immaculate Heart zone</b> Red bubble – Outside front	A large new heated and fully lit marquee has been installed with its own outside area	Up to 16 children 2 staff
<b>St Matthews Zone</b> Purple bubble - creative area	Based inside near the kitchen area and next to the main window	children up to 12 children
<b>St Matthews Zone</b> Yellow bubble - side room	The side room with a sofa, TV, games station area and its own cloakroom	10 – 12 children 2 staff
<b>St Urbans Zone</b> Blue bubble – portacabin and garden at the rear	The area at the back of the building with its own garden area	10- 12 children 2 staff
<b>Chapel Allerton Zone</b> Orange bubble - bottom of whacky if needed	The whacky warehouse has been cleared to allow for activities to take place inside safely.	UP to 8 children using both levels but no slide or running activities inside are allowed
Support staff	There will be 2-3 support staff who work outside the bubbles to support each bubble. They never enter the bubbles but support their needs providing water and resources, take children to the toilet and also collect them when ready to go home etc.	

The whacky upstairs is closed, and no children shall be allowed to play in the whacky for the near future, but children can access this area to play in social distanced activities.

Each bubble has its own location for lunch boxes and belongings. Please refer to the rules listed of what children are allowed to bring with them.

All children will have access to outside play every session on a timetabled basis to ensure safety measures are covered at all times.

What hasn't changed is our opening times. For term time we remain open from 7.30am to 6.00pm Monday to Fridays. In the holidays however these change to 8.00am to 5.30pm.

## Who are the staff in out of school and where will they be located?

Red	Lakeysha and Naomi
Blue	Jander and Craig
Yellow	Sophie, Lacy and Sharon
Orange	Michelle and Suzy
Purple	Same as yellow as area set for St Matts

Lesley is the Business Manager in charge and the support staff include Craig, Sim, Janette, Anna and Gaye. Some changes may be made dependent on operations, holiday and sick cover.

## Who are the staff in nursery and where will they be located?

Red	Sophie and Jaha
Blue	Lacy and Michaela
Yellow	Jander and Naomi
Orange	Only accessed for socially distanced activities most of the time shut down
Purple	Same as yellow area

Sim will be on reception to ensure you are looked after and people understand what is expected of them and Lesley remains the Business Manager in charge.

### Attendance (in line with Government guidelines)

- Children should not attend if they have symptoms or are self-isolating due to symptoms in their household
- all children who normally access childcare are strongly encouraged to attend so that they can gain the educational and wellbeing benefits of early education
- vulnerable children continue to be encouraged to attend where it is appropriate for them to do so (for children with education health and care (EHC) plans this will be informed by a risk assessment approach), further details on vulnerable children can be found below
- children who have been classed as clinically extremely vulnerable due to preexisting medical conditions will be advised to shield and should not attend
- children who live with someone who is clinically vulnerable (but not clinically extremely vulnerable), including those who are pregnant, can attend settings
- children who are too young to be able to understand and adhere to instructions on stringent social distancing and live in a household with someone who is extremely clinically vulnerable, and shielding are advised not to attend a setting
- The rules of cancellation will remain in place that there is 48 hours' notice in writing (by email) to make any changes. Days will be moved if cancelled to be used on a different date. No refunds will be made.
- All parents and carers must complete a questionnaire about their child/children at the beginning of each week. This is to support our track and trace scheme.

For more information about all the changes made please refer to our Frequently Asked Questions at the end of the handbook

Our guidelines are developed for parents/carers and children too. Can parents please read this page for your own information and then the next page to your child/children before attending.

**Parents and Carers please read carefully for your information:**

No parents or carers can enter the premises at any time
Use the intercom provided when bringing and collecting your children to the setting and stand 2 metres apart from other parents when waiting
On arriving to deliver your child you will be able to drop them into the front entrance by the intercom; you will <u>not</u> be able to enter the reception area. A member of staff will collect your child and assist them to wash their hands with the outside sinks provided.
On collecting from the <u>COTTAGE</u> site please use the intercom to state clearly who you are collecting and then move to the back gate at the rear where a member of staff in PPE will bring your child to meet you
If you are collecting at the <u>CHURCH</u> setting use the intercom to state clearly who you are collecting at the main entrance and then move to the emergency door by the scout hut which will be clearly marked where a member of staff in PPE will bring your child to meet you
If there has been an accident whilst your child is in our care and a form is required to be signed by you, a support staff member will bring this to you on a clip board at the back gate area (church the scout hut emergency exit). Pens and clip boards will be sanitised thoroughly before and after use.
Please work with us to limit belongings that are brought into the setting. No toys are allowed to be brought in from home. If they are brought in, we cannot guarantee their safe return or that they will be used when in our care; due to infection guidelines.
Please provide a water bottle clearly labelled for your child/children where possible
Fresh water will be provided in each bubble by support staff and anti-bacterial jugs and disposable cups if water bottles not provided. Each bubble will have its own pedal bin and children will use this to dispose of any items no longer required.
Bubbles will have a supervisor in charge plus another team member. There will be support staff who go between bubbles (but do not enter) to allow children toilet trips and access to timetabled outside play or to get resources required. If covering for staff toilet breaks, they will do so by remaining in the entrance of the bubble to observe and support but they will not enter.
All staff will have a walkie talkie to communicate throughout the day with the manager and all other staff.
For holiday playscheme only please provide a packed lunch for your child/children which will be kept in an storage area allocated for the bubble they have been allocated

For further reference and support information please refer to the Frequently Asked Questions posted online at [www.candystripeinc.co.uk/holiday-playschemeleeds.aspx](http://www.candystripeinc.co.uk/holiday-playschemeleeds.aspx) for answers to your questions. If, however you cannot find the question or answer you require please email:

[info@candystripeinc.co.uk](mailto:info@candystripeinc.co.uk) or call 0113 268 9443 Our website shows updates each Monday so please check out [www.candystripeinc.co.uk](http://www.candystripeinc.co.uk) please check out the homepage and the holiday playscheme tab for more info.

**Parents / carers please read to your child/children before attending the setting for the first time:**

## **DON'T GET INTO TROUBLE STICK TO THE RULES OF YOUR BUBBLE!**

On arriving you will be given a colour for a bubble. This will stay the same each time you attend.

The colours are purple, red, yellow, orange and blue

The bubbles are located purple near the kitchen area, red outside in the front playground (larger bubble), yellow the side room, orange the bottom of the whacky (not running around) and blue the outside at the back use of the portacabin and garden. There will be signs to help you remember where each bubble is. Each bubble has been allocated to schools:

Immaculate Heart – red bubble

St Matthews – yellow and purple bubbles

St Urbans – Blue Bubble

Chapel Allerton – Orange bubble

You will be given a wrist band of the colour of your bubble. We will write your name on you band which will help you get to know others in your bubble too.

There is a one-way system in place when in the setting, we will show you how to move around safely – please look for the arrows and signs on the floors and walls they are clearly marked with arrows but we will make sure you know what to do.

**When in your bubble we expect you to:**

Follow guidance and rules at all times

Listen to your bubble supervisor at all times

Do not leave your bubble at any time unless permission is given by your supervisor - stay with your friends and supervisor at all times

You must always ask if you want to use the toilet and someone will come and collect you wearing equipment i.e. mask, gloves and aprons to take you. Do not be scared they are wearing these and changing these in-between bubbles - it is in place to protect you.

Don't forget to always wash your hands and drink lots of water which will be provided within each bubble. Bring a water bottle with you with your name on too and these can be refilled. Ask if you are thirsty at any time.

Be respectful of all children and your supervisor and support staff at all times when in your bubble

Remember to stick to "catch it bin it kill it" rule using tissues provided and hand sanitisers too

If you are not happy in your bubble speak to us.

Bullying or difficult behaviour of any type will not be tolerated, and parents/carers will be contacted.

There may be times you will have your temperature taken and you will have to wash your hands more often.

You will be asked to have your snacks inside your bubbles but will endeavour to eat outside if the weather permits

You will have the opportunity to play outside but on a timetable basis which means one bubble at a time.

Always feel free to ask any questions at any time we are here to help you have as much fun as possible.

## **For more information about Holiday Playschemes and Training Days:**

If you were interested in holiday and training day cover please let us know. You can pay monthly in instalments for the year and if bulk booking you can access discounts. Some idea of pricing for playscheme is below. You have a choice of setting for playscheme between Candystripe Cottage and Lidgett Park Church dependent on the age of your child/children please call 0113 268 9443 option 2 for more information.

### **How much does it cost to use the holiday playscheme?**

£31 per day and please provide a packed lunch and named water bottle

Sibling discount £1 per day

If booking a block this can be discounted please ask for more details when booking

There is a £20 registration fee on booking

We do not take cash for bookings so please pay by debit card, voucher or bank transfer. Bank details are:

HSBC – **Candystripe inc Ltd**

40-27-14            81410628    please reference your child's name

**For more information about Parties, Child Contact Centre please go online [www.candystripeinc.co.uk](http://www.candystripeinc.co.uk) or phone 0113 268 9443 option 1**

**We offer discounts to our NHS Heroes please enquire for further information.**

**For any other services or information please go online on [www.candystripeinc.co.uk](http://www.candystripeinc.co.uk)**

Or

**Phone 0113 268 9443 option 1 or email [info@candystripeinc.co.uk](mailto:info@candystripeinc.co.uk)**

For safeguarding support and emergencies please contact Anna Robinson option 6 or 07720 053917 or [anna@candystripeinc.co.uk](mailto:anna@candystripeinc.co.uk)

**Candystripe is an Ofsted good provider EY299540 been established since 2004**



# COVID-19:

## YOUR QUESTIONS ANSWERED

*THANK YOU TO EVERYONE WHO HAS SHARED THEIR QUESTIONS AND CONCERNS WITH US: IT IS ALWAYS IMPORTANT FOR US TO UNDERSTAND HOW YOU ARE FEELING AND WHAT YOU WOULD LIKE TO KNOW. WE HAVE SET OUT THE FREQUENTLY ASKED QUESTIONS AND ANSWERS BELOW: WE WILL CONTINUE TO ADD TO THIS LIST SO DO CHECK IN REGULARLY.*

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

**A.** Candystripe'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. All policies will be on our website and also in the reception area or can be emailed if required.

During the period of lockdown, we ran a small service until 12<sup>th</sup> May when we closed as the demand for our services was very small.

We intend to open on 20<sup>th</sup> July for the summer holidays. For more information please refer to our website [www.candystripeinc.co.uk/holidayplayschemeleeds.aspx](http://www.candystripeinc.co.uk/holidayplayschemeleeds.aspx)

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

**A.** In line with government and NHS recommendations we have put many additional measures in place, which include those relating to access restrictions, social distancing, and hygiene practices. For more specific info please refer to the handbook provided on our website in the holiday playscheme section.

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

**A.** At drop off and pick up times we are asking parents to hand their child to a member of staff at the entrance and remain a 2 metre distance from other parents. We are putting the same measures in place at the end of the day when parents arrive to collect their child from a different location. Please read the signage when arriving for clarification.

Children will be cared for in consistent bubbles of children and staff. We have made changes to our indoor environments and the organisation of activities so as to encourage children to naturally use all areas of the bubble, rather than congregate in one area. Outdoor play will be limited to one group at a time. We have also looked at our staff areas and provided guidance to our staff on how to implement social distancing in the setting. We recognise that social distancing for our settings represents a challenge for young children who 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.

A full staff training plan is running currently and all staff have a duty to attend and sign all new policies and procedures.

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

**A.** No staff member who has COVID-19 symptoms, (or who has a member of their family or other people they have been in contact with who are displaying symptoms) will be admitted into the setting until they have either completed self-isolation in line with government guidance or have had a test and tested negative. All staff have signed a questionnaire to secure this information and cannot work unless it is completed.

Parents will be asked to confirm at the setting entrance 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. We will be checking temperatures twice daily or more if concerns are raised.

Non-essential visitors are not permitted at the setting.

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

**A.** Staff will wear PPE when very close contact is required such as at drop of and pick up times, nappy changing, accident reporting 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. We have a designated space for isolation but it will be as comfortable as possible and children will never be left alone.

**Q. Are staff being tested?**

**A.** 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?**

**A.** We have a dedicated members of the team responsible for regularly cleaning and disinfecting surfaces and objects that are frequently touched by children and adults. These support staff do NOT enter the bubbles and must wear and change PPE alongside guidelines set. They will concentrate particular support on 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.

All children will have access to fun and creative activities specifically planned to enable social distancing and guidelines.



Each bubble is colour coded and items within their bubble will remain in their bubble. For example, there are caddies for creative equipment that can be wiped down. One caddy for 2 children as they will have all their own creative equipment in one side each.

New portable sinks outside each setting. These are foot pump sinks with large capacity for up to 200 hand washes. It has soap, hand towels and hand sanitiser available. Also 2 children can wash their hands at the same time as the unit is double sided. Please see the picture to the right to show you the unit.

Mats have been bought which are 1 metre squared to ensure if sitting on the floor they understand the space which belongs to each individual.



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

If your child has an accident a form will be completed as normal and brought to the back gate to be signed by a staff member in ppe to ask for it to be checked and signed. The clipboard and pen will be sanitised beforehand.

You will not be able to go into the setting as parents or carers at any time.

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

**A.** In all of our nurseries we are using existing and newly developed additional resources related to our protocols and allow children to find ways in which they can keep themselves safe. We have a published book onsite to help explain what is happening and how to remain safe.

We have bought lots of new equipment to support in ensuring safety of children and staff.

**Q. How will you settle child in back to new routines?**

**A.** We are currently updating our settling in procedures in line with the Government's COVID-19 guidance and we will share these with parents soon. We will always ensure we take each individual child's needs into account when settling into setting. We are also writing a pack for parents' part of which has a section to read to the children to explain what will happen.

When they attend the staff supervising each bubble (2 staff per bubble) will further explain the rules and how to keep safe.

**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 our settings if unwell, unless it is a very minor illness. Please call our Business Manager, Lesley Credland if in any doubt 0113 268 9443.

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

**A.** The setting will operate as closely as possible to its usual schedule, but we ask for flexibility around drop off and pick up in order to comply with social distancing. Throughout the summer the setting is open from 8am until 5.30pm Monday to Friday except Bank holiday.

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

**A.** Our Business manager Lesley or Director Anna will be able to give you specific information relating to your setting and offer you reassurance.

There contact details are:

Lesley 0113 268 9443 option 4 email: [lesley@candystripeinc.co.uk](mailto:lesley@candystripeinc.co.uk)

Anna 0113 268 9443 option 6 or 07720 053917 email: [anna@candystripeinc.co.uk](mailto:anna@candystripeinc.co.uk)