

# 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 email: [lesley@candystripeinc.co.uk](mailto:lesley@candystripeinc.co.uk)

Anna 07720 053917 email: [anna@candystripeinc.co.uk](mailto:anna@candystripeinc.co.uk)