



FAQs – REOPENING FROM COVID19

Guiding Principles

1. To bring children into a calm, safe and happy environment that meets all of their needs health-wise but also developmentally and emotionally.
2. To keep our staff safe, looked after and reassured.
3. To make practical choices to reduce the risk of infection in sensible and sustainable ways for young children.

FAQs – we will update this regularly

1. ROOMS and KEYWORKERS

As per the government guidance our rooms will be split into smaller groups or bubbles. All the children will be in their age appropriate groups. The idea behind the 'bubbles' is to minimise possible infection between groups. The guidance asks that neither the staff or children from the bubbles mix with other bubbles as far as possible.

As far as possible we are bringing the children back to the rooms they were in and know. However in some cases your child may now have moved rooms as they are older. It is important we do this so they do not get stuck in a room that is not developmentally appropriate. The idea behind the groups is that they stay together as a unit to minimise the risk until the guidance advises this measure can relax.

We are lucky enough to have the use of the whole of Under 1 Roof at this time as the centre is not yet open. Most of our children will be based in their nursery room with the usual access to outside. One of our preschool groups may be based in the main Under 1 roof atrium space which will be set up appropriately for them. Children will still access the gyms, the theatre and the outside spaces with cleaning in between groups.

This means your child might not be with their previous keyworker. We will let you know which space your child will be in and with which team members when they return.

2. DROPS OFFS AND PICK UPS

We will be using 3 entrances and exits for drop offs and pick ups. These are 1. Nursery entrance (babies and toddler 1) 2. The garden (Toddler 2 and preschool 1) and 3. The main centre entrance (preschool 2). Each age group will have a slightly different drop off and pick up procedure to ensure a balance between safety for everyone and security for the children. Full details on this to follow.

3. SETTLING BACK IN

Your children have now been away from nursery for almost 10 weeks. It is a long time for everyone. We expect some to come in as if nothing has happened and for some it will be like starting again. We are ready for all scenarios! Hand overs will be kept to a minimum face to face and phone calls can be arranged to follow up. For the foreseeable we will not be allowing parents and carers into the building.

We will ask for one bag to be brought in on the first day of nursery with everything your child needs. This bag will then stay onsite and the team will let you know if anything needs topping up. Dirty clothes will be washed and replaced onsite.

4. HOURS

Reopening will happen in phases. We will be bringing the team back slowly as demand increases. We are not asking any team member back in the first wave who has young or primary aged children. To ensure this is manageable our hours for returning children will be 9am – 5pm. Staff will be onsite either side of that to cover the cleaning required.

Hours for key workers will continue to be 8am – 6pm.

5. FOOD

For the last 10 weeks our food has been cooked and delivered by Marie, who was previously our nursery cleaner. With her other hat she is a school cook and it was brilliant that she was able to step in and provide hot meals throughout when our usual provider closed down.

As we increase our numbers Marie will continue to cook from the café kitchen meaning everything will be made onsite. We will be setting a menu this week for June.

6. SOCIAL DISTANCING

We will not be social distancing from the children, nor does the government guidance recommend it. We will of course be doing what we can to maintain distances from each other and parents and carers. This has been the case for the time we have been open for key workers.

7. FEES

If you are returning to nursery in June your usually bill will be sent. If you have changed days these should be already in the system, any problems just let us know. If you are not returning in June your invoice will be charged at 50%. As before if you are financially impacted and making any payment puts you into any difficulties please get in touch.

Our fees are currently charged for the days taken (rather than a new annualised calculation) whilst we pace our reopening. Our previously proposed price increase for April 2020 has not been put in.

Our staff team are responsible for the cleaning of their bubble at this time so are onsite full time hours. This means they are on site and working from 8am – 6pm. This is inline with the government guidance and we therefore can not offer reduced fees at this time.

8. VIDEOS

We appreciate there is a lot of information to take in already. We have created a number of videos to talk you and the children through changes that are in place.

9. LANGUAGE

We will be talking with the team about how we talk to the children and amongst ourselves about COVID19. I believe it is very important we are clear and consistent as a team with the children, and that we share that with yourselves. It is crucial that nursery is the same happy, safe place for our children to be in and although there are changes these are explained and accepted.

10. CLEANING

Throughout the past 10 weeks our cleaning schedule has been rigorous. The routine is already established for us but we have increased the frequency and attention to detail (handles and cupboards for example). Cleaning will be done by the team in each bubble and the reduced hours enable that to happen to the required standard on a daily basis.

The cleaning forms a large part of our risk assessment we had to complete in order to reopen. This can be found here: <https://www.under1roofkids.com/ofsted/>. We will review this continually.

11. HANDWASHING

Handwashing will happen when children arrive at nursery and before they leave. It will also happen before eating and whenever the children move spaces (ie coming in from the garden). We are using soap, foam soap and antibacterial hand wipes.

12. SYMPTOMS

Any child displaying symptoms of COVID19 will be moved from their group with a staff member. They will be looked after by the team member whilst we contact you to collect them. We will then ask that child be tested for COVID19. If they are positive the bubble will be asked to isolate for 14 days. If they are negative and well they will be able to return to nursery. Further guidance on testing to follow.

13. ONLINE PROVISION

We will continue our online provision for those not returning in June and July.