



RETURNING TO TOYBOX –

ANSWERING YOUR QUESTIONS ABOUT RETURNING TO NURSERY

Dear ToyBox Parents & Carers,
We know these are uncertain times, so we
have created a factsheet to help answer
some of the questions you might have
about returning to nursery in the coming
weeks

IS IT SAFE TO BRING MY CHILD BACK TO NURSERY?



- We understand this is a worrying time for everyone and we want to make the transition back to nursery as smooth as possible. The safety and wellbeing of all our children and families is our number one priority.
- We are currently planning to reopen our nurseries from 15th September 2020, as per Government guidance which has deemed the situation to be safe enough for Early Years settings to reopen and provide childcare to all families who need it.
- We have implemented a number of new measures in the nurseries to mitigate the spread of the virus, which are explained in more detail below. .
- We understand many of you will have concerns around returning to nursery at this moment in time, however, we will be using our vast experience in childcare to ensure all aspects of opening safely are considered and all necessary measures are implemented.

WHAT ARE YOU DOING TO HELP CHILDREN READJUST TO NURSERY LIFE?

- Our Nursery Manager will be in touch with you in the coming days to discuss your childcare needs and to organise a smooth transition back to nursery. Of course, some aspects of nursery life will be different and we are planning for this. Our professional and committed staff will do everything they can to ensure your children can return to nursery happy and reassured. We appreciate your help in preparing your child for these changes.

WHAT ARE YOU DOING TO PROTECT CHILDREN AND STAFF?

- We are following all Government guidance on how to create a 'COVID-secure' environment to protect the wellbeing and health of all our children and staff. These include a detailed Site Operating Procedure (SOP) document in addition to detailed risk assessments; implementing new social distancing measures where possible; creating smaller groups/ bubbles.

continuing our emphasis on good hygiene and in particular on thorough and frequent handwashing; a renewed focus on outside learning and activities; and also developing health and wellbeing specific activities which will increase children's awareness of good hygiene practices

- We will continue the frequent and thorough cleaning of all nursery areas. This will be led by our housekeepers, who we will be asking to work increased hours, and who will be supported in their duties by other staff members. In addition, we will be undertaking regular deep cleans of our nursery premises.

WILL YOU BE TAKING THE TEMPERATURES OF STAFF AND CHILDREN EACH DAY BEFORE THEY ATTEND NURSERY?

No - as per Government guidance, there is no advice for us to take the temperatures of staff or children before they attend nursery. According to the Government advice, routine testing of an individual's temperature is not a reliable method for identifying coronavirus. We therefore will instead reiterate the need to follow the standard national advice on the kind of symptoms to look out for that might be due to coronavirus, and where to get further advice. If anyone in the household develops a fever or a new continuous cough they are advised to follow the COVID-19: guidance for households with possible coronavirus infection guidance (which states that the ill person should remain in isolation for 7 days and the rest of the household in isolation for 14 days).

WHY AREN'T YOUR STAFF USING ADDITIONAL PPE?

- We are following Government advice on this subject and currently there is no requirement for nursery staff to wear additional PPE items whilst working in the nursery. We will be asking staff who are answering doors at drop-off and collection times to wear some PPE including facemasks, gloves and aprons in order to afford them extra protection at these times.
- Staff who wish to wear their own masks or other PPE items will be permitted to do so.

HOW ARE YOU IMPLEMENTING SOCIAL DISTANCING?



- Whilst maintaining a 2m distance at a nursery setting is not realistic (as acknowledged in Government guidance), there are a number of other measures we will be implementing to help mitigate the spread of the virus in the nursery environment. These include creating small cohorts of children, known as 'bubbles' who, where possible, will be led by the same member of staff. Bubble groups will be kept a safe distance from other bubble groups.
- We will be asking parents to heed new staggered drop-off and collection times and to also be patient at these times. Parents will **no longer be permitted to enter the nursery premises** and although we understand this will be challenging, we will do our best to support you and your child at these times.
- Prior to their return to work, all staff will undertake a Coronavirus Prevention and Awareness course which will inform and guide them in their work. Staff will also be inducted into our new Coronavirus specific risk assessments and working methods to ensure best practice measures are implemented across the board.

HOW CAN YOU ENSURE THAT THE NURSERY ENVIRONMENT IS CLEAN?

- As always, excellent hygiene will be a priority for us. Our Cleaning staff will be working increased hours and we will also be asking other team members to undertake regular cleaning duties on a regular basis. We are investing to ensure we have the most effective cleaning tools, available to our staff as well as providing an array of cleaning products which have been identified as being particularly successful in eradicating germs. Of course, we will ensure all the relevant COSHH assessments are undertaken to ensure these products are safe to be used in the nursery environment.
- We will also be limiting the use of soft furnishings and fabric resources. Our staff teams are already developing healthy and rewarding fun alternatives.

WILL YOUR STAFF HAVE ACCESS TO TESTING?



- Since nursery staff are considered to be key workers, they will be able to be fast-tracked for a test if they are experiencing symptoms or someone in their household is experiencing symptoms, even if the member of staff is asymptomatic. We are registered with the Government's key worker testing referral portal and we will be utilising the service as needed to ensure we can quickly identify any staff who might be infected with the virus and then take the necessary steps

DO YOUR NORMAL TERMS & CONDITIONS APPLY?

- We want as many children to return to nursery as possible, but we realise there are still some concerns about returning on 1 June. We are therefore temporarily adapting our Terms & Conditions to allow a greater degree of flexibility for our families who do not yet wish to resume their normal childcare routines.
- We will be asking for booked sessions to be paid for whether your child attends or not. If we are able to fill the place with another child attending then fees not needed to be paid.

We appreciate your patience and understanding during this time when we will all be adjusting to new ways of doing things. Subsequently we expect to be extremely busy. We want to be as flexible as possible to meet your needs during this uncertain time. However, we also request that you respect and appreciate that we, and our staff teams, have also experienced a period of great uncertainty and we are doing our best to organise, plan and deliver first-class childcare in these difficult circumstances and with many constraints.

We would also like to take this opportunity to remind you that failure to provide payment on time will mean we are not able to provide you with childcare and your booking at ToyBox may be terminated if payment is not promptly made

MY CHILD WILL ONLY BE ABLE TO ATTEND BY USING THEIR FREE ENTITLEMENT HOURS. IS THIS ALLOWED?

- If your child has access to entitlement hours these are not affected by covid-29. These hours are still paid to the nursery as usual.
- Information about how changes to personal circumstances may affect the allocation of funding by the Government is provided below.

HOW SHOULD I TRAVEL TO NURSERY?

- We are asking all our families and staff to either travel to nursery via car or to cycle or walk where possible. Public transport is not being encouraged as an option and you should notify us if this is how you intend to travel to and from nursery. We understand that this is the only option for some parents. With this in mind please adhere to our drop-off and collection policy, keeping 2 meters distance.

HOW WILL I PAY FOR CHILDCARE?

- Due to social distancing measures, we are now no longer able to accept cash or cheques as a payment method at our nursery. We hope to introduce an online payment system soon and will update you in due course. In the meantime, you will still be able to pay by BACS and other payment choices such as card payments will not be affected.

DOES MY FUNDING STILL APPLY?

- It is our understanding that, certainly for this term (summer), there will be no changes to any funding which has already been assigned to your child, even if your own personal circumstances have changed. More information is available here:
<https://www.gov.uk/guidance/check-if-you-can-get-tax-free-childcare-and-30-hours-free-childcare-during-coronavirus-covid-19>

WILL YOU CLOSE AGAIN IN THE FUTURE IF THERE IS A SECOND SPIKE OF THE VIRUS?

- Like many of you, we simply do not know what the future holds. We are, of course, hopeful that we can all get back to normal life as quickly as possible, but we recognise this will take time and patience. We will continue to monitor the Government's advice and we will follow whatever guidance is issued whilst also navigating through the complex challenges thrown up by this outbreak as best as we can.

Because we have had to reduce our staffing ratio to just Gemma and Clare there is a chance that we may have to close if staff illness arises. In order to manage this risk it is important all parents and carers are proactive with our social distancing and covid restrictions.

- Please do not enter the building without permission.
- Please do alert us if you are concerned of any symptoms.
- Please do not bring your child to nursery if they are displaying a high temperature.
- Please do not give your child Calpol before arriving to nursery. It will be harder for us to detect any symptoms which could put your child at risk

We look forward to welcoming you all back!
Gemma and Clare.

We have tried to answer as many questions as possible about our reopening plans but if you have any other questions, please do not hesitate to contact us at Toybox@womenscentre.org.uk

We will do our best to respond as quickly as we can. Again, please bear in mind that we are operating with a seriously reduced staff team and will need to prioritise responding to queries based on their urgency.

