

Dear Parent/Carer,

The revised government guidance that underpins the reopening of nurseries directs us, for the right reasons, into a different way of doing things. This will change your and your child's experience of us in the short term and we ask that you are understanding of this, as you are aware this is not our normal practice, but we have guidance to follow. Some children will, as a result of them continuing to grow while we have been closed, be returning into a different part of the nursery, and different practitioners. This will be at best unsettling for them, at worst upsetting, and we can only ask that you help us to help them to "acclimatise" as quickly as possible by making drop off as quick as possible, however much your instincts may say otherwise! Feel free to ring us during the day though to check in with how your child is doing.

The government guidance recognises that social distancing isn't practical with young children and instead proposes nurseries define small groups of children (preferably up to 8 but never more than 16 - unless we have discussed this with the Local Authority), and where possible:

- contact between groups is reduced
- individual groups use the same area of a setting throughout the day
- the same members of staff should be assigned to each group and these should stay the same during the day and on subsequent days

The important element in this that we need to be upfront with you about is what "where possible" means in practice. In an ideal world there would be a single practitioner consistently linked to a small consistent group of children and they would stay together right through the day, and through the week, in a separate physical room away from all other children and practitioners in the nursery. However, in practice we need to acknowledge that:

- The majority of children's booking patterns are not full time.
- Many of our practitioners do not work full time.
- The smaller the groups, the more of them there are, and we have a limited number of individual rooms, and limited ability to split some of the rooms we have - especially when considering children rarely stay put.
- Practitioner working hours vary dramatically, they need comfort breaks in the day, and a lunch break.
- Practitioners take holidays, may be absent due to non covid-19 illnesses, or have appointments to attend, all of which requires other staff to cover.

In the guidance the government recognises that every setting is different, and states that settings must use their professional judgement to, where possible, keep children in small groups with as much consistent staffing as possible, and minimising contact with other groups around the setting... where possible. We have spent the last week trying various models to approach this, an activity made harder as many parent's required booking patterns have been changing frequently (completely understandable and hardly surprising given the evolving situation in the wider economy).

Our new operating model is to link small groups of children to a primary practitioner and to maintain this as far as practically possible, and keep the groups separate from each other as far as practically possible. Our ambition is to be able to confirm to you that for the majority of a day your child will only be with that practitioner, and the rest of their group, and not mingling with other groups. Where relevant this will also be true over the span of a week, where the total number of children a child may come into contact with is also limited. We say for the majority of a day because there are specific scenarios where this is not possible:

- Covering absence - is a practitioner is ill (non covid-19 related) or has an appointment they need to attend.
- Over staff lunch breaks - your child's group has to be looked after by another practitioner and while we have issued guidelines about minimising contact at this time, we clearly cannot negate this contact completely.
- Start and end of day - our practitioner team's working hours are all based around our "normal" profile of children numbers throughout the day. While our practitioners have been hugely flexible and supportive over this period of disruption we will still need to have groups gathered together for the 8am to 8:30am, and the 5:30pm to 6pm, time periods. If you are uncomfortable with this please do not bring your child in until 8:30am and collect them before 5:30pm.
- Groups can share rooms so long as they remain separate as best they can, and so long as shared resources are cleaned between each group using them. In some of our rooms where toilets or sinks are only available at one end there will be a necessary transitory contact between groups.

If you have questions about any of these please don't hesitate to get in touch.

Dropping off / Collection

As stated before please come prepared with a face covering to wear if you are going to need to come within a practitioner's 2 metre zone to hand over your child. It is a practitioner's individual choice if they wear a face visor or face mask to the door. This is not policy and is left up to the individual practitioner. The new procedure means parents will not be entering the buildings, but this will be reviewed in line with the government guidance and return to normal as and when we can. Apologies to those parents who are having to use different entrance points to the nursery than they are used to.

As the practitioner groups slowly grow they will be divided and the location they are based in may change to use more of our available space. We will keep you informed and look out for signs.

Baby Nursery Rooms

Please can parents come to the main reception to drop off/ collect your child. Please use the relevant door bell to where your practitioner group is located. If this is any different there will be a sign on the door.

There are social distancing markings outside baby nursery please respect the 2 metre distancing.

Day Nursery 1

Please can parents come to the conservatory door as before with social distancing queuing extending in front of the shed. The gate to Day Nursery garden and on to the main carpark will remain open during the main drop off and pick up times - this is to limit touch points. Please leave the gates open if they are already open when you get to them.

Day Nursery 2

Please can parents come to the main day nursery door as before with social distancing queuing extending under the covered area. The gate to Day Nursery garden and on to the main carpark will remain open during the main drop off and pick up times - this is to limit touch points. Please leave the gates open

Preschool (Sunbeams Room)

We are not using the normal entry system at this time as parents are restricted from entering the building.

Therefore for the Sunbeams Room we ask parents to follow the marked one way system around the outside of the Sunbeams room and into the garden at the back and entry/ exit will be through the fire door at the rear, it will be marked with social distance markings. Once you have dropped off your child, please then exit through the gate into the main section of the car park to walk around the preschool building back to the car park at the front.

Preschool (Snowflake Room)

This room is planned to become operational by the end of June and you will be informed if your child is moving to this side of the building with their practitioner group.

We are not using the normal entry system at this time as parents are restricted from entering the building.

Therefore for the Snowflakes room please walk around the outside of the Snowflakes room into the hardstanding playground. There are social distance markings in the playground to direct you to the door at the back of the room, please then exit through the gate and return to the car park at the front.

The path to the side of Snowflakes (where the big christmas tree is) has been widened with a temporary surface to allow for two way passage with distance between.

Junior Club Room (currently under sole occupation by the Sunlights Club)

Please can parents come to the main junior club door, with the social distancing queuing marked out on the paved area in front of the main building.

Please note that it is only the preschool children who are in this room and it is not currently used for before and after school club.

In any area of the nursery - If you arrive outside of 'normal' dropping off and picking up times and there are children playing in the gardens or playground that you need to enter to access the doors - please wait at the gate and get a member of staff's attention. They will then arrange for your child to be collected from you or brought to you. Please do not access areas where children are playing.

Paperwork (Accident / Medication / Existing Injury Forms)

As detailed in the parent guidance last week we are adopting as close to a contactless drop off/pick up as possible and this extends to previously used paper forms for medication instructions and for notification of existing injuries.

If you wish to request and authorise us [to administer medication to your child please use this form](#).

If you need to [advise us of an prior injury your child will have on arrival at the setting, please use this form](#).

Both of these links are available on the [Information and Downloads page of our website](#)

In addition, if your child has an accident while at nursery we usually complete a paper report of this for your information and to sign off. From Monday we will be using an online version of this and you will be emailed a pdf copy of the accident report. For our audit purposes we ask that you simply confirm receipt of the accident report by replying to the email. Obviously if you have questions about the accident, as you would have previously asked the practitioner about, please use your email response to ask, or give the manager mentioned a call.

Parent Action Summary - Infection Control Measures 1st June 2020 until further notice

A reminder of the measures detailed in our parent email on 21 May. We request you do the following to play your part in keeping you, your child, and our staff safe.

- Please keep up to date with and follow government guidance, specifically that relating to self, and household isolation. If you or your child has symptoms do not attend the setting. If you needed to administer Paracetamol suspension or Ibuprofen within the last 6 hours do not bring your child to nursery as this can mask a child's true temperature.
- In the event of your child's practitioner testing positive we will advise you immediately and in line with government guidance your child, and their group, will need to isolate for 14 days.
- Please notify us of any non-attendance as usual, in particular if it relates to COVID-19 symptoms, or a diagnosis confirmed by testing. The nursery phone number is 01937 557 115 and this is our [Rainbow Notification Form](#).
- All the latest information from us will be on our [Rainbow COVID-19 Webpage](#)
- If your contact details have recently changed please ensure we have them. Please remember that if your child develops a temperature while at Rainbow our current extended policy will require you coming to collect them straight away.
- Where age appropriate, when your children are at home please reinforce positive behaviours regarding hand washing and coughs/sneezing into tissues, or elbow.
- Please wash your and your child's hands thoroughly before leaving your home.
- Please do not bring anything from home (toys, comforters, books etc) with your child.
- We ask that only a single parent/carer drops off/collects a child and where possible the same parent/carer attends both drop off and pick up. We strongly advise that household members classed by government guidance as vulnerable do not attend site.
- Given the space we have on site, the reduced numbers, and the fact that small children and tight time slots do not work hand in hand we have decided to not stagger our start/end times. Please use common sense, and maintain social distancing when moving about the site, being vigilant in the car park as always. Follow lanes and one way markings where you find them.
- Door bells, and gates are disinfected twice daily, and a hand gel dispenser has been provided at the high use Day Nursery gate. After safety review of options, and considering age group and car park safety we are continuing to use the Day Nursery garden gate access.
- Baby Nursery and Day Nursery doors in use remain the same. For Preschool we are temporarily suspending use of the front entrance and cloakroom, and children will instead access the ground floor rooms only via the fire doors which open onto the rear play area. Across all age groups we are temporarily stopping parents from entering the buildings in line with government guidance.
- When handing over your child will require close physical proximity to a practitioner, for your and the practitioners safety, we require you to wear a face covering. We have asked our practitioners to also consider wearing face covering at this time, but also to have regard for the specific child's welfare as being handed over to a masked practitioner may be distressing to some children.
- We are temporarily suspending parent sign in/out on the registers. Practitioners will instead sign children in/out and you will be verbally asked to confirm if any medication has been used.
- We are temporarily simplifying our accident, existing injury, and medication documentation to reduce cross contamination risk and maintain social distancing.
- Please check you have access to your child's Tapestry account and check this regularly as we will be using this for messaging on top of it's usual purpose.
- We recommend hand washing on return home from the setting.

We sincerely appreciate your understanding and adherence to our policies and the additional measures we are putting in place. As ever, should you wish to discuss anything contained in here please contact Lisa Watson, Karl or Harriet Shields by email or phone.