

Coronavirus (Covid-19)

Safe Operating Procedures/Policies for the Nurseries

Version 10 – 24-11-20

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Introduction

In these unprecedented times it is essential that everyone complies with the latest Government Guidance on coronavirus (COVID-19).

These Safe Operating Procedures/Policies (SOP) are based on Government, Public Health England, NHS and DfE guidance for childcare settings, their employees, parents and children.

Where these procedures amend those in our standard policy document, they will remain the overriding principle throughout the coronavirus (COVID-19) pandemic.

As childcare providers we have had to make adaptations to the way we work to ensure that we are keeping our children, parents and staff safe during this time. The fundamental principle of this document is to maintain a safe nursery community that is as risk free as possible through supporting adherence to government guidance. This means that our practice will not only meet, but will exceed, the expectations of the current government COVID safe operational guidance. Within the nurseries we distance between identified groups of children as far as is practicable in the age range we care for and enhance our already very robust hygiene practices. Our nurseries are relatively small communities with further subdivided rooms; this helps us to create physical distance between groups and maintain a safe and secure environment for everyone in the setting.

High Temperature

In order to provide parents with absolute clarity around how we will deal with coronavirus symptoms in the nursery we must emphasise that if anyone displays any one of the noted symptoms they will be expected to self-isolate straight away.

It is also important to clarify how we will proceed in light of a child displaying a high temperature as this is one of the most common symptoms of COVID 19. A temperature of 38°C is widely recognised as a fever/high temperature and will therefore be used by the nurseries as the indicator that a child should be collected from the site.

If a child feels hot to the touch on their back or chest their temperature will be taken and, if that reading is elevated to 37.8°C or above you will be contacted and informed that your child will be observed and further readings will be taken throughout the day. If your child's temperature reaches 38°C you will be contacted and asked to collect your child.

If your child displays symptoms of coronavirus, then they and their household should follow the government guidance for self-isolation and the child will not be able to attend the nursery until the required isolation period is fulfilled.

If you choose to make arrangements for testing and then to share the outcome of the test with the nursery, your child, provided they test negative and are fit and well in themselves, would be able to return to nursery. Please see the Data Processing section for details about how information you share will be used by Christopher Robin Day Nurseries.

In the absence of a test result, your child will need to stay at home until the required isolation period has been completed.

We accept that children are likely to have other infectious diseases (as they have always done), whilst these illnesses are not Covid-19 related some early childhood illnesses and viral infections will cause the immune system to respond with a fever. In such cases, because we cannot be certain that a high temperature is not COVID related, we will ask that your child is collected and that the family follow the most up to date government guidance around those displaying possible COVID symptoms

The Government believes that research indicates that COVID-19 appears to affect young children less often and with less severity than adults. However, parents must remain alert to the general health of their children and themselves, if anyone in the household displays any coronavirus symptom the family must follow the most up to date isolation and testing guidance.

If parents have any concerns about their child's health and wellbeing, they should seek immediate medical advice from their GP or NHS 111.

Parents should note that all important nursery information including any updates on COVID 19 guidance and functions will be communicated via email. It is extremely important that we have your preferred email address on record.

If families are travelling either nationally or internationally parents must obtain up to date information regarding travel restrictions and quarantine requirements. Parents need to be aware of lockdown and Tier restrictions. Please inform your nursery of your chosen destination prior to your departure.

Data Processing

If you choose to share a coronavirus test result or a "Test and Trace" notification with us, we will need to process your data.

The information you share with us will be stored securely and used only for the purpose stated below.

We will use your child's name, the date of the test (or notification from "Test and Trace") and test result to ascertain whether/when it is safe for them to return to the nursery in order to fulfil our duty of care requirements. We will further use your child's name and the date of the test result to ensure that our self-isolation fee discount is appropriately applied to your account.

Please note that we may be required to share contact information with "Test and Trace" due to a positive case within one of our nurseries.

Please read the next section "Fees" for details of the financial impact a local/national

lockdown or self-isolation may have on our charges.

Fees

Once a childcare place has been offered and agreed, an invoice will be raised which must be paid within the time period specified in your formal offer to guarantee the agreed booking and attendance pattern. Thereafter invoices will be issued monthly and must be paid by the first working day of each month to guarantee an ongoing place at the nursery. Once a place is offered and accepted parents will have a 14 day cooling off period thereafter our standard 4 week notice period will apply.

If you decline the place offered for whatever reason, we regret that due to demand for nursery places your child's name will move to a lower position on the waiting list.

As a temporary measure in these extraordinary times, if a child is required to self-isolate having displayed COVID 19 symptoms or as advised to by the "Test & Trace" system, we will, in good faith, rebate 50% of the fees for the period of isolation (to the date the test result is received or until as advised by NHS Test & Trace). This is to encourage parents not to risk bringing a child that could be carrying coronavirus into our nursery community. This will apply until 31st March 2021. This goodwill gesture cannot be extended to families who have to self-isolate/quarantine following a trip overseas or to a restricted area of the United Kingdom.

Critical Worker service

Unless advised otherwise it is our intention to continue to offer a full childcare service throughout any lockdown period or Tier level restrictions. During earlier national and local lockdown requirements, the government has been clear that as many nursery providers as possible should continue to offer a service for critical workers and vulnerable children. If necessary, our service may be limited to critical workers only. Parents should note that, due to operational restrictions, we may need to offer this service from selected "hub" sites from within the Christopher Robin Group. Should this be the case we will give parents as much notice as possible. Your regular nursery full fees would be applied for the service.

Please note that should the nurseries be advised to close to all but critical workers, or in the worst case scenario to close completely, the financial impact on the nurseries would be severe and it is, unfortunately, likely that when the nurseries re-open after any such closure, fees would have to increase for new starters in order for Christopher Robin Day Nurseries to remain sustainable. Parents with a child attending nursery at the time of a reduction of service would, subject to conditions (i) and (v) of the "Nursery Closure" section of our Terms and Conditions being met, have any subsequent standard fee adjustments calculated based upon existing fees rather than any higher advertised fees that are applicable to new starters. This gesture of appreciation for parents commitment to Christopher Robin Day Nurseries would continue until your child left the nursery (i.e. even if your child leaves 3 years later).

Attendance

Children who:

- Have not displayed coronavirus symptoms,
- Have displayed coronavirus symptoms or been contacted by "Test and Trace" but have completed the required isolation period and are now symptom free,
- Have displayed coronavirus symptoms but have received and evidenced a negative test result for coronavirus,

are welcome in the setting if they are well enough to cope with the nursery day.

We urge parents to err on the side of caution if they think that their child might be ill and to seek medical advice, as necessary. Our Early Years Practitioners are trained in paediatric first aid, but they are not medical practitioners and cannot diagnose illnesses.

If a member of a household is unwell or isolating, all members of the household, including the nursery child, must isolate for the required period. Staff members and parents are strongly recommended to use the Government's coronavirus tracing system to help protect their families and the wider nursery community.

If parents, or families are travelling overseas they should inform the nursery and ensure that they are fully aware of, and observe, any quarantine restrictions that are in place for their chosen destination. We cannot offer any fee rebate to families who have to self-isolate/quarantine following a trip overseas or to a restricted area of the United Kingdom.

If a child is unwell for any reason, they must be collected from nursery and kept at home until fully fit to return. If a child requires prescribed medication for a short term childhood illness, parents should discuss the diagnosis with their nursery manager to determine whether the nursery can offer the level of care required during the illness or if your child should not attend the setting until their course of medication is completed.

Children and staff members who are classed as clinically vulnerable should follow their medical practitioner's advice.

Parents must note that the current Government guidelines are that children should consistently attend one childcare setting.

Travel to nursery

Wherever possible parents and staff should travel to the nursery alone, using their own transport. If using public transport, current guidance on the use of public transport must be followed.

Please note that parents will not be able to leave travel accessories including buggies, car seats, scooters, bicycles etc. at the setting premises.

Drop off and collection of children

We regret that parents are not able to enter the nursery premises. Drop off and pick up will be limited to 1 parent per family. Only parents who are symptom free should drop off or collect their child.

Parents are requested to be aware of the need to minimise traffic in the nursery, drop off and pick up will take place in front of the nursery at designated meeting points.

Collection of children from their parent / from the nursery will be managed through a queue management system. **Qudini**, an online queue management system, is ideally accessed through a mobile device. Instructions on how to join the queue and contingencies (for example, if a parent does not have a mobile device) are available to parents at their chosen nursery. Parents should remain in their car until they are called to the designated meeting point. Please note children will be collected from, and dropped to, their parents one at a time to ensure that social distancing measures can be followed.

When parents are waiting to drop off or collect their child (outside of their vehicle), social distancing of 2 meters should always be maintained.

Children must not bring personal possessions into the nursery, where they have a treasured security object, parents must ensure that this is cleaned/launched on a daily basis before being brought into the nursery. Nappies and wipes should be provided in their original packaging and will be wiped down before being taken into the nappy changing area and regularly thereafter. All items of clothing, footwear, etc. must be taken home and returned to nursery on a daily basis. Please can parents use a wipeable bag for daily use at nursery. This is to ensure that any item brought into the nursery can be thoroughly cleaned and to minimise the potential risk of cross contamination from outside sources.

An identified staff member will be responsible for arranging handovers with parents. This may not be the child's current Key Person. To minimise physical interaction and to help speed the process, only key information will be shared on physical handover; a daily report card plus daily observations will be available via your My Montessori Child parent page. The staff member and parents must maintain social distancing, as an additional safety measure both parents and staff can, if they choose, use face coverings during handover.

If parents need to make emergency collection arrangements, they must ensure that the nursery is made aware of who will be collecting and that full security requirements have been met.

Implementing social distancing

Due to the age range we care for, a level of physical interaction with the children in the nurseries is unavoidable and social distancing cannot be achieved or promised if we are to create as normal a care environment as we can. All guidelines suggest that the key to reducing the risk of coronavirus transmission is to regularly wash hands for 20 seconds and to create and maintain home room groups and minimise physical interaction between these

groups.

Home rooms and key groups

Our children are usually organised into rooms within the nurseries, these room groups will not mix during the day.

Care routines including provision of meals, nappy changing, and toileting take place within the space allocated to each group. Each room has an allocated outdoor time to reduce the risk of groups mixing. PPE is available for staff carrying out parent handovers, all food and intimate or toileting duties. The routines have been adapted to suit the space available and the number of children in the nursery. Meals are served to the children to minimise the risk of cross contamination through the children self-serving.

Where children sleep during our rest period distancing between mattresses/cots is facilitated.

Staff members are based in one home room and wherever possible will not be required to cover across different rooms within the nursery.

Communal spaces and outdoor classrooms

The use of communal internal spaces such as corridors and stairways will be restricted as much as possible.

Outdoor spaces will be used by different groups at different times of the day. Children should only access communal spaces such as gardens when the space is available, and the area has been cleaned between different groups usage of it.

Outdoor items that are impractical to clean between groups (e.g. large sand pits) are no longer in use.

Outings from the setting into the local community will not take place.

Staff

Social distancing (2 meters, or if not possible, 1 meter plus) must be maintained in staff rooms and other communal areas, this may, at times, involve the allocation of specific spaces allocated to staff members for break purposes. Lunch breaks may need to be staggered or divided into smaller breaks throughout the day to minimise the number of staff in the staff room at one time.

Staff members must abide by the social distancing requirements if they take a break off site at the same time, nursery outdoor space will be available for use when not in use by the children. If leaving the premises staff should try to avoid high traffic areas such as local shops or cafés and follow current government guidelines regarding social distancing, hand washing and the use of protective face coverings at all times. If staff members live near to the nursery, they may choose to take their break at home.

Staff members must maintain social distancing throughout the nursery and its immediate

environments, avoiding physical contact with each other including handshakes, hugs etc. at all times.

Cross site working

Cross site working will be actively avoided wherever possible.

Visitors and meetings

During normal operating hours meetings and interactions will take place through the use of telephone calls and virtual meeting applications rather than inviting visitors into the nursery.

Attendance in the nursery during operational hours will be limited to children and staff.

Please note that Christopher Robin Day Nurseries preferred virtual platform is Microsoft Teams.

During periods of local and national lockdown our tours and settling sessions may be suspended. Where this is the case, we will work with parents to offer the most suitable alternative.

Nursery viewings and tours

The nurseries will make specific arrangements for virtual tours or out of hours viewings with any new parent wishing to register their child for a place.

Out of hours tours will be evening appointments limited to parents only. Visiting parents will be asked to confirm their wellbeing prior to being invited into the premises, contact details will be used for contact tracing should this be necessary.

The nurseries are able to offer virtual tours of the nurseries supported by use of a virtual meeting with key members of the team. Virtual meetings with prospective parents will be conducted by appointment only.

Settling in sessions

Excepting in times of lockdown, we will do our best to provide an area where parents may enter the nursery for the purpose of a familiarisation session if not doing so would cause a child exacerbated distress.

Where children are transitioning through the nursery or joining for the first time we will do our best to offer pre-arranged familiarisation visits where we will make provision for parents to visit a safe area of the nursery provided contact with others can be appropriately distanced. These may be garden visits dependent on the safe space available inside the nursery.

The use of virtual applications to reassure children and parents is encouraged. If parents do enter the nursery, they must minimise their movement around the nursery and only enter the room their child will be attending when a safe space has been created to do so. Parents must minimise their interaction with other children and staff members. (suspended @ 5th November 2020)

Visitors

Interactions with support workers and other agencies will be conducted using virtual meeting applications. Stay & Play sessions, fun days and student placements will be postponed until restrictions are lifted.

Meetings

Physical face to face meetings can only take place in the nursery where safe distancing can be maintained. The preference is that all meetings will take place via virtual meeting applications.

Interviews

If it becomes necessary to increase our staff capacity, interviews will be conducted out of hours, further discussions or where face to face meetings would contravene the guidelines at the time, will take place via virtual meeting applications to enable a positive recruitment decision. To ensure that our safe recruitment procedures are implemented anyone offered a position with Christopher Robin will undergo a supervised probation period which Christopher Robin reserves the right to extend if necessary.

Hygiene, safety and wellbeing

Good hygiene and cleaning practices significantly reduce the spread and transmission of the coronavirus. Our robust hygiene and cleaning practices have been enhanced and are rigorously followed.

Children's wellbeing

Children will be supported in age appropriate ways to understand the steps they can take to keep themselves safe including regular hand washing and sneezing into a tissue.

Children will be supported to understand the changes and challenges they may be encountering as a result of Covid-19 and staff will ensure they are aware of children's attachments and their need for emotional support at this time.

Hand washing

The rate of handwashing will be significantly increased. All children and staff must wash their hands with soap and water upon arrival at the nursery. Adequate supplies of soap and paper towels will be provided. Hand sanitiser should only be used in areas where hand washing facilities with soap, water and paper towels cannot be provided. Hand sanitisers will be provided throughout the nursery for use as required.

Children and staff members must wash their hands frequently (for 20 seconds) throughout the day.

Cleaning

An enhanced cleaning schedule has been implemented throughout the day, this includes furniture, surfaces and children's toys and equipment. Soft toys and removable soft furnishings will not be accessible to children and staff for the foreseeable future.

Each nursery has cleaners who are in attendance on a daily basis, Monday to Friday.

Communal areas, touch points and hand washing facilities will be cleaned and sanitised regularly throughout the day.

Staff uniform and further hygiene measures

Staff must not wear jewellery except wedding bands; small stud earrings and discreet nose studs may be worn; fingernails must be kept at a reasonable length to enable hand washing to be effective; hair below shoulder length must be tied back. Staff uniforms should be washed after each use. Washing uniforms with detergent in a normal wash is effective at reducing the risk of any transmission of the virus. If a staff member has come into contact with a person presenting with coronavirus symptoms, the uniform should be washed at the highest temperature possible and thoroughly dried.

Nursery laundry

All items within the setting requiring laundering will be washed daily at the highest temperature that the washing label indicates is possible.

Items such as towels, flannels and bedding will not be shared by children and will be laundered after each use.

Waste disposal

All waste will be disposed of in a hygienic and safe manner.

Tissues must be immediately disposed of in clearly marked waste bins which will be regularly emptied and disposed of appropriately.

Risk Assessment & premises

All procedures and activities will be risk assessed and due consideration given to any adaptations to usual practice. This will include, but not be limited to, the suspension of learning experiences involving materials which are not easily washable and the suspension of the self-service of food and shared utensils.

Regular appropriate Health & Safety checks will be conducted including legionnaires checks.

Windows will, bearing in mind the safety and wellbeing of the children, be kept open where possible to ensure better ventilation.

Use of PPE equipment

Current Government guidance is that PPE is not required for general use in early years

settings to protect against COVID-19 transmission. Changing habits, cleaning and hygiene are the most effective measures in controlling the spread of the virus. Gloves and aprons will continue to be worn as normal for nappy changing, support with toileting and the administration of first aid. Face masks will be made available to those staff members who require them for particular duties.

A PPE box is available if a staff member is required to care for a child with coronavirus symptoms or when deep cleaning after isolation due to coronavirus symptoms.

PPE Box Contents:

- Face Masks
- Eye protection/visors
- Disposable gloves
- Disposable aprons
- Tissues
- Hand sanitizer
- Wipes

PPE will be disposed of safely after use and the equipment immediately replenished.

Reporting, testing, and tracing

From 1st June 2020 all staff members, children, parents of the nurseries, and members of their households, are eligible for a COVID-19 test should they display coronavirus symptoms. For advice around testing you should call 119. You can book a test online via the government coronavirus test booking platform

Any suspected or confirmed cases of coronavirus must be reported to the Nursery Manager as soon as they are known. If a positive result is confirmed the rest of the home base room will be advised to isolate for 14 days.

We would encourage everyone associated with the nurseries to take advantage of all measures available to assist in the monitoring of the virus. Please consider making use of the tracking application and any antibody testing that might become available for public use. In order to protect our community and prevent further spread of the virus we urge parents and staff to share all relevant information.

Training

All staff members will receive appropriate instruction and training in infection control, operating procedures and risk assessments within which they will be operating.

Resources

All resources required for play and learning experiences for children will be regularly washed and/or sterilised or changed and disposed of.

Equipment used by staff such as stationary, tablets etc. will, where possible, be allocated to individual staff members and cleaned regularly.

Supplies

Christopher Robin Day Nurseries will ensure that, in as far as supplier stock levels allow, an adequate supply of essential items is in place for ensuring infection control. Current Government advise states: *"Based on current evidence and the measures that early years settings are already putting in place, face coverings are not necessary when adults are interacting with children, even where social distancing is not possible"* therefore staff will not be required to wear a face covering in the normal course of their working day. However, staff will have the choice to use a face covering during handover sessions at the beginning and the end of each day and at any other time where they feel additional protective measures need to be taken.

A monitoring system for the usage of supplies/PPE is in place to ensure that a supply of stock is available to all who require it as and when required to meet the operational needs of the setting.

If the supply of food is interrupted, procedures are in place to ensure that appropriate food alternatives are available and normal food safety and hygiene processes are followed.

Be alert to symptoms

Parents and staff members must be alert to the range of symptoms that are currently recognised as coronavirus/COVID 19 symptoms:

- A new continuous cough
- A high temperature
- loss or change to your sense of smell or taste

Parents and staff should be aware that the range of symptoms issued by the World Health Organisation (WHO) includes many more symptoms and both the UK Government and the WHO list is constantly under review. Therefore, everyone should follow the most up to date information available.

Responding to a person displaying symptoms of COVID-19

A child displaying symptoms

In the event of a child developing suspected coronavirus symptoms whilst attending the setting, they must be collected as soon as possible and must isolate at home in line with the NHS/current government guidance, only leaving the home to travel to a testing centre for a COVID 19 test.

Whilst waiting for the child to be collected they will be cared for in an isolation area away from others. Where possible, a window will be opened for ventilation.

The staff member responsible for the child during this time will be a staff member from their group and will care for them on a 1:1 basis. Suitable PPE for this purpose is available.

If the child becomes very unwell, it may be necessary to call 111 or 999. Our normal procedures on child illness and emergency procedures will be observed.

If possible, the area used for isolation purposes will then not be used for 72 hours after the child has been collected.

The isolation area will be thoroughly cleaned immediately if the area cannot be left unvisited, and if the area can be left unvisited then cleaned after 72 hours. The person responsible for cleaning the area will wear appropriate PPE.

A staff member displaying symptoms

In the event of a staff member developing coronavirus symptoms whilst attending nursery, they must leave the nursery as soon as possible and isolate at home in line with government/NHS guidance. If they are unable to travel alone, they should wait, in a previously identified room or area, to be collected. If possible, a window should be opened for ventilation.

Targeted and enhanced cleaning must then take place in the areas of the nursery the staff member had accessed.

What happens if a child or staff member tests positive?

When a child or staff member develops symptoms of coronavirus (COVID-19): a high temperature, new and persistent cough or a loss of, or change in, normal sense of taste or smell (anosmia), however mild, they will be asked to self-isolate and take a coronavirus test as soon as possible. If they test positive they must self-isolate for at least 10 days from when the symptoms started; if they are not experiencing symptoms but have tested positive for coronavirus (COVID-19) they should still self-isolate for at least 10 days starting from the day the test was taken.

If they have tested positive whilst not experiencing symptoms, but develop symptoms during the isolation period, they should restart the 10 day isolation period from the day they develop symptoms.

Where the child or staff member tests negative, and have no further symptoms, they can return to the nursery and the fellow household members can end their self-isolation.

Where the child or staff member tests positive, the rest of their home room group within the nursery will be sent home and advised to self-isolate for 14 days. Other household members of that wider group do not need to self-isolate unless the child or staff member they live with in that group subsequently develops symptoms.

As part of the national test and trace programme, if other cases are detected within the cohort

or in the wider setting, Public Health England's local health protection teams will conduct a rapid investigation and will advise schools and other settings on the most appropriate action to take. In some cases, a larger number of other children may be asked to self-isolate at home as a precautionary measure – perhaps the whole group or site. As we are observing the guidance on infection prevention and control and reducing the risk of transmission, closure of the whole nursery would not generally be necessary.

If we are made aware of a positive test, we will make telephone contact with all of those who are classed as being close contact. We will then confirm this, via email, along with the appropriate public health guidance as issued by the Department of Education and/or the local Public Health team at the time of the nursery reporting the positive case. All close contacts will be required to self-isolate for 14 days. The individual who has tested positive can (providing they have recovered) come out of self-isolation after 10 days. The Test and Trace service will provide those who have a positive test with the end date for their isolation period.

Once close contacts have been informed all other parents and staff will be contacted via email to let them know of a positive test within the nursery environment. Usually there will be no requirement for anyone other than close contacts to isolate.

It is imperative that we hold up to date email contact information for everyone in the nursery. Parents should ensure that they provide an up to date preferred email address.





Hand-washing technique with soap and water



1
Wet hands
with water



2
Apply enough soap
to cover all
hand surfaces



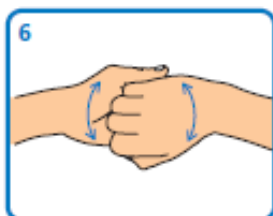
3
Rub hands palm
to palm



4
Rub back of each hand
with palm of other hand
with fingers interlaced



5
Rub palm to palm with
fingers interlaced



6
Rub with back of fingers
to opposing palms with
fingers interlocked



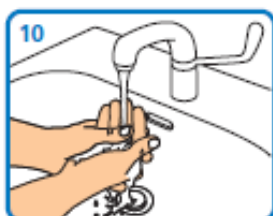
7
Rub each thumb clasped
in opposite hand using a
rotational movement



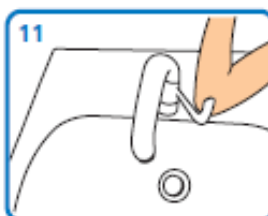
8
Rub tips of fingers in
opposite palm in a
circular motion



9
Rub each wrist with
opposite hand



10
Rinse hands
with water



11
Use elbow to
turn off tap



12
Dry thoroughly with
a single-use towel



13
Hand washing should take
15–30 seconds

Reference documents

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-in-children/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/what-to-do-if-you-or-someone-you-live-with-has-coronavirus-symptoms/>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

<https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>

<https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>

https://www.who.int/health-topics/coronavirus#tab=tab_3

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

<https://www.gov.uk/government/publications/coronavirus-covid-19-early-years-and-childcare-closures/coronavirus-covid-19-early-years-and-childcare-closures>

<https://www.gov.uk/guidance/education-and-childcare-settings-new-national-restrictions-from-5-november-2020#ey>