

## **FAQ's for returning to nursery.**

Although we have provided as much information as possible, please remember that everything is subject to change and we are constantly waiting for further government advice to best support you and your child, as well as ourselves. The policy will also be available on request and in your welcome back pack, if you have further questions.

### **How will you help my Child return to nursery?**

#### **How can I support my child?**

- Talk them through the nursery routine, this will be inside your welcome back pack.

#### **My child is worried about coming back, what should I do?**

- Remember that children can pick up on your emotions, this may lead to them being nervous or anxious about their return. When you talk to your child, remind them of the good things that happen, fun toys they can play with. Try to avoid asking them if they are worried as this might influence their view.

#### **I'm anxious about leaving my child, what can I do?**

- We understand that you might be anxious yourself about separating from your child so don't be hard on yourself. Try to remember that this is a nursery you know and love and so does your child. You are more than welcome to ring or email us at any time with concerns or questions but please don't turn up without warning as, especially during this pandemic, this can unsettle your child and potentially disrupt the nursery routine.

#### **My child has been clingy since lockdown, what should I expect?**

- Remind yourself that it is going to be different for you both and that eventually your child will settle. It is okay that your child cries or gets upset when you leave as you are both used to being together and it will take some time for them to get used to the new routine. Before you get worried or impatient that your child is 'always upset' or it upsets you to leave your child like that remember that your child does know us, and they have settled in before and they will again. Also keep in mind that crying is often a sign of a good attachment with you, on the other hand, if they stroll straight in, this can also indicate a high level of confidence that you have instilled in them.

- Whether you talk to your child prior to the day or not is up to you, however it is important that you know what you will do at drop off times and that you are consistent so your child can come to terms with the routine. As you know your child best, you can adapt the routine to suit your child but here is an example; queue in front of your designated gate, when you're at the front you have a big cuddle, say goodbye and wave them through the gate. Please remember that your child may be more sensitive due to the prolonged period of time at home so be prepared for some tears but please be reassured that we will do whatever we can to comfort your child and will always let you know as soon as needed if they don't settle.

### **Can I still leave my buggy at the nursery when I drop off?**

- Yes, you can still store your buggy in our designated buggy shed. Please remember to stick to social distancing guidelines and always fold your buggy up to allow plenty of space for other buggies.

### **My child is under 2, when will they come back?**

- We are following government guidelines on a phased return and are constantly adapting to the changes. We are not currently opening to under 2's so that we can best support the children going to school in September and keep the children and staff safe. We will continue to update you when we can.

### **My child isn't back yet, what will happen to my sessions when they do?**

- All sessions will remain as they were before lockdown. We do ask that if you need to make any changes to your session that you get in touch with us as soon as possible so we can see what we can do. Although some temporary adaptations will have to be made to support both staff and children, we ask that you remain patient and understand that we are working as hard as we can. Any changes we make are to not only support all children and staff but to also make sure that we can remain a safe and welcoming place for all, as well as a thriving learning environment.

### **What happens if my current emergency contacts are vulnerable or shielding?**

- In your welcome back pack, we have provided a form that we encourage you to fill out to make us aware of any changes. Please bring this with you when you return. If you have any further concerns regarding this, don't hesitate to get in touch.

### **How will you support my child's mental health and emotional wellbeing?**

- We have looked at advice from various sources in best supporting children's mental health and emotional wellbeing and alongside a variety of active, engaging activities, we will be reading a variety of books and singing songs that can help children to express themselves. We would encourage you to fill out the form in your welcome back pack to make us aware of any concerns you may already have and then monitor all children closely to mark any significant changes in their learning or development.
- If your child becomes upset or worried during their session at nursery, we will still comfort them as they like but we are going to try and limit this to best protect staff and children.

### **What can I expect from the new nursery routine?**

### **What should I bring with my child?**

- Please bring a small bag, preferably drawstring, with a complete change of clothes, a hat, a water bottle and hand and sun cream. Please don't bring any toys/objects in unless you have been advised otherwise.

### **How will mealtimes work?**

- The college are still making our meals fresh everyday and bringing them over to us. They will follow strict guidelines in food prep, as they always do. We have limited the amount of staff members who dish up the meals and children will be sat with a chair space in between them to allow for wiggling room.

### **What happens if my child falls over or has an accident?**

- As usual we would put on our protective equipment; gloves and an apron, and comfort/support the child as needed. If we had concerns over a child's symptoms we would also wear a face mask.

### **What are your safety measures?**

### **What will Drop off/collection look like?**

- We will be using our garden gates at the back of the building to enter and exit the nursery. There are clear yellow lines to support social distancing and you will have specific instructions included

in your welcome back pack. Please bear in mind that staff communication will be minimal and if you have any questions, ring or email the nursery.

- We will also be checking temperatures of staff and children every morning. Staff will be temperature checked by the college team and children will be checked at their designated gate once they have been signed in.
- Once children have been signed in by a member of staff and temperature checked, they will be taken straight to the bathroom to thoroughly wash their hands and arms and this will happen before and after all mealtimes and again before home time. We do also encourage you to dress your child in fresh clothes just before you leave the house, where possible, to limit the time clothes have been worn in the home environment and to wash all your hands before you leave the house.

### **How are staff protecting themselves and my child?**

- Staff are going to be wearing fresh uniform every day, that has only been worn to and from the nursery. We also discourage staff and children/families to avoid going shopping, going to other places or visiting the park before or after their nursery session and to come and go directly from home. This is to limit cross-contamination, keeping everyone as safe as possible.
- Staff are also discouraged from socialising with more than one other person/household so that the chances of further cross-contamination are extremely low. We would also encourage you to do the same.

### **How do we communicate with staff?**

- We will be limiting communication at drop off and pick up times to best adhere to social distancing guidelines. We are always available on the phone and email and tapestry will be monitored throughout the day. If there is anything you would like to make us aware of, please fill out the information form in your welcome back pack and bring it in with you. You can also send us a message on tapestry on the day if needed. Staff will be alternating themselves at the end of each day to put some information about your child's day onto the care diary, located on the tapestry website. Any accident forms will also be completed via the care diary on Tapestry.

### **Will my child be expected to socially distance?**

- As much as we will be encouraging children to play apart or in small groups, we know that this is not entirely possible. We will try to reduce the numbers in each area of the room and persuade children to visit various activities to spread them out but this will not be regimented.

**Will toys be cleaned in between each child?**

- Toys will be completely sterilised at the end of every session, 12pm and 4:30pm as well as being constantly monitored during the day and cleaned as and when necessary.

**What if someone starts presenting with symptoms?**

- If it is a temperature over 37.8°C, the child will need to be collected immediately and self-isolate for 7 days. We will not be administering Calpol. A thorough deep clean will be conducted.

If you any further question or concerns, please contact the nursery on 01245 293045 or email- [dovedalenursery@chelmsford.ac.uk](mailto:dovedalenursery@chelmsford.ac.uk) or [ritchien@chelmsford.ac.uk](mailto:ritchien@chelmsford.ac.uk)