

Questions and Answers for parents returning to Rainbow Day Nursery after Covid-19 lockdown.

The Prime Minister has set out his [recovery strategy](#) which includes the phased approach for children to return to Early Years settings and schools. Returning to Early Years settings and schools will happen following scientific advice that it is safe to do so. However, Rainbow Day Nurseries are acutely aware that Covid-19 remains a real threat to our society and just because we are permitted to reopen this does not negate the possibility of staff or children encountering the virus. Therefore, to align with government advice, and to reduce risks. I will be taking a measured, phased approach to re-opening and welcoming back our children and families. It is with that in mind that we are planning to re-introduce children in priority and age groups throughout the month of June and, if scientific evidence permits, we could be open for all children from July 2020. The safety of our children and families, is of course paramount.

Following our earlier communications, announcing the pending opening on the 1st June. There have been many questions from parents/carers. To assist families making decisions on how to re-engage with Rainbow Day Nursery, during these challenging and uncertain times, I have compiled a list of FQA, pertinent to Rainbow Day Nurseries. These are in no means exhaustive and I am happy to answer any further queries. In addition, guidance and generic questions can be found on The Government website – see below link.

<https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers/reopening-schools-and-other-educational-settings-from-1-june#why-can-more-children-now-attend-school-and-childcare-settings>

Who can attend from 1st June?

- Critical Key worker children
- Vulnerable children
- Children with Special Educational Needs
- Children who receive 15- or 30 - hour funding
- If space in the nursery permits children who have no other childcare in place and their parents are expected to return to work.

Who can attend from 22nd June?

The following groups of children can attend unless they have been in the group above.

- Toddler Room children (Maple Room, Moonbeams, Oval Room)

Who can attend from 6th July?

The following groups of children can attend unless they have been in the group above.

- Baby Room children (Willow Room, Sunrays, Sunshine Rooms & Pillow Room)

When do fees become payable for my child?

Fees become payable for your child when their room reopens. The dates set below are the target dates to invite children to return but are dependent on the government advice on it being safe to do so:

- All funded children who are in a preschool room will commence fees from 1st June
- Toddler Room fees recommence on the 22nd June
- Baby Room fees commence on the 6th July

Do I have to pay fees if I do not want to send my child back when their nursery room reopens?

The nursery has worked on a phased return of the children in line with the government advice. We appreciate that not all families are comfortable with the decision of The Government to reopen early years settings. All families are free to decide when to send their child/ren back to the nursery and we have looked at how we can offer a fair system to allow this choice, without it being punitive for the families or the nursery. Once the nursery reopens, we will be reinstating the number of staff we require to care safely for the children. The Government have retained the option of Furloughing staff if they are not required by the business. This support allows us a degree of flexibility in supporting families with fees. All our fixed costs remain the same hence it is not possible to waive fees completely.

If you choose to delay the return of your child:

- Monthly fees will be reduced by 75% for the months of June, July and August.
- Reduction of days during this time will not be permitted and the 25% of fees charged will be based on your booking pattern as of the 1st June 2020.
- We will request that parents give one weeks' notice if they change their child's return date
- Full fees will recommence in September 2020 when we would envisage that staff are moved from furlough.

What happens if I do not want to send my child back to nursery?

Parents/carers may choose not to return their child to the nursery because of several reasons during these difficult and uncertain times. In this case, we will require one months' notice from the date your fees are reinstated. During the one month notice that is required your child is free to attend their normal sessions, as these will be charged as normal. The deposit can be used to cover the last month's fees or if you use childcare vouchers the final invoice can be settled as normal. Then the deposit will be refunded to your bank account.

What happens if I reduce days, can the nursery hold these days until we are ready to resume these days?

- Reduction of days will require one months' notice as per contract
- If you reduce days on return to the nursery, we will retain your child's normal booking pattern for the months June to August only charging for reduced days but will require your child to return to normal attendance from September.
- Days released from September cannot be guaranteed to be available when you may require these unless you have paid to retain these days.

Do I lose my deposit if my child does not return to the nursery after the lockdown period?

We will not be able to refund your child's deposit unless you have served notice prior to our closure. We are happy to offer the normal sessions for the duration of your child's notice and if any of the deposit remains, we will refund the balance.

Nursery opening hours post lockdown.

In the initial weeks to allow us to maintain continuity of staff working with the children we propose opening 8 to 6 pm. Charges will reflect this change. If this is a major problem for any parent can they discuss this with the nursery manager.

Policies and procedure changes following our Covid-19 risk assessment

We have reviewed many of our policies and procedures during this unprecedented situation and have made changes following our risk assessment. These changes are to address the new guidance on the environment that we need to provide for the children while maintaining their safety and the safe working environment for staff. These are available to read on the Nursery website.

Revised & new policy list

- Covid-19
- Health & Safety
- Children arrival & departure from nursery
- Cleaning
- Safe play & interaction
- Staff work practice
- Sick children's
- Settling in children- Welcome Packs
- Terms and conditions

