



## Kid Ease Nurseries Reopening Questions & Answers

Kid Ease is looking forward to reopening all its nurseries on 1<sup>st</sup> July 2020. We are working hard to welcome all of our families and staff back and to settle everyone back into nursery life again.

Whilst we have already shared with parents and children our Welcome Back video and PDF guide, and provided a copy of our Covid-19 Operating Procedures, it is natural that some parents still have further questions. I hope this Q&A provides answers to these questions, and as more questions arise, I will update this document from time to time and post it on our website.

### **The Nurseries & Childcare Arrangements**

- You have stated that the nursery may need to operate staggered drop off and collection times. Can we negotiate drop off time for work and / or dropping siblings elsewhere at school?

Yes, whilst we will need to stagger drop off and collection in order to minimise contact, you can agree drop off and collection times locally with your nursery.

- We normally pay into the sunscreen fund each year. Will this be running again [and if so, how do you want payment] or are we required to provide our own sunscreen?

The nurseries will continue to provide sunscreen and apply it using our normal procedures. We would request that this summer you also apply sunscreen to your child before sending them to nursery and we will top up as necessary during the day. The sunscreen fund will continue to run this summer, and the charge will be applied to your invoice to reduce / eliminate cash payments at the nursery.

- We are a new family and would like to visit your nursery. How and when can I do this?

Thank you for your interest in Kid Ease. We would be delighted to welcome you and are working to do so safely. When we reopen, we will be welcoming and settling in our existing families and this involves implementing updated procedures. Once all children are settled, we will contact you to arrange a visit which will be outdoors and at specific times only. We will be providing video show rounds and garden only meetings until further notice.

- We are a new family and were due to start during the lockdown months. Can we start in July and how do we arrange settle sessions?

Yes of course you will be able to start in July. Your nursery manager will contact you when he or she returns to work at the end of June. We will still offer settle sessions, but these will take a different format to our customary settles. Your manager will discuss these with you.



- Will staff be wearing face masks or coverings?

Staff in rooms with children will not wear face masks [consistent with Government guidance]. This will ensure a more familiar environment for children. Please see our Operating Procedures for further detail and examples of when masks may be worn.

- Will you comfort my child if they are upset?

Yes of course. No child will be left crying or upset. The well-being and care of children is essential and so our practitioners will offer physical support and comfort in a safe and considered way, and when required.

- Can my child use a comforter?

Yes of course. If your child uses a dummy, please supply at least two so a spare can be kept on hand in a Milton-style solution. The use of dummy straps is not permitted as these may contact other surfaces.

- Will children be socially distanced?

No. Government guidance for nurseries confirms that it is not possible and not required to socially distance under 5s. Children and key persons will be assigned smaller colour groups which will not mix with other colour groups.

- Will my child be in the same colour group as his / her friends?

This cannot be guaranteed but the nurseries will accommodate friendships as much as possible. This does of course depend on whether or not your child's friends return, bearing in mind not all children are returning from the 1<sup>st</sup> July, and who their key person is, as colour groups will be smaller than pre-lockdown.

- My child has a medical condition. Will he / she be put with a key person who is aware of his condition and symptoms?

Not all our staff will be returning on the 1<sup>st</sup> July. However, the staff within the colour group will be fully aware of your child's condition and needs [e.g. similar to when your child's key person is on holiday or absent].



## Childcare Fees & Payment

- I am not sure when I will need to return to nursery; will I be charged for my usual sessions from July?

Kid Ease did not charge regular fees for the 3-month period from April to June. Some parents kindly made voluntary contributions of 10% [and in some cases more] of their March invoice which has positively helped by covering some fixed operational costs. From 1<sup>st</sup> July, we will be open for all children to return on their standard booking patterns. However, if for whatever reason your child will not be returning on 1<sup>st</sup> July, the nursery will revert to billing parents the minimum requirement of 1 full day [equivalent of two x ½ day sessions] per week.

- What happens if I do not want to pay the minimum 1 full day [two x ½ sessions] per week?

If you are unable or unwilling to pay the minimum 1 full day per week you may give notice for your child to leave Kid Ease. Until the end of June, we will not apply the standard 4-week notice requirement, but from the 1<sup>st</sup> July four-weeks' notice will be required on your standard booking pattern.

- If I give notice to leave can you guarantee my child's place if I return later this year?

We cannot provide you with any guarantee that we will have spaces later in the year. We have received enquiries and new registrations from families whose existing nurseries have either closed or who are simply looking for childcare.

- My child has one of your limited "flexible places" as I am a shift worker and work on fortnightly / 3-week rotas. My booking pattern differs from one week to another so how should I complete the Update Form for returning in July?

For the purposes of the form can you please fill in the booking pattern you need for your first full week back at nursery. Once we reopen you will need to provide your month's rota to the nursery as soon as possible to ensure we can staff appropriately.

- My child has one of your limited "flexible places" but I don't know when I will return to work. Will I be charged fees in July if I don't need a place?

Yes, like all parents and as per our terms and conditions you will be charged a minimum of one full day [i.e. two sessions] per week.

- My partner and I are both furloughed and so won't need childcare through the summer. Do we still need to pay childcare fees?

Yes, please see answers above regarding payment of fees from 1<sup>st</sup> July.



- My partner and I are both furloughed, and we cannot afford childcare fees? Do we need to pay?

Yes. Everyone's circumstances is different, but I believe Kid Ease has adopted a fair, reasonable and balanced approach to reopening for everyone and in order to keep children's places available to parents and to keep your nursery open. From our own experience employees on furlough are receiving at least 80% of their income.

- Can I still pay cheque / cash?

The safest way to make payment is by debit card through our website or by payment directly into our bank account, e.g. BACS, childcare vouchers, tax free payments, etc. In the very small minority of cases where there is a local agreement to accept cheques and cash, the nursery will now only accept bank notes [no coins] and these must be handed to the Nursery Manager in a clear plastic bag. Cheques should also be placed in a clear plastic bag, but to reduce potential touchpoints please pay electronically wherever possible.

- I have a small balance outstanding on my account, do I need to pay this before my child returns?

Yes, as previously communicated all accounts must be paid up to date before your child can restart at nursery.