



# Cotton Tails Nurseries Ltd

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**Cotton Tails at Hagley:** 69-71 Kidderminster  
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20.03.20

## Coronavirus (COVID -19)

Dear Parents,

Yesterday we were reeling from the news announced Wednesday evening, and faced with the prospect that our settings may have to close. We called an emergency meeting last night of our entire staff team to break the news that their future is no longer secure. We were distraught not only at the thought of losing our livelihood but those children whom we have come to love and adore that we look after day in day out. At this stage we want to simply thank our staff for their continued and dedicated hard work, coronavirus aside they come in week after week into an environment breeding germs, if a child needs a cuddle they give it, if they reach out a hand to be held they hold it, every member of staff is here for our children and their well-being, we are so very proud of our profession.

Today there is more clarity, the list that we were so desperately awaiting from the government was finally published last night. We are therefore at this stage still able to continue to offer a service to those who need us. It is our intention at this stage to offer as much of our service as we possibly can. Obviously as stated last week we may face challenges should our own staff become unavailable to work or become symptomatic. But we are prepared to move our staff across our four sites, work longer shifts, and be here.

Whilst we are remaining open for those of you who need us, we need to be sensible and vigilant about the health and hygiene of everyone, therefore as of Monday we will be putting the follow hygiene control measure in place:

- We will do all drop off and pick ups at the main door to reduce the human traffic throughout the building. This will inevitably make things a little slower but please bear with us.
- We will endeavour to keep group sizes as low as possible and limit times when rooms are merged together (usually at the beginning and end of the day)
- We will be stopping all outside visitors and extracurricular activities such as Music Tots/Rhythm Time and Fit4Sport (different ones apply at individual settings)
- All workshops, outings and trips and events will be cancelled until further notice.
- We will also have to be vigilant to children displaying a high fever (37.8 or above) or who develop a cough and exclude as per the Public Health Guidelines.

If you are using our service, we kindly ask you to support our decision and these restrictions at this time.

You will find attached a form to complete as to what your childcare requirements will be, we know this might change month to month or even week to week. All we can ask is that you communicate clearly with us what your needs will be. By having this information, we can then make informed decisions as to the staffing levels we will need and give them guidance as to how many hours/days they will be required to work.

To be clear our position at this time is:

- If you need to remain at your usual pattern of attendance you will be expected to continue to pay your fees in advance.
- If you are a frontline professional and need additional time as you are working additional shifts, please let us know so we can invoice for that accordingly
- If you need some level of childcare but not your usual pattern of days please let us know and fees will be adjusted accordingly, we will aim to look at this as per each individual family, this will take time but aim to turn around any fee adjustments within 48hrs
- If your child is in receipt of Early Years Entitlement (2yr olds, 3yr olds and 4yr olds) we are advised at the moment that this will continue to be paid. If the Local Authority make a U-turn on this decision, we will let you know, however we feel this is highly unlikely. Therefore, if you receive this funding your child's place for those hours claimed per week will be secure, however if you are using time outside of those funded hours our usual terms of wrap around prices will be applied as normal. If you need your child to only attend for their funded time only, we can amend your fee structure to only incorporate meal charges. We cannot claim any additional funding only what has already been submitted.
- If you need to relinquish your place, we kindly ask you to instruct us of your one-month notice period. We know many households will have been affected by job losses subsequently meaning you cannot keep your child's place.
- If you have relinquished your place, we will honour these places until 31.08.20, therefore should the situation improve, and you need your child to return either partially or fully before this date then no return booking fee will be requested.

Ultimately our cash flow is our staff salary, if you are using our service you will be expected to pay your fees as normal.

Whilst we do still have some stock behind us in terms of food and hygiene supplies, we are obviously now being faced with the same challenges as the rest of the nation in getting regular deliveries to keep those reserves topped up. Therefore almost definitely normal menu's will not be applied, we will have to cater on a week to week basis, for those children who have allergies if we are finding we cannot get the supplies to provide alternatives we will seek your help in providing items from home. Similarly, nappies, whilst we can continue to provide these we will, if we reach the point of having no stock, we will request that parents can bring them in from home.

Thank you to those parents who have contacted us with kind words of support and understanding so far. We hope to be still operating and in business on the other side of this crisis and offering the same levels of hours to our staff team. For those of you with individual concerns please direct them straight to us and we will get back to you as soon as physically possible. We have been growing our company for almost 30 years and want to remain in operation, the welfare of our children, families and staff is paramount.

Yours Sincerely,



Lynda Noon (Area Manager) for and on behalf of Nicola Cotton (Proprietor)

Childs Name \_\_\_\_\_ Date \_\_\_\_\_

In response to the Coronavirus (COVID-19) outbreak we want to do the following with our child's attendance:

My child will need to remain at their usual pattern of attendance { }

We will need to relinquish our child's place and hereby give one month's notice to terminate that place (we understand that should we need to return to that place this academic year before 31.08.20 no additional booking fees will be required) { }

We will need to keep our child at the setting but adapt their attendance to the following days or sessions (please tick):

Monday AM	Monday PM	Tuesday AM	Tuesday PM	Wednesday AM	Wednesday PM	Thursday AM	Thursday PM	Friday AM	Friday PM

We would be grateful if you could return this to us by Wednesday 25<sup>th</sup> March so any adjustments to your fees can be made for you as necessary. You can return this by email to the nursery Manager if you will not physically be attending the setting.