



Cotton Tails Nurseries Ltd

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12.05.20

Coronavirus (COVID -19)

Dear Parents,

We hope you are all keeping safe and well at this time, and despite the restrictions have been able to have some fun at home with your little ones. For those who have been in contact with us via Tapestry and other media, it has been lovely to see what you have been getting up to. We hope you have also enjoyed seeing what the children still attending have been doing too.

Following on from the Prime Ministers announcement on Sunday and further guidance issued yesterday, we have been advised that we should prepare to open to all children from the 1st of June. We have had two sites remain open during the lockdown, operating for Key Worker/Vulnerable children. We want to say a massive thank you to the staff team who have continued to operate at the two sites.

From the 1st June 2020, it is our intention that all 4 nursery sites will be open, to all children, who require a place. This gives us a few weeks to plan and prepare for welcoming the children back and some more of our staff team. We are updating risk assessments for both the children and staff to return as safely as possible. If during the lockdown period your child has attended one of the other sites, they will return to their original setting.

Your decision about the return to childcare is a very personal one, and we understand you will have considerations within your own household, as will some of our staff. The advice is clear on the Gov.uk website about those who are clinically vulnerable and shielding, and this should be prioritised and adhered to.

The nature of our work means we cannot fully operate social distancing amongst the children, and the guidance says it is not expected, however as we are reopening to a greater capacity, we need to be sensible and vigilant about the health and hygiene of everyone, therefore we will continue with the following hygiene control measures:

- 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. If you are waiting to drop your child off or collect them and other parents are waiting please maintain a 2m distance. We will monitor the process of this at each site and if necessary, begin to use alternate entrance and exit doors.
- As soon as the children arrive, they will be supported by the staff to wash their hands before using any equipment or eating breakfast etc.
- Managers at the individual sites will be outlining to their staff team the extra cleaning that is required throughout the day, including staff personal hygiene and PPE.

- We will have to remain vigilant to children displaying a high fever (37.8 or above) or who develop a cough and exclude as per the Public Health Guidelines. We are aware children develop temperatures for many reasons, other illnesses still exist, however we are advised that testing will become available for children after 01.06.20. If we have to exclude a child, we will need your full co-operation in isolating them for the recommended period of time if positive for COVID-19
- Exclusion will apply to staff who are showing any symptoms of COVID-19 as per the government guidance. Testing is already available for our staff if they are symptomatic.
- We will endeavour to keep group sizes as low and consistent. We will 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.

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

Due to scaling down the business to two sites we currently have over 60 staff on Furlough. The careful planning of the children's attendance is necessary to ensure we can un-furlough staff available to return for 01.06.20, therefore we need to know how many children we will be catering for to meet the ratio requirements of this. The Furlough scheme has been fundamental in ensuring our staff have been able to remain employed, but as we step back in to the unknown and uncertainty of re-opening we want to be able to support their salaries and secure their jobs. We know there will most likely be a reduction in the provision and we may still have to make redundancies in the long term, but that is where we are asking for your clear intentions about your childcare place.

We kindly ask that by Tuesday 19th May you have informed us of your childcare needs. This will then give us sufficient time to reinstate our staff.

You can email the Nursery Manager Rachel on happydays@cottontailsdaynursery.co.uk with your requirements. Some parents due to having no family support at the moment have already contacted us requiring additional days, whereas some are still uncertain and can continue childcare at home. We will allocate spaces on a first come first served basis at this time. The Nursery Managers intend to begin calling parents too, but in the first instance an email reply will ensure your place has been allocated.

Payment of Fees:

- Our usual terms and conditions will apply. Payment in advance is required for your place.
- For your child to return on 01.06.20 the payment date will be 26.05.20
- We are aware that some parents did pay fees for the month of April (at the end of March). As previously advised, this will contribute to a credit balance moving forward. For example, we will calculate your standing order for the remainder of the academic year, June to August, if you had a credit balance this will be deducted from your overall total cost, the remaining balance will then be divided into 3 remaining payments due 26.05.20, 26.06.20 and 26.07.20.
- If you have no intention of returning to your place and wish to terminate your place completely, the fees paid for April will be accepted as your one month's notice of the place.
- If you are at a nil balance, then fees will just resume as per a new calculation for the period of June-August.
- In order to have the staff return from furlough on the 1st June they will need to be paid as normal by our cashflow on 01.07.20, hence the need for our usual terms of payment to apply.

Whilst it is still a very uncertain and challenging time for us all, we are looking forward to seeing some of our children, and more of our staff team return. As always, we will ensure lots of fun and learning is taking place alongside any restrictions we have to impose.

Yours Sincerely,



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

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