

## **Frequently Asked Questions – FAQs**

### **Notifying us of your child's illness or absence**

Please contact a member of the Business Support Team (School Office), to inform us of your child's illness / absence. If your child is unwell or is displaying symptoms, please be ready to provide us with further information if we need it, e.g. their exact symptoms, when they started, if multiple symptoms the order they appeared. If your child been in contact with a confirmed case etc. Are any other members of your household experiencing symptoms? If your child is supported by member of staff outside of school hours e.g. Personal Assistant support.

This will help us to give you the best possible information and support.

### **What measures do the school have in place to minimise contact & mixing?**

We have a well-established and effective "bubble" system in place, we are aiming to keep our bubbles as small as possible, currently each class is their own bubble. We have an internal track and trace log, each class or staff-team bubble keeps a record of people that have entered their bubble, the reason for the visit and the duration. Children were possible travel to and from school seated as closely as possible to fellow members of their bubble. Pupils are supported on and off vehicles by a member of staff from their bubble. Lunches continue to be eaten in class bubbles and individual playtimes are allocated to each bubble.

### **What should I do if my child has a cold, cough, diarrhoea, or nausea?**

To keep all class bubbles open, it is vital that they can be staffed with the correct number of staff. It is therefore essential that if your child has a heavy cold, persistent cough, sickness & diarrhoea etc that they must remain at home, until they are symptom free.

I know some of our pupils have pre-existing conditions, e.g. respiratory allergies, anxiety related tummy complaints, sensory stimulated related nausea. If your child is experiencing symptoms of their already documented condition they will be allowed to come to school. If this is something new, then they will need to stay at home until they are not experiencing symptoms. Staff numbers are crucial to the bubble remaining open, if a member/members of staff were to become ill and not be able to attend school, it is highly likely that bubble would need to close, as it could not be staffed safely.

### **Dropping children off at the beginning and collecting at the end of the day**

Thank you all for your patience and support as we perfected our morning and afternoon drop-off / collection routine. We have all worked together and got a great system in place, please can I remind parents to drop and collect their children from the first gate. This ensures that we can minimise the amount of contact & mixing and reduce unnecessary congestion.

**Visiting school**

We are asking all our visitors including parents or carers to pre-arrange their visits where possible. All visitors need to enter the building via the main reception. Please wear a face covering, have your temperature taken and sanitise your hands, you will also need to fill in a visitor contact form, to support our track and trace procedures.

**Learning from Home**

If your child's bubble closes, the class teacher or teaching assistants will be in touch to discuss the learning at home support you and your child need.

**I am anxious about my child returning full-time and would like to continue with a phased return.**

If you are concerned about your child returning full-time, please get in touch with their class teacher and they can discuss what further support can be offered. You will not be fined for continued absence, but a referral to the Pupil Attendance Team, may need to happen to engage their services and support.

**Informing other agencies that support me and my child**

If you, your child or a member of your household becomes symptomatic or needs to self-isolate, please ensure that you also inform the other agencies that support you and your child e.g. Barnardo's and Inspire Youth Zone ASAP.

**Will schools be closing again?**

The Government are doing all they can to avoid a lockdown like we had back in March. In guidance that has been issued special schools are to remain open to all pupils, if there are enough staff to keep the pupils safe.