

Coronavirus update

Frequently Asked Questions

Thursday 25 June 2020



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We understand that you may have questions regarding our re-opening and these FAQs have been designed to help you. You may also find our Safety and Nursery Life videos helpful too, these have been designed to demonstrate our safety practices and show how nursery life looks just now. You can view these videos [here](#).

Wales

Our plans to open all of our nurseries in Wales on 29 June are progressing at pace. A long as the Welsh Assembly road map continues to enable us to do so, and there is sufficient demand, we will open all nurseries in Wales.

England

We are working hard to re-open any nursery which is currently closed. We will advise you as soon as this is possible and hope to welcome you back soon.

Scotland

Following the First Minister's announcement in the Scottish Parliament on 24 June we are pleased to be working to the newly announced date of 15 July. Opening of nurseries will only be possible if there are no further Government updates to the contrary, and where there is sufficient demand. Our plans to safely re-open all nurseries are progressing well and we have confidence in all of our safety measures and protocols.

Nurseries located within David Lloyd fitness facilities are not yet able to open as these buildings are restricted under the Scottish Government roadmap. We are confident that we can accommodate families via our nearby Busy Bees nurseries, please complete the re-enrolment form and we will be in touch to match your needs.

Parent Letters

To access any correspondence with parents in relation to Covid-19, please click [here](#).

Measures to keep everyone safe

Q. What will Busy Bees be doing in nurseries to protect all children, parents and families?

A. We take safety very seriously at Busy Bees and all centres will reinstate the Coronavirus procedures that were in place before lockdown, and that continue to be used in those centres who remained open for key workers and vulnerable children. We all need to work together to ensure our own safety and that of others and we thank you for your support. These measures are available to view within our [video](#), and are detailed below for you:

- temperature taking upon arrival and again in the afternoon for all children and staff
- anyone with a temperature of 38 degrees C will be asked to stay away from the centre
- families awaiting their temperature taking are asked to maintain social distancing
- we are working within bubble group guidance across all of our nurseries, where children will spend time in smaller friendship groups engaged in exciting learning experiences.
- PPE in use for staff taking temperatures and, as always, when handling bodily fluids
- scrupulous hand hygiene for all
- enhanced cleaning of all areas and especially touch points
- reduced footfall in centres, parents are asked to drop and collect from a designated area only
- careful monitoring of the health of children
- visitors will only be allowed entry to complete business critical tasks, such as a gas engineer, and will all be required to follow our procedures

Your Centre Director will, when we re-open, be glad to discuss any questions you have about these measures and we thank you for your support in following them.

Q. If there is a confirmed case of COVID-19 in our centre, will you tell us?

A. If there is a confirmed case within or connected to your centre, of a staff member or family then we will advise you by letter, whilst maintaining the confidentiality of all involved.

Q. Are you supporting testing of your staff?

A. Since testing was made available for key workers, which covers our staff, any staff member wishing to access a test can do so. We share information weekly with staff on how to book tests and we will support staff to access a test as needed or desired.

Q. How will social distancing be respected in nursery?

A. We ask all families to respect social distancing when arriving at nursery for drop off and collection, this is of particular importance when awaiting temperature taking.

Within a nursery social distancing is hard with children and we will do all we can in each nursery to support this by:

- monitoring our occupancy carefully
- avoiding the movement of children and staff between rooms or within communal spaces such as shared dining spaces
- using gardens as much as possible
- spending time in key groups
- each room working independently of other age groups
- repurposing of spaces to provide additional space for staff breaks or amending break schedules to support smaller groups
- staff will be carefully deployed within the nursery and will only work in one room, and as far as possible with their key children

Please speak with your Centre Director regarding specific information about how social distancing within your specific nursery.

Q. Will you comfort my child if they are upset?

A. Absolutely. Social distancing must be carefully balanced with ensuring the emotional well being of each child. If a child becomes upset at any time with us we will comfort them as they need, be this with a cuddle or a story time for example. No child will be left crying because of social distancing.

Q. Can my child have their comforter?

A. Yes of course. If your child uses a dummy please supply at least two so a spare one can be kept on hand in a Milton style solution. The use of dummy straps is not permitted as these enable the dummy to be in contact with surfaces.

If your child has a blanket or soft toy, please supply these and have them as clean as possible. Comforters will be available to children when they need them, for example when they are upset, tired, or going for their nap. At other times comforters will be in the child's bag or box to prevent other children accessing these.

Please refrain from bringing in other favoured toys such as a car, or dinosaur. We have plenty of exciting experiences and resources to access.

Q. Will staff be wearing face masks or coverings?

A. The evidence to support the use of masks, or not, is limited. At Busy Bees staff who are taking temperatures will wear a medical grade face mask, which will be changed for each session of temperature taking. Staff within rooms with children will not wear face masks (consistent with government guidance). This will ensure a more familiar environment for the children who can be reassured by familiar faces and friendly smiles, which will be very much needed at this time of continued uncertainty.

Reopening and your childcare requirements

Q. Are you opening all nurseries in Wales?

A. We hope to open all of our doors on 29 June, however will only be able to do so where there is sufficient demand. We need your help to determine this and we have asked you all to complete and return the re-enrolment form. If you have not already told us your requirements or situation for 29 June, please do so now via our online form.

Q. When will my nursery in England open?

A. We opened as many nurseries as possible on 1 June and continue to work hard to open all of our remaining nurseries. We understand this uncertainty is difficult for you to manage and we remain committed to help you as much as we can. Please [contact us](#) to discuss your childcare requirements and we can explore nearby Busy Bees provision for you.

Q. Are you opening all nurseries in Scotland?

A. Following the First Minister's announcement in the Scottish Parliament on 24 June we are pleased to be working to the newly announced date of 15 July. Opening of nurseries will only be possible if there are no further Government updates to the contrary, and where there is sufficient demand. We need your help to assess demand and for this reason we have asked all parents to complete their re-enrolment form. If you have not already done so, please complete [this form](#) by 30 June.

Nurseries located within David Lloyd fitness facilities are not yet able to open as these buildings are restricted under the Scottish Government roadmap. We are confident that we can accommodate families via our nearby Busy Bees nurseries, please complete the re-enrolment form and we will be in touch to match your needs.

Q. If you don't open my nursery what will we do as we need childcare?

A. If a nursery doesn't have sufficient demand then we will look to support you in one of our nearby nurseries until we can open yours once again. This will be short term and we will do all we can to ensure familiar faces are there to work with you too.

Q. When nurseries reopen do I have to return straight away?

A. We understand family circumstances may have changed and there may be various reasons that you aren't able to come back to your nursery straight away. When the Government permit us to open, we are ready to welcome you when you are ready to come to nursery however we need your support in understanding your needs. If you have not already done so please complete your requirements using our [re-enrolment form](#).

Your account will start from the first day you need us and if you have a credit on your account for days unused in March this will be applied for you from this day.

Q. If I don't return straight away will I be charged?

A. Your account will start on the first day that you need to use us and we will apply your March credit if you have one. Please indicate your requirements, even if you don't intend to return until next month by completing your [form](#). This will secure your place as and when you need it. We are prioritising our existing families over new families, who may need provision as their usual nursery has not survived this closure period, so early confirmation, even if your needs are not until next month, will secure your place and enable us to plan our staffing.

Q. Why do I need to rebook when I have been with you for years?

A. We are trying to be as flexible as we can. We understand the circumstances of many families will have changed, or are still uncertain, and we want to do all we can to support you. Confirming your expected requirements allows us to support new booking patterns you may have, removes any need to provide any notice of reduced booking patterns and enables us to prepare the nursery and staff appropriately.

Q. My circumstances have changed and I no longer require my space, am I required to give four weeks' notice and if so how do I do this?

A. We are sorry that you are not able to return to us and thank you for placing your trust in us before the Coronavirus lockdown was in place. You are not required to give four weeks' notice, as per your terms and conditions, as we understand circumstances have changed for many. If you are not able to return to your nursery please email your Centre Director to advise them of your decision or use our [online form](#) to confirm this.

Q. I am due to start as a new family, will my original start date still stand?

A. We are working hard to welcome all of our families back and settle everyone into nursery life again. We will be in touch as soon as possible to discuss your start date to your settling arrangements.



Q. I am a new family and would like to visit your nursery, how do I do this and when can I visit?

A. Thank you for your interest in our nurseries. We would be delighted to welcome you and are working to ensure we can do so safely. When we are permitted by the Government to reopen we will be welcoming and settling in our existing families, and this involves implementing robust safety measures. Once all children are settled we will contact you to arrange a visit for you, which will be at specific times only. We will ask you to accommodate our safety measures, such as temperature monitoring, hand hygiene and staying away if you have developed a new cough for any such visit.

When all families are settled we will be in touch to arrange a visit for you, until then please register your interest by emailing your nursery and we will contact you as soon as we can.

Q. I am a new parent and have sent in a registration form to secure a place. When will I know that I have been successful and have a place for my child?

A. Thank you for registering with us, we are delighted you have chosen Busy Bees to care for your child. When our centres are permitted to open we will be working through processes to safely welcome our families once again. At this time our centre teams will be in touch to confirm your place and look to book in your settle sessions, which will take place when the centres are settled once again.

Q. I joined you as a new key worker and would like to stay, what should I do?

A. Thank you for placing your trust in us during such a worrying time and we are delighted to know you would like to remain as a Busy Bees family. In order to secure your continued place please speak with your Centre Director, they can check availability for you and, all being well, move you over onto a permanent booking pattern and share direct debit paperwork with you.

Q. I joined you as a new parent because I am a key worker and don't know if my nursery will reopen, can I stay with you until I know more?

A. We understand smaller nurseries may be unsure of their ability to reopen and we would like to support you until you know more. We can continue your flexible booking pattern through June for you, please liaise with your Centre to book and pay for your place.

Questions about your account

All families returning to us are asked to clear any outstanding fees. If you have an outstanding balance on your account then this must be settled before you are able to come for your first day and direct debit payment can now be set up. Any unused days which have been paid for will be credited to your account and we thank all those who have paid for their diligence in doing so.

Q. If I don't return straight away will I be charged?

A. Your account will start on the first day that you need to use us and we will apply your March credit if you have one. Please indicate your requirements, even if you don't intend to return until next month. Completing your form <insert link> will secure your place. We are prioritising our families over new families who need provision as their usual nursery has not survived this closure period so early confirmation, even if your needs are not until next month, secures your place and enables us to plan our staffing.

Q. Will you be charging me for June fees?

A. We will not be running routine June fees. For any family using us in June we ask you to pay by debit or credit card in advance for the days you require. Your account will start on the first day that you need us. If you have not been with us since March then your credit for unused days will be applied to your account as long as all invoices have been settled.

Q. How will you operate fees?

A. Families who have already started with us will, from July, revert to direct debit payments for their fees. For families who join us in July, or part way through a month thereafter, we will request payment for your required sessions by debit or credit card, any previously accrued credit on your account will be applied for you. Direct debit payments will be set up for your fees from your second month onwards.

Direct debits that were in place before lockdown can be continued. If you didn't previously pay by direct debit or cancelled this with your bank please complete and return direct debit paperwork to your centre.