

Frequently Asked Questions

What is the risk of Covid-19 (Coronavirus) in the UK?

- The risk of contracting the virus is extremely low with very few people in the UK confirmed as having the virus out of over thousands that have been tested. The UK Chief Medical Officer has set the risk to the public as moderate.

What are Busy Bees doing to manage the risk?

- We are a global company with centres in Singapore, Vietnam and Italy, all of which have seen greater number of cases than we have in the UK and had direction from their Governments on how to manage the risk of the virus. Our colleagues in Singapore have also dealt with a previous outbreak of SARS in 2003 and are experienced in what actions to take.
- We regularly speak to our colleagues from across the World and have utilised their experience to put together internal procedures to help us best manage the current risk and ensure we are prepared in the event of spread in the UK or a link to one of our UK centres.

Why do we need to ask staff, visitors and parents to complete a travel questionnaire?

- Currently the virus is only common in certain locations, by identifying persons who have travelled to affected areas, we can ask them not to attend our centre for a period of time to minimise the likelihood of those persons spreading it to other people.

Why do we ask those that have travelled to affected areas to not attend Busy Bees for 14 days?

- The incubation period for Covid-19 is thought to be 14 days, this means that if someone has contracted the virus, we would expect them to show symptoms within this period of time. By asking people not to attend our centre for 14 days after they arrive back home, we are preventing them from giving the virus to children in our care or working for us. This is the most effective way of reducing the spread of an outbreak to try and contain the virus.
- The 14-day period away from Busy Bees is in line with Government guidance to self-isolate if persons have travelled to certain areas or are showing symptoms of the virus after travel.

Why are we asking close contact or family members who reside in the same household to also not attend our centres?

- We do not know exactly how Coronavirus is spread from person to person, but similar viruses are spread through cough droplets. Persons who have close contact with people who have the virus are at greater risk of catching it. When considering the risk from those who may have travelled to affected areas, we also consider partners and those who reside in the same house as also possibly having the virus even though they may not have travelled themselves.

What if staff are intending on travelling abroad soon?

- All travel abroad that is planned should be discussed with their line manager and a travel questionnaire must be completed before their return.
- We would advise that travel to affected areas is not recommended as this will result in a 14-day period where staff cannot return to the centre/ NSC as per our procedure. This may result in a period of unpaid leave if the travel was booked after 26/02/20. NSC staff may be able to work from home on their return.
- All business travel will be risk assessed on a case by case basis by your Manager and the Safety Team.

Covid-19 (Coronavirus)



Is Busy Bees advice different to that of the Public Health Authority?

- No, our advice is in line with guidance from the Public Health Authority and UK Government [website](#). We take safety very seriously and we are working hard to minimise the risk to our staff and the children in our care. We would ask that staff, parents and families work with us to reduce the risk to everyone at Busy Bees.

Why are schools or other businesses shutting in our community and we are not?

- The risk to individual organisations and premises will vary depending on several factors and many businesses are taking steps to manage the risk. A closure may not definitively mean a positive case of Covid-19 has been confirmed, it may just be unviable to stay open if key personnel are being asked to stay at home due to travel to affected areas.
- A confirmed case of Covid-19 in a nearby location may not put you at any greater risk unless you have come into contact with the individual. Public Health Authorities are working hard to trace contacts from those that have been confirmed with the virus, so if you have not been contacted as part of this process, try not to worry.

What are the symptoms of Covid-19 (Coronavirus)?

- A high temperature (fever), a cough and shortness of breath however, these are common symptoms of other illnesses such as cold and flu. Having these symptoms does not necessarily mean you have Covid-19.

What should I do if I have the above symptoms?

- If you have travelled abroad in the last 14 days, we would ask that you do not attend the centre or NSC until you are better or have had the all clear from a medical professional.
- If you have travelled to an area affected by Coronavirus and have the above symptoms, call NHS 111 (your GP in Scotland or NHS 24 on 111 out of hours) and follow their advice. If you are seriously ill, call 999.
- Do not attend your GP surgery, pharmacy or hospital, stay indoors and avoid close contact with other people.

How can we minimise the risk of catching Covid-19 (Coronavirus)?

- Practice good hygiene by washing hands frequently with soap, especially before eating or handling food, after toilet visits, or when hands are contaminated by respiratory secretions after coughing or sneezing.
- Cover your mouth and nose with a tissue when sneezing or coughing, and to discard the tissue immediately into a bin.
- Ensure our environments are cleaned and disinfected on a regular basis.
- Limit the sharing of food/ drinks/ utensils, toothbrushes or towels with others.
- Ensure supplies of hand soap, tissues, and paper towels are available, use antiviral wipes or gel when handwashing is unavailable.

What if someone has seen a doctor and have been given the all clear?

- Our procedures are in place to minimise the risk of spreading the virus, anyone person who has been tested for the virus or have seen a medical professional and been cleared as fit are free to return to the centre or NSC.

For more information on Coronavirus: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

References:

<https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public><https://www.nhs.uk/conditions/coronavirus-covid-19/>
<https://www.nhs.uk/conditions/coronavirus-covid-19/>