

25 September 2020

Dear Parents

### **Working Together to Keep Safe**

Some time has passed since we were able to reopen our doors and welcome your children back to Busy Bees, and we thought with recent government announcements and the increasing uncertainty about the uptick in COVID cases it feels like the right time to get back in touch with you to share our commitment to keeping our nurseries open and safe over the coming months.

You will be familiar with our COVID secure controls and measures that we put in place in March, these have evolved and adapted over the year to meet the most up-to-date government guidance and best protect our teams and families.

As a reminder of our safety measures:

- We are monitoring symptoms and undertaking temperature checks of children, staff teams and visitors on arrival at nursery, helping to ensure that those displaying symptoms do not attend
- Parents are invited to wear a mask during drop-off and pick-up
- Carefully managed bubbles are in place to reduce contact between different age groups and rooms
- Excellent personal hygiene is practiced throughout the nursery day, with regular handwashing for everyone
- PPE provided for all team members carrying out temperature checking and infection control tasks
- Frequent and robust cleaning practices with antiviral products in all areas of the nursery and carrying out regular cleans on touch points and commonly used areas
- Reducing the number of visitors we allow into nursery, we know this is especially hard for parents and we thank you for supporting this measure

You can find out more information on our [Busy Bees Coronavirus](#) webpage or [Safety page](#). We'd really appreciate it if you could share this information with any members of your family that may support with dropping off or collecting your child from nursery.

We have taken the opportunity this week to remind our teams of the importance of staying safe both inside and outside of work, and we are now extending this to our families to ensure that we're all acting responsibly to protect each other. It's important that we know quickly if anyone in your household is displaying any symptoms, or is unwell so that we can take any necessary steps.

We're extremely proud of the small number of positive cases we have had in our nurseries to date, and believe this is thanks to you, our families, and our team. Please be assured that if any member of our team or Busy Bees' family test positive, we will be in touch and let you know the next steps without delay.

We understand that many parents working patterns have now changed, and we've tried to remain flexible to support these changes as best we can. Please do let us know if there is anything we can do to meet any changing needs you may have including if you are not returning to your office and are looking for a nursery closer to home, as we may be able to support your transfer to a

neighbouring Busy Bees nursery. In addition, we can help you to access government funding that you may be entitled to, to allow your child to continue attending. Whatever it is we can do to help please do get in touch and we will try our best to work with you, simply call 0330 333 8133 to speak with a member of our friendly team.

If you have school aged children like me you will no doubt have been inundated over the last month with regular communications keeping you fully apprised of the ever changing procedures, in fact I heard a friend of mine recently saying managing the school email updates is almost a job in itself. So with this in mind, although we are committed to keeping you informed we also understand that your time is precious so you have my word I won't pollute your inbox where there is nothing of value to say. If you do however have any questions, concerns or suggestions, please direct these to your Centre Director in the first instance, or get in touch with us via [our contact form](#) and we will be sure to come back to you as quickly as we can.

Thank you for your continued support, and for placing your trust and confidence in us to care of your child, we value this trust now more than ever and by working together we can help to keep everyone at Busy Bees safe and well.

Warmest wishes

Cheryl Creaser

**Chief Executive Officer UK and Europe**

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