



COVID-19

Frequently asked Questions and Answers

UPDATED: SCHOOL CLOSURE

Q. Is the school closed?

A: The school is closed to the majority of children. We are open for a limited group of pupils only and have a limited number of staff onsite.

Q. Can my child come to school?

A: Your child is entitled to come to school if they meet the following criteria:

- Your child has an EHCP
- You or your partner is a critical key worker
- Your family has a social worker

Q. There still appears to be lots of children coming to school?

A: The government have published guidance that recommends who schools open to, that list has expanded this lockdown and more families are eligible and more families are utilising this offer than last time.

Q. Will you stop accepting children from the eligible list?

A: Every Friday, SLT look at the registers for the following week and ensure that our staffing rota will suffice for the numbers that we have. However, the whole reason for us to be closed is so that we minimise any social interactions between people. The more children that come to school the more social interactions there will be, the more adults that will be on school site and the risk of transmission grows. Therefore, it may come to a point where we need to consider the level of risk and whether we can continue to operate safely. If we cannot, we will then need to review our priority groups and the criteria we apply and then we may have to ask pupils to stay at home.

Q. Can I send my child in only on the days I am working?

A: Yes you can. When you are at home it is sensible to keep your children at home too. Therefore, please email the office by Thursday with the days you wish to send your child in the following week. The office staff will add your child's name to the register. We can then plan our staffing around the numbers of children in on a daily basis.

Q. Can my children do a couple of hours in school rather than a whole day?

A: Unfortunately not. This would increase the number of parents on site throughout the day and produce traffic through the office. We would also have to rely on a member of staff bringing that child to the office and therefore taking them out of class. Therefore, it is not possible to offer shorter days.

Q. How do I get my child back into school?

A: You must first demonstrate that your child is eligible. If they are, you need to email the office by the Thursday for the week after. You need to email you proof of work, the days that your child will be attending. We will email you to confirm your child has been added to the registers and will give you information on start time, finish time and gate for entrance and exit.

Q. What should I do if I have difficulties accessing the remote learning that is on the website?

A: In the first instance, you should email your child's class teacher to make them aware of the problem so that they can find the best solution for you.

Q. What if my child cannot attend a Teams session or there is a problem getting onto the meeting?

A: Try not to worry and stay calm if there is a technical issue. Email the class teacher to let them know that you were unable to attend or that there were technical difficulties. Pupils and parents will not be penalised if they are unable to engage in every single session.

Q. I do not have a device for my child to use to access remote learning. What should I do?

A: Let the class teacher know and they will find out if you are eligible to borrow a device from school.

Q. If I am still having difficulties with the remote learning or have some concerns about what is being offered after discussion with the class teacher who should I speak to?

A: Email the school office, briefly outlining your concerns or difficulties, to request a meeting with Mrs Gates or Mrs Proffitt. You will be given an appointment for a Teams meeting on a Wednesday afternoon.

Q. I have a laptop on loan from the school and I can't get it to switch on, what should I do?

A: It has come to light that it is possible to plug the charger into the headphone socket as well as the proper charge socket. Please check that you have plugged it in correctly. If you are still experiencing technical problems, please email office@prioryschool.com and someone will contact you as quickly as possible.

Q. What is the school doing to prevent an outbreak of Covid-19?

A: The school is following the Department for Education's advice on effective infection protection and control which can be viewed on the school website, under 'Covid-19 Information', Priory School, September 2020 Return Plan.

Q. What are the main symptoms of Covid-19?

A. The Government guidance states the main symptoms are:

- A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
- A loss or change to your sense of smell or taste – this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal.

Q. What should I do if my child or family member has symptoms of Covid-19?

A. The Government guidance states you should:

- Get a test to check if you have Covid-19 as soon as possible by visiting: <https://www.gov.uk/get-coronavirus-test> or calling NHS 111 if you are unable to access the online website.
- You and anyone you live with should stay at home and not have visitors until you get your test result – only leave your home to have a test. Anyone in your support bubble should also stay at home if they have been in close contact with the person displaying symptoms from either the day the symptoms started or during the 48 hours before they started.
- You should contact the Absence Line to report your child's absence in line with usual procedures. You must let us know if your child is displaying symptoms of Covid-19 and that you have arranged for them to have a test.

Q. My child has received a negative test result, what should I do?

A. Your child will be able to return to school as soon as they are well enough to do so. If any siblings have been self-isolating whilst awaiting test results, they can return to school immediately.

Q. My child has tested positive for Covid-19, what should I do?

A. If your child has received a positive test you must notify the school IMMEDIATELY. During normal school hours, you should telephone the main office number, 01628 600300 and ask to speak to either Mrs Gates, Mrs Proffitt, Miss O'Connor or Miss Moore. If you receive the result out of normal school hours (evenings or weekends), you should contact either:

Mrs Gates – 07308 600162

Miss O'Connor – 07308 599411

Miss Moore – 07931 265340

Mrs Proffitt - 07507347374

You will be asked several questions, including the following so please discuss this with your child beforehand if necessary:

- What symptoms has your child experienced?
- What date did the symptoms first appear?
- What date was your child tested?
- What date were the test results received (we will require a copy of the test result to be sent into school)?
- Who is in your child's friendship group?
- What clubs (if any) does your child attend?
- What other children (if any) outside of their bubble may your child have come into close contact with outside of school hours?

Your child will need to self-isolate for 10 days from the date of when the first symptoms appeared. After 10 days, as long as they do not have a fever and are well enough to do, so they can return to school.

Q. What is the definition of 'close contact'?

A. Government guidelines state that a 'contact' is a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 10 days from onset of symptoms. They can be:-

- Anyone who has had face-to-face contact (within one metre) with someone who has tested positive for Covid-19 including:-
 - o being coughed on
 - o having a face-to-face conversation within one metre
 - o having skin-to-skin physical contact or
 - o contact within one metre for one minute or longer without face-to-face contact.
- A person who has been within 2 metres of someone who has tested positive for Covid-19 for more than 15 minutes.
- A person who has travelled in a large vehicle near someone who has tested positive for Covid-19.

Q. How long should the rest of the family self-isolate for following a confirmed case of Covid-19?

A. All other family members should self-isolate for 14 days from when the first symptoms appeared. They do not need to take a test unless they develop symptoms.

Q. What will the school do following a confirmed case of Covid-19?

A. Based on Government guidance, the school will carry out a dynamic risk assessment in order to establish how the infection can be contained. The school will contact the local Health Protection Team and Local Authority to discuss how best to proceed to ensure the outbreak is contained. A

letter will be sent home to all parents informing that their child has come into close contact with someone who has tested positive and what they should do next. Another letter will be sent to all other parents informing that we have had a positive test in our school community and what remedial action has been taken. A text will be sent to parents advising them that an email has been sent. The school will continue to work with the Local Health Protection Team and the Local Authority throughout any bubble closure.

Q. My child's bubble has closed, should their siblings still attend school?

- A. Yes. It is only necessary for the child whose bubble has closed to self-isolate, all other family members should carry on going to work or school as normal. The child that is required to self-isolate should follow Government guidance by staying at home and SHOULD NOT come into school with their parents to drop off or pick up other siblings. Other family members will only need to self-isolate if that child or other family member develops symptoms.

We understand that not all families have additional childcare at home. In the first instance, we ask that parents arrange for their support bubble, i.e. another family member, friend or neighbour to drop off/pick up on their behalf, parents will need to inform the class teacher who this will be by emailing office@prioryschool.com.

However, we have also listened to feedback from parents and appreciate that for a small number of you this really is not possible. We have therefore set up a "Drive and Drop" service for those children who have siblings in a bubble that has been forced to close. Further information can be found on the school website, under Covid-19 Information, Drive and Drop.

Q. What to do if a family member tests positive?

- A. Government guidance states that the whole family are required to self-isolate for 14 days either from the date the first symptoms appeared, or if they did not have symptoms, from the date the positive test result was received. You are required to notify the school that a family member has tested positive and that your child will need to self-isolate. If your child becomes symptomatic during the 14 days self-isolation period, you will need to arrange for them to have a test. Please ensure you notify the school of this, as well as the test results once received.

Q. How will my child access their remote learning?

- A. A paper pack will be issued to pupils upon notice that a bubble is closing. This pack will ensure that pupils have work to complete whilst their remote learning based on the current lessons being taught in class is uploaded onto the website or if they are unable to access the website or online learning.

A link to the daily class teams sessions will be emailed via Teachers2Parents as soon as possible after the bubble has closed.

Q. What happens if a class bubble closes outside of school hours and children have not been given their packs to take home?

- A. As only the pupil in the closed bubble will need to self-isolate parents will be contacted by text and allocated a time slot (by class) that they will be able to come and collect the packs.

Q. I am entitled to free school meals, what will happen if my child has to self-isolate?

- A. Whether your child is self-isolating due to a bubble closing or because they or a family member have developed symptoms/tested positive, they will still be entitled to a free school meal. Further details of this can be found on the school website under 'Covid-19 Information', Access to Free School Meals.

Q. Why are some children/staff going home to self-isolate and not others?

A. The school follows government guidance and advice from the local Health Protection team and Local Authority. With every confirmed positive case, the Senior Leadership Team will identify who has been in close contact with that member of the school community. This means that each positive test result is reviewed on a case-by-case basis, in some instances it may be necessary to close part of a bubble, a whole bubble, a number of bubbles or the whole school.

Q. Who should I contact if I have any safeguarding concerns with a pupil?

A. During the school hours you should call 01628 600300 and ask to speak to either Miss O'Connor, Mrs Barber or Mrs Gates. If the concerns are out of school hours, you should contact Miss O'Connor on 07308 599411.

Q. Who should I contact if I have any concerns about the school's response to the Coronavirus pandemic?

A. Any concerns should be emailed to office@prioryschool.com and they will be forwarded on to a member of the Senior Leadership Team who will respond as quickly as possible.