

### Parent Feedback May 2020

- Thank you so much for all your concern and all crossed we can get rid of this virus.
- Hope everyone is doing well and staying safe.
- Hope you are well.
- Thank you for your email.
- Hope you're good and coping ok.
- Thank you for all your care & support
- Just that it must be such a hard thing to get your head round and will support you as much as we can re changes that have to be made re nursery.
- Thank you again for everything.
- Well done for keeping the nursery going for those children whom really need it.
- Thankyou to all your staff (in and out of work). Let's hope this is all over soon,
- You've been great keeping us updated, and hopefully the kids can come back soon as they are really missing being there!
- Thank you for getting in touch.
- Thank you for all your support in this time.
- Just to say thank you for keeping the regular updates and posts on Facebook
- Nice to hear from you, I hope everyone is keeping well!
- I also wanted to thank you for your ongoing communication and your efforts through the last few months. I do not envy the position any school or nursery is in to be able to implement all that is being asked of you and wanted you to know that I wholly trust your judgement and thank you for all that you are doing to remain a support for so many of us.
- Thank you and take care
- Thank you very much for all your support and hard work keeping nursery open for those few who need it. It is much appreciated and we couldn't do it without you. x
- \*\*\* cannot wait to get back to Nursery to see his Friends & all the lovely Staff.
- Good to hear from you. We miss you all! You're doing a great job!!
- We miss you all. Hope you are keeping safe and well!
- Thanks again everyone xx
- I would like to thank you at Hythe Bay Nursery for your supportive communication during the lock-down. It has been lovely to see staff members on social media and to listen to stories they have read - this has allowed me to keep talking about nursery to \*\*\* and hopefully make the transition back into nursery easy for her. Thank you.
- I'd just liked to say well done to you all for dealing with this all very well.
- Stay safe everyone!
- Hope you are all keeping well.
- I hope everything is well at the nursery.
- Thank you for your email
- I hope you are all keeping well
- Thank you for your support and caring for \*\*\* during the partial closure.
- Hope you are well. Thank you for all the communication throughout these bizarre times.
- they are missing their teachers and friends and routine :)
- I hope you are well.
- Take good care Vicki. Such hard times. Thank you for all your hard work, especially for those that have been reliant on your services.
- YOUR ALL DOING SUCH AN AMAZING JOB AND ITS HUGELY APPRECIATED BY ALL, BIG WELL DONE <3 REALLY HOPE EVERYONES KEEPING WELL
- Hope you're keeping safe!
- I hope you are keeping well!

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### CONCERNS

- What will be the situation with fees where the request is for places to be held?
  - We are not charging parents for unattended sessions whilst we remain partially closed.
- We feel concerned as to how social distancing can possibly be adhered to in a nursery setting for this age group.
- Do you have any risk assessments in place for coronavirus, are you considering half numbers, are you considering a one-way system so parents can drop off and leave via a different route, staggering drop off slots to limit parental footfall and queueing outside at 8am? Are you testing staff temperatures and have adequate supplies of hand sanitiser? Are you considering parents to hand sanitize before entry. Could children be brought out from the nursery into the reception area to avoid parents even entering the nursery? Are you limiting pick up/drop offs to only one parent? Just some ideas/suggestions(!)
- For me, I guess the main concern that we have is how nurseries or schools monitor the social interactions and potential symptoms of other families. And by that I mean on a daily basis will anyone attending the nursery have to confirm if they have a) been in contact with people out side of their household or b) are showing symptoms and, if so, is it then good-bye for a fortnight or until they are tested. At the moment, as a family we have complete knowledge of the interactions of our children with the rest of the word (which is none!) but the second she is interacting with other children we are reliant on the honesty of the other families and how strict they have been with their distancing. Whilst 90% will follow the rules, it's the 10% that cause you all issues and it guess we're interested to know how this is being considered. It's not really a question that I need answer but more a point to raise of what we have been discussing at home.

We hope all your concerns have been addressed in the letters inviting you back to nursery, by watching the video on our facebook page, or by reading the risk assessment on the nursery website.

As always, please contact us to ask any questions! 😊