

COVID-19 WORKING TOGETHER TO KEEP EVERYONE SAFE

Back Up Care - Parent Advice & Guidelines

As the government guidance continues to change and evolve, at Bright Horizons, we will be adapting in response to these changes and how this may affect you.

We need to ensure we are minimising risk by taking sensible safeguarding measures before, during and after care takes place to ensure the wellbeing of our families and Nannies. We have created the following guidelines and highlights on existing practices so that we can all work in partnership to Keep Everyone Safe.

Bookings for mildly ill children

We are allowing bookings for healthy and mildly ill children, however children/ any person in the child's household displaying one of the locally recognised COVID symptoms will not be able to utilise in-home Backup Care:

If the booking is for the UK, the three [recognised 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've noticed you cannot smell or taste anything, or things smell or taste different to normal

In the Republic of Ireland, the most common [recognised symptoms](#) are:

- fever (high temperature - 38 degrees Celsius or above) - including having chills
- dry cough
- fatigue (tiredness)

Less common symptoms of COVID-19 include:

- loss or change to your sense of smell or taste – this could mean they're completely gone or just different to normal
- nasal congestion (runny or blocked nose)
- conjunctivitis (also known as red eyes)
- sore throat
- headache
- muscle or joint pain (aches and pains)
- different types of skin rash
- nausea or vomiting
- diarrhoea
- chills or dizziness
- shortness of breath or breathing difficulties
- loss of appetite
- confusion
- pain or pressure in the chest

Any mildly ill child in the Republic of Ireland who has any of the symptoms listed above will be considered as having a locally recognised COVID symptom and as such, will not be able to access care.

ARE THERE ANY EXCEPTIONS TO THIS?

Yes, in the following instances we will provide in-home Backup Care:

- a) **Negative PCR:** UK - If the child has had a negative PCR test result within the last 48 hours and has not developed any new COVID symptoms in that time period. Republic of Ireland - If the child has had a negative PCR test result and has been symptom free for a minimum 48 hour period. [NB: we will not require evidence of negative test and parent's confirmation is sufficient].
- b) **Completed Isolation:** They have completed the isolation period in line with the relevant and most up to date Government guidance and have not developed any new COVID symptoms in that time period.
- c) **Recent Immunisation:** If the child has recently been immunised and has developed a fever following the immunisation. A fever relating to immunisation will usually happen within 48 hours, therefore if an infant still has a fever 48 hours after vaccination, or if the parents are concerned about their infant's health at any time, they should to seek help from their GP or ring NHS 111 (if UK) before utilising Backup Care.
- d) **Confirmed COVID-19 in past 90 days:** If the care recipient has already had confirmed COVID-19 in the past 90 days and develops **new** symptoms the parents should phone 119 in the UK, or speak to their GP in Ireland, to discuss whether a PCR test is required. This 90-day period is from the initial onset of symptoms or, if asymptomatic when tested, their positive test result.

Before care takes place

Check if any member of your household have developed a temperature and/or any symptoms since booking your care – contact us immediately if so.

If anyone in your household has tested positive for covid-19 or has developed any symptoms such as a new continuous cough, a high temperature or a loss of, or change in, your normal sense of taste or smell (anosmia), you must inform the Back Up Care Team immediately so care can be cancelled until the isolation period is over or a negative PCR test is obtained. If the Nanny arrives in the meantime do not allow them into the home.

Please refer to the guidance in the link below.

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

Introductory call with the Nanny

The Nanny will always call you for an introductory chat before the day of care. We recommend taking this opportunity to cover the following points:

- Will you or any other adults be present during the booking, if yes discuss how you will maintain social distancing.
- What are both parties expectations around face masks/coverings? Best practice is detailed below but we understand preference may be different for each family.
- Confirm that your household and the Nanny have both been symptom free.
- Discuss your child/ren's routines and activity ideas in depth to minimise face to face interactions during morning handover.
- If you are not going to be home on the day of the booking who is the main contact in the case of emergency.
- Discuss where the Nanny can find essential items such as cleaning supplies, thermometer and first aid kit.

Regular cleaning & hygiene

- Please ensure the cleanliness of your home is to a good standard with regular cleaning of frequently touched areas such as surfaces, sinks, taps, bannisters and door handles etc., to minimise the transfer risk of any germs.
- Please ensure cleaning materials are also available for the Nanny to use throughout the day.
- Please ensure you have a sufficient supply of tissues and hand wash in the home for your children and the Nanny to use.

During the day

When your Nanny arrives

- Your Nanny may be wearing a face mask/covering when they arrive. We ask that you give them space to enter the home and direct them straight to your nearest bathroom so they can wash their hands before introductions or a handover is completed. They may also wish to change their clothes at this point dependent on their method of transport for their commute.

Keep 2 metres apart

Despite the change in guidance, it is still important to social distance where possible.

- To ensure social distancing we ask that there are no additional visitors to the family home. We have recommend that the Nanny try to maintain 2 metres away from anybody they are not providing care for i.e. parents/carers or other members of the household. If it is essential that you are temporarily within 2 metres of each other then try to position yourself side-to-side or back-to-back (rather than face-to-face) whenever possible.
- If you are working from home, liaise with the Nanny to agree timings for when the Nanny and children will be using specific areas of the home i.e. the kitchen, to reduce the amount of people in one contained area.
- Where possible/safe leave internal doors open to minimise contact with door handles.

What we are asking our Nannies to do to keep you safe:

- Communicate well! The Nannies will do an introductory call prior to care. Take this opportunity to provide lots of information in regards to your child/ren and their routine to minimise the time you will spend doing a face to face handover on the day.
- The Nannies will be practising and encouraging good hygiene for both themselves and the children. Including frequent handwashing with soap for 20 seconds each time and coughing/sneezing into tissues or elbows only, disposing of tissues and washing hands afterwards.
- It is recommended that rooms are kept well-ventilated, especially if you are unable to spend time outside. However we have informed Nannies to only open a window if there is a window restrictor in place to stop a child from falling from a height. If it is safe for them to open a window they will ensure children are dressed in weather appropriate clothing, with additional care and attention for young babies.
- Where age appropriate, Nannies will be encouraging children's independence (wiping own faces, dressing etc.) to maximise social distancing.
- We recommend Nannies use face masks/coverings for intimate care tasks such as nappy changes, administering first aid/medication or bottle feeding. Masks/coverings will also be used if someone were to become unwell with COVID-19 symptoms whilst the Nanny is providing care to provide protection until you are able to return home.

COVID-19 In Home BUC Bookings – FAQ

CAN I SPECULATIVELY MAKE A NANNY BOOKING WHILST WAITING FOR PCR TEST RESULTS TO BE RETURNED?

No, we will only accept bookings for children if they or a household member have received a negative PCR test within the last 48 hours.

WHAT IF HOUSEHOLD MEMBERS HAVE TESTED POSITIVE, ARE DISPLAYING SYMPTOMS OR ISOLATING?

Also for the avoidance of doubt, regardless of vaccination status, if any members of the household have tested positive for COVID-19 either via Lateral Flow Test or a PCR test or are suspected to have COVID-19, or are self-isolating or quarantining (in line with the current Government guidance - including returning from traveling abroad), then we cannot accommodate in-home care.

WHAT IF THE CHILD/HOUSEHOLD MEMBER DEVELOPS COVID-19 SYMPTOMS DURING THE BOOKING?

Whilst the placement takes place, if the child/children or anyone in the family household develop any symptoms then any unnecessary contact should be limited. If the parent is not home the Nanny will contact their line manager and the parent will be informed to return home immediately so the Nanny can leave. If the parent is already working from home the Nanny will still contact their line manager to inform them of the situation and will leave as soon as possible. The family will be recommended to seek a PCR test in line with Government guidance.

HAVE THE NANNIES ON THE BRIGHT HORIZONS NETWORK RECEIVED THE COVID-19 VACCINATION?

Bright Horizons encourage and support vaccinations but do not insist on them as vaccinations are not currently mandatory for our staff or the families we support.

ARE BRIGHT HORIZONS MANDATING THAT STAFF DISCLOSE THEIR VACCINATION STATUS?

As vaccinations are not currently mandatory for Bright Horizons' staff, staff are not currently required to disclose their vaccinations status. We encourage our staff to get vaccinated in accordance with our commitment to Keeping Everyone Safe and Government guidance.

DO THE NANNIES ON THE BRIGHT HORIZONS' NETWORK COMPLETE LATERAL FLOW TESTS PRIOR TO BOOKINGS?

In accordance with Government guidance, Bright Horizons strongly encourage staff and families to use lateral flow tests prior to booking, but legally cannot insist on them.