

# 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.

Regardless of vaccination status, if you or the family members you require care for have tested positive for COVID-19, are suspected of having COVID-19 or (in line with the current [government guidance](#)) are self-isolating, or quarantining (including after you return from [traveling abroad](#)), please do not utilise the Backup Care programme.

### **Mildly ill children policy:**

We are not currently providing Backup Care for mildly ill children due to the risk that other illnesses could possibly mask Covid-19 symptoms (e.g. you may think your infant only has a temperature due to teething but they could potentially have the virus). Even if your child has a negative PCR test we cannot accept this as verifying these tests opens up other considerations e.g whether we need to see these administered or relying on the caregiver to interpret the results. Given the current situation with new variants this isn't an appropriate expectation on providers.

This policy is set at a global level with consultation from [Doctor Kristan Moffitt](#), a leading paediatric infectious disease specialist, and is reviewed regularly.

**Check if any member of your household has a temperature and/or any symptoms – 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. If the Nanny arrives in the meantime do not allow them into the home. You must remain home and cannot book any further care for at least 10 days. Please refer to the guidance in the link below.**

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

### **Before care takes place**

#### **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.

### If someone becomes unwell

Whilst the placement takes place- If the nanny, your child/children or anyone in the family household develop any symptoms such as a new continuous cough or a high temperature, or a loss of, or change in, your normal sense of taste or smell (anosmia) where possible any unnecessary contact with them should be limited. If you are not home the Nanny will contact their line manager and you will be informed to return home immediately so the Nanny can leave. If you are 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.

If anyone within your household becomes unwell with COVID-19 symptoms up to 10 days after a booking has taken place please reach out to the Back Up care Team to inform them.

**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.
- Identify busy areas across the household where people travel to, from or through, for example, stairs and corridors and minimise movement or prolonged amount of time spent within these areas.
- 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.