



# **COVID-19**

# **Addendum to Parent/Carer Handbook**

**Centre Academy London**

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**Electronically Reviewed by:**

Dr Duncan Rollo, Principal  
Miss Rachel Maddison, Head of School



## 1. Introduction

This is an addendum Parent/Carer Handbook that sets out to answer many of the Frequently Asked Questions that we have been getting about our plans for the Spring Term. It includes what we are doing to keep our students and staff safe and also covers changes to our Teaching and Learning processes – both for those students who will be allowed onsite and those who will be supported to Learn from Home. This document considers Government guidance as well as risks to individual students and staff. This is a working document and, given the fast-moving nature of the current crisis, our processes and procedures may change from those within. We will continue to update parents/carers by email and phone so please ensure that any changes to contact details are emailed as soon as possible to [LondonSchool@centreacademy.co.uk](mailto:LondonSchool@centreacademy.co.uk). This policy document does not directly replace the Parent/Carer Handbook and should be read in conjunction with, rather than instead of, individual policy documents.

### 1.1 Key External Contacts for Parents/Students

In the event of an emergency contact the police or ambulance service: 999 or 112  
Non-emergency advice can be accessed through NHS111

Contacts for mental health, as well as non-medical concerns are:

NSPCC Helpline: 0808 800 5000, [help@nspcc.org.uk](mailto:help@nspcc.org.uk), [www.mind.org.uk](http://www.mind.org.uk)  
ChildLine: 0800 1111 who are currently operating a 9am-Midnight service.  
Young Minds Crisis Messenger: 85258 – free text service for 24/7 support

Some useful links for ICT Safeguarding and Information are:

National Online Safety: <https://nationalonlinesafety.com/>  
UK Safer Internet Centre: <https://reportharmfulcontent.com/report/>  
[www.thesafeguardingalliance.org.uk](http://www.thesafeguardingalliance.org.uk)  
CEOP: <https://www.ceop.police.uk/ceop-reporting/>

### 1.2 Key Internal Contacts for Parents/Students

- The Principal, Dr Duncan Rollo, can be contacted by emailing the School Office on [LondonSchool@centreacademy.co.uk](mailto:LondonSchool@centreacademy.co.uk) and marking the e-mail FAO Dr Rollo. Please provide a contact telephone number if you would like your contact to be returned by telephone.
- The Head of School, Miss Rachel Maddison, can be contacted by calling the School on 020 7738 2344.
- The SENCo, Ms Clare Leamy, can be contacted by calling the School on 020 7738 2344.
- Mrs Yar can be contacted to provide access to student ICT accounts on [syar@centreacademy.co.uk](mailto:syar@centreacademy.co.uk)



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## 1.4 Further Government Guidance

- The latest Government guidance can be found at <https://www.gov.uk/government/latest?departments%5B%5D=department-for-education>

## 2. Main Changes to Procedures

Centre Academy London reopened to onsite students on Tuesday 4<sup>th</sup> January 2021 and will begin its online Learning from Home Programme on Monday 11<sup>th</sup> January 2021.

- The majority of students will be supported to Learn from Home, with a small number of students being taught in the St John’s Hill building. Priority will be given to children of critical workers and children deemed by individual student risk assessment as being vulnerable. Should individual student risks change during the course of lockdown, please contact the school so that all circumstances can be used when making onsite provision decisions.
- Only staff or students who are have permission from the Head of School will be allowed onsite each day.
- No other visitors or contractors will be allowed onsite without permission from the Head of School or Principal – or in an emergency situation.



### **3. Learning from School (On-site Students/Staff)**

#### **3.1 School Day**

- The School building for onsite students will be open from 8:15am to 3:00pm Monday to Friday. Please note some onsite students will not be onsite for full-time learning and may have some days a week that they are part of our Learning from Home Programme.
- Students on-site will enter through the main door and exit through the side gate
- Students who are expected onsite should contact the office should their child not be attending. Students who are absent will be contacted after 9am on the first day of non-attendance, unless the School has been contacted by parents/carers. For more vulnerable students, social workers may then be contacted with details of non-attendance.

#### **3.2 Clothing**

Students attending St John's Hill need not wear school uniform, but the following applies for both students and staff:

- Long hair should be tied back
- Nails should be trimmed short and false nails removed
- Rings, bracelets and watches should not be worn
- All students and staff will need to bring a facemask to School daily – see section 3.2.1 for more information.

##### **3.2.1 Face Masks**

Face masks need to be worn to and from school if taking shared transport or public transport. Should students or staff prefer, they may wear masks throughout the School day and staff will not request students remove facemasks where it is the student choice to wear one. However, they do not need to be worn continuously through the school day and may be removed when working individually in classrooms where students are comfortable to do so.

Please note, that it will be compulsory for all students and staff to wear face coverings at these times:

- When moving around in shared areas e.g. corridors and hallways.
- In certain circumstances where staff need to work more closely with individual students

If students are requested to wear a mask by a member of staff, it will be important to follow this instruction. Likewise, should members of staff be requested to wear a mask by a member of SMT, it will be necessary to follow this instruction. Refusing to wear a mask when requested will be the subject of disciplinary action.



Should any member of staff, student or parent/carers be concerned or worried about their ability – or the ability of their child – to wear a facemask, please speak to the Head of School.

### **3.3 Staffing**

The School may not open with fewer than 3 members of staff onsite, at least one of whom must be a member of SMT. At least one designated safeguarding officer will be nominated each day and available by telephone if they are not onsite.

Should the number of staff fall below this, parents/carers of those onsite will be informed and arrangements made for students to be picked up if they are onsite. Should this occur before the start of the school day, parents will be informed, and students will not be allowed onsite until staffing numbers are at their required level.

### **3.4 Building Rooms in use**

To restrict the amount of cleaning that will need to be done and to ensure that areas can be cleaned thoroughly, only the ground floor of the main building will be used by students.

This will mean students may use alternative classrooms and toilets to those that they are used to.

### **3.5 Social distancing**

All staff/students should, as far as possible, stay at least 2m from each other. Should students not be able to adhere to this then their on-site placement may be reconsidered.

In class and in unstructured times students will be seated so as to ensure appropriate distances are kept. Students will be dismissed from class individually so as to be able to keep corridors clear. The curriculum will be adapted in accordance with the staff onsite and games and activities will be restricted to those that ensure social distance is maintained.

### **3.6 Hygiene**

- Hand washing means washing for at least 20 seconds with soap.
- All students and staff should wash their hands each time they enter or leave a School building.
- All students and staff should wash their hands prior to eating or preparing food.
- Anyone needing to cough or sneeze should do so into a tissue or the crook of their elbow. The tissue should then be disposed of in the bin and hands should be washed.
- All staff/students should avoid touching their eyes, nose or mouth.
- At designated times all students and staff should wash their hands.
- At designated times desks and touch points should be wiped down by the member of staff in the room.



- Prior to using any equipment in the staff room (including the fridge, kettle, cupboard and microwaves) staff should wash their hands.
- The keypad of the photocopier should be cleaned after every use.
- All phones and communal keyboards should be cleaned after use. Laptops should not be shared.
- Hand sanitiser and tissues will be available at the front of each room. These, together with soap in the toilets and staff room will be checked daily.
- Students should, as far as possible, mark their own work and keep their own books.
- Students and staff should have their own equipment, which should not be shared.
- Mobile Phones should be placed by students into their plastic wallets at the start of the day. Staff members will then place these in lock boxes.

### 3.7 Illness

- Any member of staff feeling ill before arriving at School should not enter the building. They should stay at, or return, home immediately. They should advise the Head of School (if a staff member) as soon as possible.
- Any student feeling unwell – however minor the ailment – should not attend School. They should stay at home or return home immediately. Parents should inform the School Office as soon as possible, including details of the ailment.
- If a member of staff falls ill at School including with, but not limited to, symptoms of COVID-19, they should inform the Office and go home immediately. Their workstation and heavy traffic areas (e.g. door hands) should then be immediately cleaned (if possible, by that member of staff as they leave). The school will then notify DfE/PHE as needed and follow guidance issued.
- If a student falls ill including with, but not limited to, symptoms of COVID-19 – they should be sent to the library immediately. Their home will be called and parents/carers must make arrangements for them to be immediately collected. A member of staff should then clean heavy traffic areas. The school will then notify DfE/PHE as needed and follow guidance issued.
- Staff should monitor students and each other for signs of a cough or fever e.g. looking flushed, clammy or feverish. A non-contact thermometer may then be used to check for high temperatures.

**Should parents not feel able to pick up their child in an emergency, then we ask for parents to keep their child at home rather than have them attend the school building.**

## 4. Learning from Home (Offsite Students/Staff)

### 4.1 School Day

Teaching Staff will be available to support our Learning from Home Programme according to individual student's Learning from Home timetables. Please contact the School should you need a further copy of your child's timetable.



Students on the Learning from Home Programme will be expected to register with their mentor during morning and afternoon mentor times. This registration will happen either by email or via Microsoft Teams. If a Learning from Home student does not register for this may be followed up by a call home.

To ensure that staff onsite are able to support students appropriately, some classes may be allocated to a different member of staff for off-site support. The same will happen should staff be ill and unable to support their classes. Details of who to contact, should changes happen, will be emailed to student school email accounts.

#### **4.2 Illness of Students**

Should any students be ill and not able to work on a given day then parents should email the child's mentor and copy in the School Office ([LondonSchool@centreacademy.co.uk](mailto:LondonSchool@centreacademy.co.uk))

#### **5. Learning from Home Safety**

Learning from Home presents challenges for staff, students and families. One of these is ensuring that young people are safe while accessing an increased amount of their work via the internet and online platforms.

An essential part of the online planning process will be ensuring children who are being asked to work online have very clear reporting routes in place so they can raise any concerns whilst online. The following organisations provide support to children and parents/carers:

[National Online Safety](#) – for guidance and support

[Childline](#) – for support

[UK Safer Internet Centre](#) – to report and remove harmful online content

[CEOP](#) – for advice on making a report about online abuse

[Internet matters](#) – for support for parents and carers to keep their children safe online

[London Grid for Learning](#) – for support for parents and carers to keep their children safe online

[Net-aware](#) – for support for parents and careers from the NSPCC

[Parent info](#) – for support for parents and carers to keep their children safe online

[Thinkuknow](#) – for advice from the National Crime Agency to stay safe online

#### **5.1 Approved Methods of Contact**

It is important for parents/carers to be aware of what their children are being asked to do online, including the sites they will be asked to access and who from school their child is going to be interacting with online.

To this end we encourage parents/carers to monitor their child's school email/microsoft account. Login details can be obtained from Mrs Yar ([syar@centreacademy.co.uk](mailto:syar@centreacademy.co.uk)).



All work will be sent to student accounts rather than parental accounts, this will ensure a clear trail is established. Contact from School to students will be from the member of staff's school account to the student's school account:

- Please note that online contact will only be made via email or text chat on Microsoft Teams
- No other social media, individual or group chat methods will be used
- If contacting students by telephone, members of staff will arrange this beforehand with parents/carers (by email or phone) and ideally make the call to a landline. If a landline call is not possible then a parent mobile rather than student mobile will be contacted.
- At least one lesson a week – technology permitting – will be provided by live video chat through the School Microsoft Teams accounts. These calls will have at least one member of staff on the call who is present in the School building. These will clearly be marked in student timetable with Live Class.
- Staff may pre-record video explanations to send but no staff nor students should live stream.

We are aware that you may choose to supplement the school online offer with support from online companies and in some cases individual tutors. Should you be securing additional online support please ensure that this is from a reputable organisation/individual who can provide evidence that they are safe and can be trusted to have access to children.

## **5.2 Online safety**

All staff who interact with children and young people, including online, will continue to look out for signs a child may be at risk. Parents/carers should also ensure they are helping their child learn and access the internet safely.

The school has a partnership with National Online Safety who can provide information about different online platforms and we encourage all parents/carers to monitor their child's student school accounts and internet history. It is helpful and safer if you are aware of:

- who your child is be interacting with online.
- the importance of not leaving younger children alone during screen time.
- the importance of monitoring the search history.
- the need to maintain open communication with your child about online safety.
- How to report a concern – key contacts for which are included in section 1.1.

Please be aware that communication from school to your child will come through their Microsoft account. All students and members of staff will have access to your child's email address and can send emails. In addition, students are able to online chat to individuals and groups of individuals using Microsoft Talk. However, individual students may also have





other online social media accounts and, while not used for contact with school, it will be important to monitor these accounts too.

### **5.3 Laptops or Internet Devices**

The school recognises that not all children will have access to a computer or internet facilities in the home. Should this be the case please contact your child's mentor so that we can help with arrangements or equipment to ensure your child is able to access their learning.