



# St. Chad's C.E. (C) Primary School

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"Building together for a better future"

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Dear Parents,

Schools are receiving daily updates and advice from the Local Authority and DfE about **Coronavirus**. Today we received a useful communication from the Local Authority of FAQ's and thought it might be useful to send a copy home to you all.

## Education FAQs (dated 9 March 2020)

### Do I need to close my school/other education setting or restrict pupils?

No school or education setting should close or restrict pupils unless advised to do so by Public Health England. You must discuss the PHE advice with Staffordshire County Council's Health, Safety and Wellbeing Service.

### A parent has rung in to say their child has 'flu-like' symptoms. What do I need to do?

If a parent or child is ill and is worried about coronavirus they should contact NHS 111. They should not go to their doctors. The NHS and Public Health England will ascertain if the case is coronavirus or, as is most likely, seasonal cold or flu. If it is determined that the child's illness is coronavirus, Public Health England along with the county council will offer further advice on what you need to do as a school.

### A pupil or staff member has become ill at school. What should I do?

You should treat the pupil as you would in any other normal situation. If you have specific concerns about coronavirus, you should contact NHS 111.

### I have a member of staff with a suspected Coronavirus infection. What do I need to do?

Seek advice from Public Health England, West Midlands North Health Protection Team. Then discuss PHE's advice with Staffordshire County Council's Health, Safety and Wellbeing Service.

### I have parents wanting to keep their children off school - can they?

Parents should only be keeping their children off school on the advice of Public Health England. We are working to provide further advice regarding absence and attendance.

### What advice should I be giving to parents?

You can share the government's [latest on-line advice](#), and publicise the Department for Education Helpline.

The Department for Education has launched a new helpline to answer questions about COVID-19 related to education. Staff, parents and young people can contact the helpline as follows:

Phone: 0800 046 8687

Email: [DfE.coronavirushelpline@education.gov.uk](mailto:DfE.coronavirushelpline@education.gov.uk)

Opening hours: 8am to 6pm (Monday to Friday)

Please follow the NHS advice on handwashing and good hygiene. If you can provide information on your website to the DfE Helpline and links to NHS and government websites.



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Anyone can register to receive the latest county council updates using the following [link](#).

Staff and parents are getting worried, what can I do to reassure them?

For health concerns call NHS 111 (or 999 in an emergency, if they are seriously ill or injured or their life is at risk).

Someone has been diagnosed with coronavirus in the school, and I am being put under pressure to reveal who it is. What do I do?

For reasons of patient confidentiality, we are not able to disclose who has contracted the virus. This is for the health and safety of the patient. Therefore, you should be reassuring your school community that the situation is under control, but you are unable to reveal the identity of the patient.

How do I help to combat rumours, hearsay and misinformation?

Keep promoting good hygiene, the importance of following public health advice and use of trusted information sources from the NHS and government

Should I cancel assemblies?

The advice is that it is 'business as usual.' Therefore, you don't need to do anything different than you normally would, including holding assemblies. If this advice changes, we will update you.

We have a school trip coming up, should I cancel it?

If your school trip is to an affected category 1 area, it is likely this has already been cancelled. If it is not to an affected area then trips can continue as normal.

Contact the Department of Education if you have further concerns.

Some of our pupils are coming back from a trip in an affected country. What do I do?

Please contact the Department of Education helpline for more information on what to do.

Is there any advice on "social distancing" of pupils in schools?

We haven't seen any, so that the county council is developing some simple practical suggestions for you to consider

What about school transport?

School transport will operate as normal. Officers contacted public and school transport operators concerning appropriate guidance. If your transport needs change due to self-isolation of pupils receiving transport or closure or please follow the normal procedures and advise your normal Transport Team contact.

If I have to close, should I record the closure on the County Council's school closures website?

Yes. Please continue to use the website as normal and follow the updated advice.

**ACTION:** Schools should check now that they can access the school closure website before they need to otherwise there may be a delay. If you have forgotten your login details or require your password to be reset please email [digital@staffordshire.gov.uk](mailto:digital@staffordshire.gov.uk).

Is there anything else the school should be doing now?

**ACTION:** Having contingency plans in place if there is an incident in school and you have to fewer staff available close. Think about who to notify and how to contact them, particularly at weekends.

**ACTION:** Discuss the contingency plans of your suppliers and commissioned services.

**ACTION:** As appropriate, follow the advice and keep your stakeholders informed, e.g., staff, parents, volunteers, unions, service providers, governors, trust board, diocesan body, RSC and organisations that use your school.

Where can I go for more information?

The Department for Education is [regularly updating its website](#) to include the latest guidance.

Additionally, you can see the public information on the [NHS Website](#) and [government website](#)

