

Frequently Asked Questions

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What should I do if my child has Covid-19 symptoms?

If your child develops symptoms of Covid-19, they should remain at home for at least 10 days from the date when their symptoms appeared. Anyone with symptoms will be eligible for testing and this should be arranged via <https://www.nhs.uk/ask-for-a-coronavirus-test> or by calling 119.

All other household members who remain well must stay at home and not leave the house for 14 days. This includes anyone in your 'Support Bubble'.

Further information is available at: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

The 14-day period starts from the day when the first person in the house became ill.

Household members should not go to work, school or public areas and exercise should be taken within the home.

If you require help with buying groceries, other shopping or picking up medication, or walking a dog, you should ask friends or family. Alternatively, you can order your shopping online and medication by phone or online.

Household members staying at home for 14 days will greatly reduce the overall amount of infection the household could pass on to others in the community.

Symptoms

The most common symptoms of Covid-19 are a recent onset of:

- new continuous cough and/or
- high temperature and/or
- a loss of, or change in, normal sense of taste or smell (anosmia)

For most people, coronavirus (Covid-19) will be a mild illness.

If your child does develop symptoms, you can seek advice from the nhs.uk website at <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>. If you are concerned about your child's symptoms, or they are worsening you can seek advice from NHS 111 at <https://111.nhs.uk/> or by phoning 111.

What should I do if my child receives a positive Covid-19 test?

If your child receives a positive Covid test result, it is essential that we are informed immediately, even if this is at the weekend. You should do this in the following ways:

1. Between 8am and 5pm Monday to Friday please telephone the school Reception and inform them of the situation and ask to speak with a member of the Senior Leadership Team
2. From 5pm to 8am or over the weekend, please email covid@sydenham.lewisham.sch.uk with a copy of the positive result and a contact telephone number. Please copy in Ms Wijnberg (e.wijnberg@sydenham.lewisham.sch.uk) and Ms Gostling (d.gostling@sydenham.lewisham.sch.uk) to your email.

Your child will then be asked to self-isolate for 10 days from the first day that they presented with symptoms or for 10 days from the day of the test result if they were asymptomatic. All household members should self-isolate for 14 days from the first day that the child presented with symptoms or for 14 days from the test result if they were asymptomatic.

What should I do if my child receives a negative Covid-19 test?

If your child receives a negative test result for Covid-19, please inform the school via covid@sydenham.lewisham.sch.uk and provide evidence if possible. Your child should not return to school before their self-isolation period is over if they have not received a negative test result.

What will the school do if there is a positive Covid-19 case?

When we are informed of a positive case, the first step that we take is to identify which students and staff have been in contact with the person who is the confirmed case, either on the first day of symptoms or during the previous two days.

Contact definitions:

- **Direct close contacts:** Direct face to face-to-face contact with a case for any length of time, including being coughed on or talked to. This will also include exposure within 1 metre for 1 minute or longer
- **Proximity contacts:** Extended close contact (within 1-2m for more than 15 minutes) with a case.

The list of contacts will be sent home to isolate for 14 days.

Parents and carers will receive a letter via email, detailing the exact dates that their child needs to self-isolate for and another letter providing remote learning details. Even if these contacts are tested during the 14 days and the result is negative, they will still need to isolate as they may not have reached the viral load threshold required to signal a positive test.

In order to prevent the rest of the school community from being overloaded with emails, we will no longer be contacting you to inform you that there has been a positive Covid-case in the school, unless this directly affects your child.

What are the behaviour protocols and expectations around the site?

It is obviously essential that the whole school community continues to work together to reduce the risk of transmission of Covid-19. It is only by doing this that we will maximise the chances of as many students being able to be in school for as much time as possible over the coming months. We have been very impressed with how our students have adapted to the changes we've had in place from September.

We'd be very grateful if you could re-emphasise the importance of this collective community effort with your child. The following arrangements are ones that are the most vital:

1. It is now mandatory for face coverings to be worn in all communal areas in London schools (eg. the corridors, dining areas and the Sixth Form common room). These must be worn correctly over the mouth and nose. Students who are exempt from wearing face coverings should ensure they wear the yellow badge provided by the school.
2. Students will continue to line up in silence at the start of the day and end of each break. By doing this swiftly it increases the speed with which students can get to lessons and helps to maintain year group bubbles.
3. Students should walk in single file, be forward facing and in silence on the corridors. This is so that we reduce the risk of aerosol transmission on the corridors.
4. Students must remain in their year group zone throughout their social time.
5. Students should sanitise before entering and leaving their lessons.

6. Students should not touch other students in any way.
7. Students should maintain a 2m distance from adults in the school wherever possible to reduce the chances of any of our staff needing to self-isolate as a proximity or direct close contact.
8. Students must always remain in their seat in the seating plan so that we can accurately identify direct close contacts and proximity contacts.
9. Students should always face forwards towards the dividers in the dining halls to ensure that the risk of aerosol transmission is reduced.

Face coverings and sanitiser

The collective organisation shown by everyone in the school to ensure that we all have a face covering with us each day has been very impressive. We are enormously appreciative to all families who have provided their child with face coverings and sanitiser. You may be aware that since September, schools have been required to meet all the additional costs of Covid from their normal budgets (this has included the cost of sanitiser, masks, additional supply teachers, our three marquees and the additional cleaning). Continuing to provide your child with a face covering and sanitiser is a small step to helping with our budget.

We will, of course, continue to provide sanitiser at each morning line up, in each classroom and around school. If you need support with providing your child with a face covering, please do not hesitate to contact the school so that we can help.

Can parents and carers visit the school site?

To limit the risk of transmission, we will continue to conduct all meetings with families remotely wherever possible. Please note that during the lock down period, parents and carers should only come onto the site with prior agreement of the school.

What should I do if I am experiencing hardship linked to Covid-19?

We are acutely aware of the challenges that Covid is presenting to families whose employment has been affected by the pandemic. If you have concerns about family hardship, please do not hesitate to contact your child's Year Learning Coordinator so that we can work out how we can support you further.

What are the school's attendance and punctuality expectations?

Attendance at school for all students who are not self-isolating continues to be compulsory. Attendance is at the heart of educational achievement and central to the wellbeing of our

students at Sydenham. It is essential that all students attend school every day and on time for their year group. If students are late to school, they will receive a late detention after school on the same day. The school Attendance and Punctuality Policy can be found on the website at [this link](#). The Covid Addendum to the Policy can be found on the website at [this link](#). If you have any queries regarding attendance or punctuality to school please contact Ms Skinner, Attendance and Welfare Co-ordinator: j.skinner@sydenham.lewisham.sch.uk

What will the remote learning provision for my child be?

Remote learning will be provided for all students who are required to self-isolate because of a positive case in school. This is based on a blended approach to remote learning. Lessons will be planned and delivered using a combination of 'Live' lessons via Teams alongside work set on Teams for students to complete independently via narrated PowerPoint, written activities and quizzes. All remote learning will be set on Teams and students will also receive instructions on Show My Homework.

If your child is asked to self-isolate because of a positive case, they should log into their Microsoft 365 account using their school email, and also check their Show My Homework account which will hold details of the work that is set. The date that live lessons will begin will be communicated in the remote learning letter that will be sent out in the event of your child being asked to self-isolate. They will need to check their Teams calendar for an invite to their live lessons.

All students have been provided with new passwords this term. We have amended our system so that any students who have not used their new password can do so remotely rather than on the school site. The Microsoft 365 password should also enable them to access their Show My Homework account.

If your child is self-isolating because they or a household member has Covid-symptoms, or there is a positive case within a household, work will be set individually for your child through Show My Homework.

What should I do if my child cannot log in to their account?

We would be grateful if your child can check that they are able to log in to their accounts as soon as possible. If they are unable to do this, please email your child's class tutor, who will be able to reset their password

What should I do if my contact details change?

It is now more important than ever that we have the correct contact details for you, and for at least one other person whom we could contact in an emergency. This is vital so that we can contact you if your child has had contact with a positive case, or if your child is showing symptoms of Covid-19 on the school site.

If you need to update your contact details (email or phone number) on our system, please contact info@sydenham.lewisham.sch.uk.