

7 December 2020
KOn/CGn

Dear Parent/Carer

I wanted to write and thank you for your kind words of support and for asking helpful questions regarding our current increase in the number of COVID-19 cases at King's Oak Academy. I appreciate that as we approach the end of term and enter the festive period we are all keen to ensure that our children and community are well supported both in school or from home.

Today, I met with advisors from Public Health England (PHE) and the Local Authority to discuss the most recent cases in our academy. PHE and South Gloucestershire Council felt confident that the health and safety measures that we have in place and the actions we have taken following notification of positive cases were appropriate and in line with current government guidance.

Following this meeting, I thought that it would be helpful to share a series of answers to questions that families have commonly asked during the previous week. I hope that these FAQs provide you with answers to questions that you might have and reassurance that we will continue to work closely with PHE/Local Authority so that we can do our utmost to keep everyone safe.

Kind regards



Katherine Ogden
Principal

WORK HARD, BE KIND

PRINCIPAL: MISS K OGDEN CEO: MR STEVE TAYLOR | BROOK ROAD, KINGSWOOD, BRISTOL BS15 4JT
TEL: 0117 9927127 EMAIL: KOA.PRINCIPAL@CLF.UK | WWW.KINGSOAKACADEMY.ORG.UK

Frequently Asked Questions

1. Why does the 'close contact' letters sometimes suggest a return date that is fewer than 14 days from when my child was last in school.

Your child is required to self-isolate for 14 days from the date they were last in contact with the positive case. Depending on when we receive notification of the positive case, this might not be the last date your child was in school. When we are informed that there has been a positive case we immediately begin our track & trace process so that your child self-isolates as soon as possible.

2. I have received quite a few letters to notify me of positive cases, I have become unsure which ones apply for my child.

Whilst we endeavour to remain as transparent as possible about positive cases through our communication with parents we understand that there is an optimum balance between too much/not enough communication. With this in mind, our plan is to now only write to families who are directly affected by new cases (e.g. their self-isolation window has changed / they are newly identified as a close contact). If you do have any specific questions regarding case management please email koacovid@clf.uk and we will be able to respond to you directly.

3. Will I receive a reminder when my child is due to return to school?

Yes – we have now set up a system where families will receive a 24hr reminder 'welcome back to on-site learning' text message.

4. My child's self-isolation window is due to end shortly, I am concerned about my child returning to school for the final two weeks of term.

We understand that many families are eager to reduce the risk of disruption to Christmas holiday plans. At King's Oak Academy we have strong covid-19 control measures in place to support your child when they return to the academy following their self-isolation period. Please email koacovid@clf.uk or call 01179 927127 if you have a specific concern; our attendance team will respond to your enquiry as soon as possible.

5. What does self-isolation mean? When does my child/family need to self-isolate?

Self-isolation is when you do not leave your home because you have or might have coronavirus (COVID-19). This helps stop the virus spreading to other people.

Self-isolation is different to:

- [social distancing](#) – general advice for everyone to avoid close contact with other people
- [shielding](#) – advice for people at high risk from coronavirus

It's a legal requirement to self-isolate if you test positive or are told to self-isolate by NHS Test and Trace. You could be fined if you do not self-isolate.

Your child should self-isolate if:

- they have any [symptoms of coronavirus](#) (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)

WORK HARD, BE KIND

PRINCIPAL: MISS K OGDEN CEO: MR STEVE TAYLOR | BROOK ROAD, KINGSWOOD, BRISTOL BS15 4JT
TEL: 0117 9927127 EMAIL: KOA.PRINCIPAL@CLF.UK | WWW.KINGSOAKACADEMY.ORG.UK

- they have tested positive for coronavirus – this means you have coronavirus
- you live with someone who has symptoms or tested positive
- someone in your support bubble has symptoms or tested positive
- [you're told to self-isolate by NHS Test and Trace or the NHS COVID-19 app](#)
- you arrive in the UK from a country with a high coronavirus risk – see [GOV.UK: how to self-isolate when you travel to the UK](#)

6. **Should I send my child to school if a member of our household is symptomatic or has a tested positive?**

No, your child must self-isolate.

7. **My child has been identified as a close contact and told to self-isolate. If they complete a covid-19 test and receive a negative result, can they return to school immediately?**

No – your child must continue to self-isolate until the end of the isolation window. Please also remember that you should only book a covid-19 test if your child is symptomatic.

8. **What can my child/family do/not do when they are self-isolating?**

You must not leave your home if you're self-isolating

1. **DO NOT** go to work, school or public places – work from home if you can
2. **DO NOT** go on public transport or use taxis
3. **DO NOT** go out to get food and medicine – order it online or by phone, or ask someone to bring it to your home
4. **DO NOT** have visitors in your home, including friends and family – except for people providing essential care
5. **DO NOT** go out to exercise – exercise at home or in your garden, if you have one

If you are a King's Oak Academy student:

6. **DO** complete online learning via Insight & Teams
7. **DO** stay in touch with your teachers, tutor and Heads of House via email if you need support
8. **DO** call the school if you have any questions (e.g. you need paper based learning packs / need to check your return date).
9. **DO** give yourself time to relax and spend time with your family at home
10. **DO** keep a normal bedtime, get up, meal time routine

WORK HARD, BE KIND

PRINCIPAL: MISS K OGDEN CEO: MR STEVE TAYLOR | BROOK ROAD, KINGSWOOD, BRISTOL BS15 4JT
TEL: 0117 9927127 EMAIL: KOA.PRINCIPAL@CLF.UK | WWW.KINGSOAKACADEMY.ORG.UK