

**COVID-19 FAQs for families**

*Updated May 2022*

* **Do I need to test my child prior to attending Challengers?**

This is not a policy requirement, however if your child is showing symptoms and you are able to access testing, we would recommend that you do test before attending. This is in line with current government guidance.
* **Can my child still attend Challengers if they test positive?**

No, unfortunately your child is unable to attend Challengers if they have tested positive for COVID-19. We will be happy to welcome them back once they are testing negative, or after 3 days as per NHS advice.
* **What should I do if my child is displaying symptoms but I have no access to tests?**

Tests are no longer free for everyone. There are eligibility requirements (see NHS website), or you can purchase tests from some pharmacies or retailers. At Challengers, we would recommend that you do not bring your child if they are displaying symptoms and you are unable to test.
* **What should I do if my child has mild, general cold-like symptoms (e.g. sore throat) but they are well enough to attend?**

Children and young people can still attend Challengers with mild cold-like symptoms as long as they do not have a high temperature. We will continue to encourage high levels of hygiene and hand washing.
* **What happens if a family member is testing positive?**

As long as your child is not showing symptoms and you are able to drop them off, they can still attend Challengers as planned.
* **What happens if there is a COVID-19 outbreak at Challengers / What will happen if my child has been in contact with someone who later tests positive for Covid?**

We will inform families as soon as we can, and when appropriate of any cases or outbreaks. We may need to close services if we do not have enough staff and/or there has been a significant outbreak. We may close for at least 10 days, as per isolation guidance, however this will be dependent on the severity of the outbreak and we will communicate directly with any families who may be impacted.
* **What are you doing to keep children safe from COVID-19 at Challengers?**

We are maintaining high levels of hygiene at all of our services, including regular and thorough handwashing and cleaning, ensuring good ventilation, and regularly reviewing our health and safety procedures.
* **What measures are in place for staff members?**

The measures for staff are the same as outlined above. We are also asking staff that can test to do this. If they test positive, they inform us and do not come to work until their isolation is complete. If they can’t test but are showing symptoms, they will not attend work.
* **Will we be made aware of any cases of COVID-19 amongst staff?**

Not always, as there is no longer the requirement for contact tracing. If a staff member has tested positive and has been at work within 48 hours of testing positive, we will inform any families and staff who attended that day.
* **What happens if my child becomes ill during the day?**

If a child becomes ill while at Challengers, we will follow our Control of Infection Policy and arrange for them to be picked up as soon as possible.
* **If my child develops COVID-19 soon after attending Challengers, should I let you know?**

You don’t have to let us know as the virus could have been picked up from anywhere, however if you can, and are comfortable informing us, we would appreciate you letting us know. Please do this by contacting our Booking Team at playandleisure@disability-challengers.org
* **If we can’t attend our booked Challengers session because of COVID-19, can we come to another session?**

Sessions at Challengers are high in-demand and we have waiting lists, which means unfortunately it isn’t always possible to book in another session that term.
* **Are you now allowing parents to come inside at drop-off and pick-up?**

We will continue to do drop-off/pick-up in the same way. Since making this change, we have found this has been beneficial for both staff and the children and young people, although this may vary at different locations and depending on individual needs.
* **Why are my child’s playworkers still wearing masks?**

Mask wearing is now a personal choice, however we are constantly reviewing the measures we put in place to prevent the spread of COVID-19. During times of high confirmed cases and busy times (e.g. Easter & Summer Holidays) we may review our procedures to help protect our staff and the children and young people attending Challengers.