



16.03.20

The John Graham Centre
Lucketts Farm
Blean Hill
Blean
Canterbury
CT2 9EF

Dear Student/Parent/Carer,

Considering further developments, The John Graham Centre management team have carefully assessed its options and have decided to remain open at this time. This decision is something that we will continue to review daily as new information and guidance becomes available. However, for us to remain open we will be putting additional measures in place which reflect and exceed current government guidelines

Coronavirus Surveys

We recently sent surveys to all of our students and we would like to thank those of you who have completed and returned them promptly, it really is a very big help. However, we have still not received many surveys back, which potentially puts others at risk. In the interest of student welfare, we are requesting that completed surveys be returned no later than Friday 20th March. Students who have not returned their survey but this date will not be able to attend the centre until such time that they are completed and returned. Our reception and transport staff will be notified about who can/cannot attend for this reason and will be turning students away unless they can produce the completed survey at that time. We appreciate that this may cause some inconvenience, however we take our duty to protect the health and wellbeing of our staff and students very seriously and intend to do everything that we can to ensure they are safe. A Survey has been attached should the original have been misplaced.

Call Screening

We have introduced call screening for monitoring student absences, this means that when you call to report a student's absence you will be asked to answer a few brief questions regarding the student's symptoms. This has been implemented in order to help ensure that people who report symptoms of COVID-19 can be advised to remain at home and encouraged to seek further advice from medical professionals. Please bear in mind that if the student reports symptoms that are of concern, our staff on reception will request guidance from a member of management and will pass on management's decision, reception staff are not responsible for making these decisions.

Illness

The latest government guidelines state that as of, Friday 13th March 2020, all people **with flu-like symptoms - a fever above 37.8C or a new persistent cough** - should self-isolate (stay at home, away from other people) for seven days. In line with this we are requesting all students with these symptoms to stay at home and not attend for a *minimum* of 7 days.

Staff on our transport have been asked to assess students before they get onto our buses and to call a member of management for guidance if they suspect a student is unwell. Based on a description of that student's symptoms, management will make a decision as to whether or not they feel that student should attend and will provide information for the staff to pass on. As we do not want to take any unnecessary risks we may request that students do not attend but please bear in mind that this is not a decision that is being made lightly or by the member of staff who has asked for guidance.

At this time the government has advised that older people and those with existing health conditions should avoid cruises. However, the John Graham Centre would like to strongly advise careful consideration is given as to whether attendance is safe and/or appropriate for the student in your care. A decision should be made based on an assessment of an individual's pre-existing health conditions, personal susceptibility and ability to understand and take precautions to protect their health and wellbeing.



Travel

As an additional precaution, any member of staff or student who has been abroad or travelled long distances on public transport, is being asked to stay at home for 7 consecutive days from the date of return. Should symptoms develop within this period we would advise that contact with the NHS through their 111 Online or 111 Telephone service is made.

Access to Hygiene Resources

We have been having trouble ordering supplies of hand soap and sanitiser due to the recent surge in demand. At the time of writing, if we are unable to source any more stock, we believe we have enough to support the service for a further 2 weeks at the most. We are sure that you can appreciate that our supply is being rapidly depleted with the significant increase in hand washing that we have implemented. We are continuing to try and order more soap and sanitiser but we regret to inform you that if we do end up in a position where we are unable to procure any more, we will have no choice but to close the centre in the interest of safety.

We apologise for any disruption caused over the next few weeks and understand that this is a difficult time for everyone. We would like you to know that we are taking this situation seriously and doing all that we can to protect those in our care. We appreciate your continued co-operation and support.

We are continuing to monitor the situation as it progresses and will keep everyone informed of any changes as they occur. In addition, our risk assessment is being routinely reviewed and strictly adhered to by all of our staff.

If you have any questions or concerns regarding this matter, please do not hesitate to contact the centre on 01227 478 564 and ask to speak to a member of the management team.

Yours Sincerely,

Maddi Barnes
Health & Safety Advisor