



9 February 2022

Dear Parent/Guardian

## **Operational procedures, Maiden Erlegh School in Reading**

I am writing with some reminders of key operational processes relating to the running of the school.

### **Communication with the school**

We are aware that the phone lines are very busy, particularly at the beginning and the end of the day. Our preferred method of communication for any non-urgent matters is e-mail, leaving the phone lines free for urgent matters. E-mail addresses to be used are as follows:

- [Mercovid@maidenerleghtrust.org](mailto:Mercovid@maidenerleghtrust.org) – to report anything relating to covid;
- [Merattendance@maidenerleghtrust.org](mailto:Merattendance@maidenerleghtrust.org) – to let us know if your child is absent;
- [Meroffice@maidenerleghtrust.org](mailto:Meroffice@maidenerleghtrust.org) – for anything else.

### **Returning from isolation after testing positive for covid-19**

Students who test positive for Covid-19 may be able to return to school from day 6 of their isolation period if they test negative on days 5 and 6 and no longer have a temperature. If you would like your child to return school before the end of the usual 10 day isolation period, you must send in the 2 negative results to [mercovid@maidenerleghtrust.org](mailto:mercovid@maidenerleghtrust.org) and **wait for email confirmation that your child can return to school**. This will avoid us needing to remove your child from their lesson and asking them to wait while we contact you for the results.

### **Action to take if somebody in the household tests positive**

Please notify us via [mercovid@maidenerleghtrust.org](mailto:mercovid@maidenerleghtrust.org) if somebody in your household tests positive for covid-19. Students can continue to attend school as long as they undertake daily tests for 7 days and the result is sent in to the same email address before 8:30am. **If the test result is not provided by this time, we will need to remove your child from class until a test result is received.**

### **Students leaving school for appointments**

Where possible, appointments should be arranged for outside of school hours. Where this is not possible, please email the office on [meroffice@maidenerleghtrust.org](mailto:meroffice@maidenerleghtrust.org) confirming the name and tutor group of the child, the time they will need to leave school, the nature of the appointment and whether they are able to leave the school premises alone. **We can only allow students to leave the school for an appointment by themselves if we have written permission for this.**

### **Students leaving the school who are unwell**

If a student needs to leave school early as they are either mentally or physically unfit to stay in school, we cannot allow them to leave school by themselves. **Students assessed as unfit to stay in school for any reason must be collected by a parent or another adult.** If

anybody other than a listed contact for a student is coming to collect, we must be notified of this in writing by emailing [meroffice@maidenerleghtrust.org](mailto:meroffice@maidenerleghtrust.org).

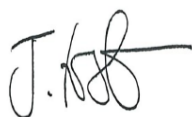
### **Items left at home**

Students have been provided with a printed copy of their timetable and are able to view this on ClassCharts. We encourage students to be independent and to organise themselves to bring in any equipment needed for their lessons. If a child forgets any items and you wish to bring the items in for them, we cannot guarantee that these items can be handed to the student before they need them. Any items that are brought in will be taken to Student Services until a student can collect them. Please let your child know in advance that if they forget any items, they should check with Student Services whether they have been dropped off.

If a child has forgotten their lunch and does not have credit on their ParentPay account, they should go to the kitchen at snack time and let them know. The kitchen team will provide a basic lunch, which can be paid for later in the day through the ParentPay system.

Thank you in advance for your co-operation with the above procedures, which will enable us to deliver the best quality customer service that we can to parents and students. We continue to be affected by high levels of staff absence and are doing all that we can to keep the wider school community as safe as possible during these challenging times.

Yours sincerely



**Mrs J Foster**  
Business Manager  
Maiden Erlegh School in Reading