



# **Kaimhill School – School Contingency Plan**

Standards, Quality & Improvement Plan  
2020/21

Action Plan V.1

[www.kaimhill.aberdeen.sch.uk](http://www.kaimhill.aberdeen.sch.uk) @KaimhillSch

## **Section 1 - Key principles**

The Local Delivery Phasing Plan (LDPP) incorporates the principles and expectations set out in national guidance and details a direction of travel for schools in order to realise equity and constancy wherever possible. The approaches agreed in the LDPP has guided the development of this individual School Recovery Plan, which will act as the Kaimhill School Improvement Plan for the coming session.

The School Recovery Plan will reflect the key principles as set out in the LDPP and in national guidance:

- Implementation will take full account of scientific and medical advice that it is safe to proceed
- The wellbeing of all pupils and staff will be carefully considered when determining the approach to reopening school buildings
- Risk assessments will be used to support planning and ensure that health and safety legislation and guidance is fully adhered to
- Public health measures will be taken fully into account
- Careful consideration will be given to the balance of in-school and at home remote learning to provide maximum benefit to children and young people
- Planning will build on the experience of delivering Hub and Emergency Childcare provision
- Planning will enable movement up and down the phases of the Route map
- Clear and effective communication with all stakeholders will be paramount

### **What will this mean for Early Learning and Childcare at Kaimhill Nursery?**

The use of our outdoor space will play a key part in how we deliver ELC. At Kaimhill Nursery, we will make routine and extended use of the outdoor environment to support daily attendance of 5 groups or 'bubbles' of supervised children. Children will be offered morning or afternoon sessions, enabling them to access their current 600 hours entitlement.

Our nursery children will enter the setting directly through the nursery gate and not through the main school entrance as is current practice. The organisation of drop off and pick up will be carefully coordinated to ensure social distancing when parents are on site.

Provision will be made in the numbers for vulnerable children requiring 1-2-1 support.

It is acknowledged that maintaining social distancing with children aged 5 and under is extremely difficult. Children will therefore be arranged in small groups of no more than 8, along with the appropriate number of adults to supervise that group. The membership of the groups (including the adults) will remain the same at all times until restrictions on social distancing in ELC settings are lifted. Whilst members of each group will not be required to remain distant from each other, staff will need to ensure that each group of children maintains a distance of at least 2m from other groups wherever practicable and appropriate.

## **What will this mean for Kaimhill Primary School?**

Kaimhill School comprises a mix of well-appointed closed classrooms and semi open plan rooms which can be used flexibly to support in-school learning. Whilst keeping primary aged children 2m apart is very difficult, we will be able to alter the number of pupils in each class and adapt the setup of all classrooms and larger spaces to support social distancing.

It is proposed that all year groups at Kaimhill School return, but in reduced groups with a regular rota system in place so that parents and children have a consistent routine. Classes will be divided into static groups with children attending in blocks of days. Our classes will be split into two groups, some of which may be of different sizes so that additional supports and staffing can be allocated to some. Provision will be made in the numbers for vulnerable children requiring additional support. This can be safely provided via our Rainbow Room provision.

Movement through the school will be restricted to toilet breaks and our children will spend their time in the one classroom. 7 classes will directly enter through their external classroom door to limit interactions with others whilst moving through the school. The remaining 4 classes will use the 2 playground entry and exit doors, on a staggered basis.

Aberdeen City Council have been asked to prioritise childcare provision for key workers and arrangements for this are currently being developed. We have identified as space to be utilised as a Hub for the children of key workers should the need arise.

## **Avoiding physical / social contact within the playground**

Use of our playground has been carefully considered and it has been divided into 8 sections to enable small groups of youngsters to safely access their play and outdoor learning spaces, whilst maintaining social distancing rules. Other spaces within the playground will be utilised on a timetabled basis to deliver the curriculum i.e. all-weather pitch and 'the forest'. No use of the fixed outdoor equipment will be permitted. A limited supply of playground equipment (which allows for social distancing) will be sanitised after each play session and risk assessed appropriately by designated PSA staff. We have staggered our breaks to reduce the number of pupils who will be accessing our outdoor spaces at any one time to ensure numbers remain within safe limits. Inclement weather will restrict outdoor breaks which will then be accommodated within the classroom environment.

## **Ventilation in buildings and the use of outdoor space**

Good ventilation is a feature of the Kaimhill School building design and staff can further support this by keeping windows and doors open (Fire doors should remain closed). Children and staff will spend more time outdoors, with weather appropriate clothing, keeping at least two metres apart from others. Effective outdoor learning can be delivered across many subjects and Kaimhill staff are further developing this area of our curricular offer. Informal outdoor classrooms set within the natural environment will be developed as spaces for learning where possible. Care will be taken to ensure that outdoor contexts for learning are fully accessible.

## **Management of symptomatic building occupants**

If a child attending Kaimhill school or nursery presents with symptoms of cough and/or high temperature, they should go home immediately. If a child is waiting to be collected by their parent or carer, they will be

isolated in a private well-ventilated room and should avoid touching surfaces. Two rooms have been identified as isolation rooms and will be cleaned after use in keeping with national guidance. (see plan)

The manager should then contact Robertson Facilities Management and ensure appropriate cleaning takes place. We will keep up to date with current guidelines via: <https://www.hps.scot.nhs.uk/web-resources-container/COVID-19-guidance-for-non-healthcare-settings/>

## **Section 2 – Hygiene and health and safety practice**

### **Cleaning routine**

At Kaimhill School, toilets and washrooms will be cleaned daily by Robertson Facilities Management (RFM) cleaning staff to maintain high standards of cleanliness, using methods and cleaning products in keeping with national guidance (COVID-19-decontamination-in-non-healthcare-settings). Additional sanitisation of taps and flush handles will be undertaken by RFM janitorial services on a regular basis during the school day.

All other areas will be cleaned by RFM cleaning staff before the start of every day, paying special attention to door handles, table/counter tops, bannisters, and other areas touched regularly by staff and children, with additional cleaning during the day.

Pupils will be asked to bring their own filled water bottle to school and water fountains will be out of action. A range of other rooms will be out-of-bounds to staff and pupils such as the reading cupboard and dining hall store. There will be restricted access to other resources areas such as the IT Store, Maths cupboard and other small, poorly ventilated rooms. Plans will be shared with all relevant RFM staff to ensure they are highly aware of the daily cleaning needs of the school and SLT will quality assure this process.

Sanitising wipes will be provided to Kaimhill School staff to clean telephones, laptops/desktop computers and associated peripherals and any other items which may be used by more than one individual, so that these items can be effectively sanitised between uses. Job share staff in our school have had particular reference drawn to the need for this during risk assessment dialogue.

All pupils will eat lunch within their designated classrooms. All desk top surfaces will be cleaned prior to and post consumption of food – PSA responsibility in each class.

Should there be a COVID-19 case, the cleaning regime will be in accordance with strict rules outlined in COVID-19-decontamination-in-non-healthcare-settings, which are reflected in the RFM protocols and have been shared with the Kaimhill Leadership Team. Areas for enhanced cleaning at Kaimhill School have been identified as the two isolation rooms, the first aid room and pupil/staff/nursery toilets.

## **Use of Learning Resources**

All school staff will be provided with a supply of sanitising wipes to undertake cleaning of resources, toys and any other items which may be used by more than one individual and to enable effective sanitation of items between uses. Some resources, such as fabric resources which cannot be easily cleaned between uses, will not be used for in-school learning at Kaimhill. Resources which are not being used will be removed from classrooms to aid this process. Staff will be guided to carefully consider an appropriate provision of resources for in-school learning.

Books and related resources within the Kaimhill School library will be put out of use, unless they are to be made available to individual pupils for their sole personal use – to be considered as part of Person Centred Risk Assessment (PCRA). Named PSA and ELC staff will be provided with daily responsibilities in their respective work areas to ensure resources are cleaned and effectively sanitised between use. This will be recorded on a check list and countersigned by an identified colleague i.e. Nursery teacher in ELC setting, CT in classroom setting. SLT will regularly quality assure checklists.

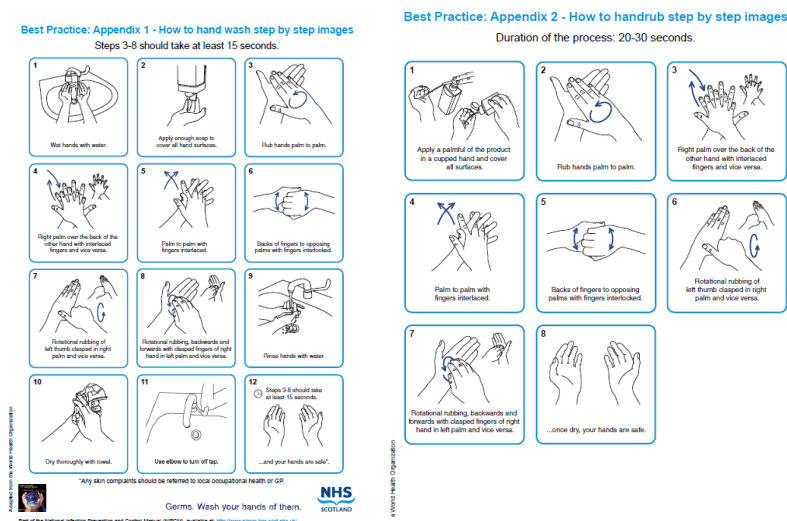
# Hand washing

Health Protection Scotland advise that soap and water should be used for hand washing and this is readily available within the Kaimhill School and Nursery setting. Alcohol based hand gels / sanitiser will be used where there is no access to soap and water. Stocks of soap will be checked and replenished before the start of every day by Robertson's Facilities Management.

Hand sanitiser will be available at each usable entrance point to the building as there is no immediate access to soap and water in these areas. Stocks will be checked and recorded daily by our designated PSA (PPE coordinator). This will be undertaken by a designated EYP in the nursery setting. Children and staff will be reminded to wash their hands with soap and water for at least 20 seconds, or use an alcohol hand sanitiser when entering the building, before eating or handling food, after blowing their nose, sneezing or coughing, and after going to the toilet. Children and staff will be reminded to avoid touching their eyes, nose or mouth, especially with unwashed hands. Posters have been displayed around the school to remind everyone of the need for regular handwashing. Staff will support children to understand the importance of closely following these routines as part of their re-entry to school in August, and younger children will be supervised to support their engagement with these essential hygiene practices.

Children and staff will be reminded to cover their nose and mouth when coughing or sneezing with disposable tissues and dispose of them in the nearest waste bin after use and wash hands. Tissues will be available in each classroom, and pupils should be reminded to use the crook of their elbow if no tissue is immediately available. Parents will be asked to provide handy packs of tissues for their child, and we will ask the Parent Council to support this.

All entrances to the Kaimhill School building will require hand sanitiser stations, with priority placed on the fobbed entry door beside the school office, the Primary 7 entry room and the two pupil entry/exit doors leading into the playground. Hand sanitiser stations will also be required in the PE Hall and community wing classroom. Stocks of sanitiser will be kept locked in the cupboard outside the school office. These stocks will be managed by the school administrator, supported by our PPE co-ordinator. All rooms being utilised have sufficient and appropriate waste bins for items such as tissues. Hand sanitiser will be available at the nursery gate and also the two entry/exit nursery doors.



## **Access to Toilets**

Pupils' access to toilets will require to be carefully managed in order to maintain social distancing within the toilet areas. This will be managed by the Senior Leadership Team with the DHT taking a daily lead in the assessment of risk in this area. Staggering break times will assist with this. There will be a strong emphasis on hand washing after visiting the toilet, and hand washing will be supervised for younger children. The maximum number in each toilet area will be limited to two pupils.

External doors of pupil toilets will be wedged open at all times. Risk assessment has shown this will not compromise privacy, eliminate unnecessary contact with door handles and facilitate adult supervision of handwashing. Children will access the toilets in timetabled blocks. Groups of children will be supervised by their timetabled adult, who will ensure adherence to handwashing procedures. Disabled toilets have been identified for use outwith timetabled slots if pupils require a comfort break, and will be supervised by identified PSA staff.

Signage will be outside each toilet area indicating no more than two people at any time. Handwashing signs will be displayed, and out-of-actions sinks covered to promote social distancing. Urinals will be out-of-use. Floor symbols will be displayed to ensure social distancing whilst waiting.

Exterior staff toilet doors will be wedged open at all times. Risk assessment has shown this will not compromise privacy and eliminates unnecessary contact with door handles. Signage will be outside each staff toilet area indicating no entry to more than two people at any time. Handwashing signs will be displayed, and out-of-actions sinks covered to promote social distancing. Urinals will be out-of-use. Floor symbols will be displayed to ensure social distancing whilst waiting. Staggered breaks will reduce pressure of use on the limited number of staff toilets. Staff can also access the disabled and staff toilets located beside the PE hall. In this instance they will require to sanitise all surfaces touched after use, including door handles. Signage will be in place to remind staff of these requirements.

## **Section 3 – Practical measures to support social distancing in our school**

### **How will we increase separation?**

The agreed metric of 5 sq.m has been used to determine the maximum capacity of all spaces in Kaimhill School and to help identify which spaces are most suitable for the provision of in-school learning. This metric allows for circulation space in addition to the need to adhere to the 2m social distancing rules. The spaces used for in-school learning will be prepared to clarify boundaries. All relevant classrooms will have their central partitions closed to create clear learning spaces for separate classes. Doors will be open at all times and good ventilation is a positive feature of the Kaimhill building design. The Kaimhill School staffroom will also be subject to social distancing arrangements, with appropriate changes to the physical layout of the room and a restricted break over the staggered break/lunch periods. The P1-P3 cloakroom will be utilised by PSA staff to safely hang up items of outdoor clothing at socially distanced intervals to minimise risk of outerwear garments touching. 12 areas have been identified as learning and teaching spaces and all will benefit from the appropriate furniture and teacher technology to support socially distanced learning experiences within Kaimhill School. PE will take place outdoors. There will be no gatherings of pupils in large groups during these times (i.e. assemblies) and the dining room will be used to accommodate excess furniture.

Pupil groups have been carefully planned and membership of these groups will be static in line with current Scottish Government Guidance. Family groups and siblings have been considered and will attend school on the same rotational basis. This will help restrict the number of different interactions each pupil has. Safe spaces have been identified in the Rainbow Room. This is a familiar space for our vulnerable pupils with a Person-Centred-Risk-Assessment, who will require support. Consideration has been made around the groupings to facilitate safe support for individual pupils. Reconfiguration of furniture in these spaces has been carefully planned and measured to support safe social distancing. Spaces have been identified for the storage of excess furniture and resources. Additional areas have also been earmarked for use as isolation spaces for any pupils or staff who develop symptoms whilst they wait to return home. The dining hall has been identified as out-of-action and will be used to store surplus furniture. Our risk assessment has identified this as a safe area, with no ready access for children.

Isolation spaces will be well ventilated at all times and will not be used for any other purpose as they will require to be intensively cleaned after being used by any symptomatic individuals. Two spaces have been identified for those who display symptoms of COVID-19. The Dyslexia Outreach Room and the Art Resource Room. Additional rooms can be utilised within the community wing of the Kaimhill premises should a further need arise. The existing first aid room will retain its current purpose. The sharing of resources between children and young people during a learning activity will be avoided in order to limit the potential for transmission. All pupils will be provided with their own learning tools which will be kept in their tote trays. These will comprise items such as individual whiteboard & marker, pencil, rubber, sharpener, ruler, pens and pencils, and a range of other age and stage appropriate learning tools. These items will not be shared and will only be used by that pupil. Consideration will be given to resources required by youngsters experiencing additional support and learning needs. Personal belongings taken into the school will typically be expected to comprise a packed lunch box and water bottle. Personal belongings will be taken home at the end of any in-school learning. Pairs of classes and some individual spaces have been identified in our playground for outdoor learning. The focus of these activities will be around Literacy, Numeracy, HWB and IDL. ***(reference picture of playground to be developed with labels to aid clarity for pupils, parents and staff following playground markings being added to create 'learning zones')*** A significant range of learning and play resources have been removed from each classroom to ensure social distancing and decrease risk of contamination. These items include books, sand and water trays, painting stations and any soft toys or furnishings. Staff are currently being consulted on our outdoor learning offer and this will be developed as part of curriculum delivery in August 2020. The Kaimhill School Office door will be closed at all times. Signage will indicate a maximum of 4 persons are permitted within. No parents will have access to the



school building, and the office internal window to the foyer will remain locked. The internal window to the school corridor can remain open to facilitate staff communication with office staff on entry and egress of the building, eliminating the physical need to enter the school office space.

The photocopier in the Reprographics Room will only be used by one person at a time, and will be cleaned with sanitising wipes after each use. Only one person is permitted to be in this room at any time. All other photocopiers in the school building can be used by one member of staff at any given time, sanitising wipes will be available for cleaning after each use.

### Induction Period

	Monday	Tuesday	Wednesday	Thursday	Friday
% of children in school Week 1	Inset day 0%	50%	NCC Digital Day 0%	50%	50%
Primary 1 – w/b 10 <sup>th</sup> August	Inset day 0%	P1 Half day - am	NCC Digital Day 0%	P1 Half day - am	P1 Half day - am

### Weekly Model

	Monday	Tuesday	Wednesday	Thursday	Friday
% of children in school	50%	50%	NCC Digital Day 0%	50%	50%
Primary 1 – w/b 17 <sup>th</sup> August	P1 Half day - am	P1 Half day - am	NCC Digital Day 0%	P1 Half day - am	P1 Half day - am
Primary 1 – w/b 24 <sup>th</sup> August	P1 - Full day	P1 - Full day	NCC Digital Day 0%	P1 - Full day	P1 - Full day

### How will we decrease interaction?

Following careful consideration of our unique Kaimhill building we will maintain a 'Keep Left' approach at all times. Signage throughout the school will provide visual reminders. Children will be inducted in this approach at the start of the new term. Approaches to how we move around the school are being finalised as our staff return in June to ensure arrangements are sensible and understandable for pupils.

We are limiting the numbers of staff who initially return to enable compliance with agreed expectations around social distancing. Groups of children arriving and departing at the same time will be avoided and classes will have carefully considered staggered start and finish times to reduce the number of children together at any one time. These plans will be agreed between the Head Teacher and the school Quality Improvement Manager, and shared with parents.

Kaimhill School will adopt a protocol for drop off and pick up. Parents and carers will refrain from entering the school playground to further reduce numbers. Parents and carers can make use of locations nearby that limit traffic near the school. Restrictions will be placed on entering the school car park. Only parents of children with additional support needs who had previous arrangements will be permitted access to ensure that groups do not congregate. Blue Badge Holders **MUST** strictly use the Disabled Bays provided. The Kaimhill School Reception Area will not

be accessible to parents and carers during Phases 1-3 of the return with all enquires made either by phonecall or e-mail.

As stated, parents will not be permitted into the Kaimhill School playground. P1 parents will wait with their child at the 'Two Mile Cross' playground gate until their teacher comes to collect the children. P1 parents will also collect their child at the end of the school day from this same gate, social distancing guidance must be adhered to at all times. P2 & P2/3 parents will wait with their child at the playground gate beside the nursery entrance. P2 & P2/3 parents will also collect their child at the end of the school day from this gate, again adhering to social distancing guidance. All other children will enter and exit the playground using any gate. Parents who wish to collect their child should ensure he/she understands which gate they will meet at. PSA staff will be deployed to assist both pupils and parents with entry to and from the school premises. **(reference picture of playground to be developed with labels to aid clarity for pupils, parents and staff)**

Playgrounds will only be accessed by children for the purpose of attending in-school learning and only an emergency will trigger a need for anyone else on site so that carefully calculated capacities can be maintained. Access to the building will be strictly controlled, working in partnership with RFM colleagues. Pupil breaks will be staggered from 10.00-10.20 am and 10.30-10.50. The 10-minute window enabling sufficient time for pupils to re-enter the school and complete handwashing before the next group. These timings effectively half the number of pupils accessing the playground for social break.

Where possible, furniture will be laid out to guide effective social distancing with surplus furniture cleaned and stored in any spaces not being used. Clear signage will indicate any items of furniture which will not be used where full removal is not possible.

In some circumstances (including where the 2m rule will be difficult to apply) a risk mitigation approach will be followed in keeping with Scottish Government guidance. In these circumstances, a group or 'bubble' of set members will be established. This may apply for some very young groups of learners or for some with additional support needs. Planning as per current Scottish Government guidance enables 2 bubbles in each class at Kaimhill School in August – as reflects the capacity of the school, the needs of our youngsters and current guidance. Staggered start times of 8.55am and 9.10am will be followed to facilitate safe handwashing once pupils are inside the school building. Finish times will be staggered to 3.00pm and 3.15pm accordingly. Groups of primary children will be taught by a limited number of staff.

10 external doors will be used for the 12 classes in August. 7 classes benefit from doors which open directly into the classroom. Each of the two remaining doors will be shared by two classes – each with staggered start and finish times to eliminate the possibility of interaction with another bubble.

Where children attend childcare within school, movement between areas and groups will be risk assessed and managed to limit contact as much as possible.

Orientation videos demonstrating this will be provided before the return to school via the school website. A range of signage and floor markings will be required across the school to communicate and reinforce the new arrangements. These are currently being prepared and will be key to supporting our children visually as they follow the range of social distancing, entry/exit and hygiene requirements.

We have been developing our Kaimhill School capacity plans in line with current Scottish Government guidance. An initial model for blended learning that could be adopted in our establishment provides pupils with 2 days of in-school learning over a week. The children will be carefully grouped in small, static bubbles that comprise 50% of each class. Using this model, over a fortnight, the learner receives 4 days face-to-face teaching and 6 days digital delivery. Support for digital learning will be available. Learners have 20 hours face to face input.

Day	M	T	W	Th	F	M	T	W	Th	F
Group			NCCT and Digital Preparation					NCCT and Digital Preparation		

## **Dining arrangements**

All children will be asked to bring a packed lunch and the provision of free school meal vouchers will continue. Children will be asked to take any uneaten food / waste wrappers etc home with them, to help reduce the risk of infection spread.

All pupils must remain on site for lunch in order to limit their contact with others outwith the school. These arrangements will be reviewed as restrictions are reviewed. All staff are also encouraged to stay on site throughout their lunchbreak.

Early Years dining will be within the setting area to ensure that children can remain within the space. The social distance practice within the kitchen has also been considered with one member of staff using this space at any given time on a daily basis.

All pupils will eat their lunch within their classroom. A safe place has been identified for ASN youngsters who might struggle with this arrangement and adaptations can be made as we undertake dynamic PCRA around the needs of vulnerable youngsters from August 2020. The lunch break at Kaimhill School will continue to be 45 minutes and all staggered lunches and staff breaks will be timetabled accordingly. Lunch breaks for pupils and staff will be staggered over four time slots (12.00pm, 12.15pm, 12.30pm and 12.45pm) to facilitate safe, supervised and hygienic eating, playing, comfort breaks and handwashing.

## **Evacuation procedures**

Entry and exit points have been altered and evacuation processes have been amended to reflect this. Muster points have been spaced further apart to allow for social distancing. The Fire Evacuation Plan has been amended in response to this School Recovery Plan and shared with all stakeholders. Illustrated maps with directional guidance as to the whereabouts of the nearest and updated emergency exit are being prepared and will replace current guidance in school.

Emergency evacuation drills will be planned for all groups of pupils at the start of the new term. Evacuation arrangements for children with complex needs or disabilities will be reviewed with Personal Evacuation Plans being implemented, if this is required.

## **Orientation**

The Senior Leadership Team will brief staff on circulation patterns and revised school layouts to ensure that all staff are aware of new restrictions. A map will be displayed, and signage used as appropriate to act as an aide memoir. All children will be advised of arrangements prior to their return, through virtual tours and Google Meets, with health and safety a key focus when groups first join in-school learning in August.

## **School Transport**

Children at Kaimhill School will be encouraged to avoid travelling to school on either public or school transport with walking being promoted where safe to do so. Where walking is not appropriate and where pupils are transported by private car, careful consideration should be given to these travel plans and parents/carers are encouraged to park safely away from the school to minimise activity around the school gates. All Kaimhill pupils will be encouraged to walk/cycle to school. The use of bike racks will be carefully managed, including requiring pupils to queue (with physical distancing) whilst other pupils ahead of them are parking their bikes, and signage will be available to reinforce this. Staggered starts and finishes to the school day should also help reduce the number of pupils needing to be within the vicinity of the bike racks at any one time.

## **Managing Visitors / Managing Reception**

External visitors to the school building will generally not be permitted. The only exceptions to this will be:

- Local authority officers required to visit the school to provide essential support to pupils or staff (by pre-arranged appointment only)
- Contractors required to access the main building or grounds to undertake essential planned maintenance or repairs (by pre-arranged appointment only with RFM)
- Contractors working on a closed construction site within the school building or grounds, where appropriate measures have been taken to entirely separate the construction site and contractor personnel from the rest of the school, and the work has been approved to go ahead by Corporate Landlord officers/RFM
- Any other visitors required to enter the building for emergency purposes, including emergency repairs

**Parents will not be permitted to visit the school to speak to teachers about their children.** This will be communicated clearly to all parents. Where parents require to contact a teacher, they should be asked to make contact initially by email, and by booking an appointment in advance.

Signage will be displayed at school visitor entrances to explain that visitors are generally not permitted, and will provide a telephone number for visitors to contact an appropriate member of staff within the building, should they wish to speak with someone or if they have an appointment to attend the school. If a visitor has an appointment to access the building, they will be asked first to confirm that they are not displaying any COVID-19 symptoms. Those displaying symptoms will not be permitted access.

Where possible visitors permitted access, will remain within the reception area of the school and speak with the relevant member(s) of staff via the Reception desk window / hatch.

The name and contact telephone numbers of all visitors entering the building will be recorded, along with the date and times of their attendance, in order to support the national Test and Protect Strategy.

Office Staff will be responsible for revising visitor sign in sheets to include contact information and ensuring this information is kept safe, in line with GDPR requirements. Parents will be informed of the need to avoid visiting the school and make appointments to speak to staff via groupcall email. This information will also be available via Kaimhill School website and twitter feed. Office staff will update parents, as per guidance from HT. Office staff will manage the allocation of appointments for parents speaking to staff.