



Frequently Asked Questions

We were in transit through Hong Kong – is my daughter required to stay away from the College?

Yes, the guidelines apply to students who have been in, or transited through, Hong Kong or China on or after 14 January. Additionally, if your daughter has been in regular, close contact with people who have travelled or transited* through Hong Kong or China, she is required to stay away from school.

*Transit means the flight landed in China or Hong Kong.

I went to China, but my family are all well. We were in China only five (5) days ago. Do I need to stay away from school?

Yes. It is compulsory for any student who went to, or transited* through, China or Hong Kong and returned to Australia on or after 14 January to stay home until the 14-day period has passed.

*Transit means your flight landed in China or Hong Kong.

What is the quickest way to contact the School?

To inform the school of your daughter's absence please fill in the following form in the link provided: <http://bit.ly/PymbleLCCorona>.

Should you wish to speak with a staff member, please contact your daughter's sub-school office.

Preparatory School	8.00am to 3.45pm	(02) 9855 7720
Junior School	8.00am to 3.45pm	(02) 9855 7700
Middle School	7.45am to 3.45pm	(02) 9855 7611
Upper School	7.45am to 3.45pm	(02) 9497 7865
Senior School	7.45am to 3.45pm	(02) 9497 7871

Will the College be translating key communications into Mandarin?

Yes, all future correspondence relating to the coronavirus will be translated into Mandarin.

My daughter missed Orientation Day, are there things that we need to know?

Staff are aware of students who are missing Orientations and will be providing girls with an Orientation when they return to campus. We are looking forward to ensuring our girls feel warmly welcomed to the College when they arrive.

What is happening with camps, sport and other pre-arranged excursions?

Sport and Activities will continue, and the College guidelines implemented clearly outline expectations regarding student attendance; please refer to the letter from the Principal dated 28 January 2020.

The Year 11 Camp due to depart on Monday 3 February will be rescheduled. We are negotiating with the provider to find a new date for this camp. The date of the Year 8 Camp will be moved due to this being hosted in a bushfire-affected region. More information will be provided when we have secured a new date. All other camps will continue as scheduled.

Excursions will be treated on a case-by-case basis.

Can I obtain a credit for co-curricular activities my daughter has been absent for?

The College will provide credits for co-curricular activities for students who were required to miss activities due to the coronavirus guidelines.

Does this affect the Aquatic Centre programs, and can I obtain a credit for lessons I have missed?

Families who access the Aquatic Centre have received the same guidelines that have been sent to our community. Our Aquatic Centre will remain open at this stage. The College will provide credits for swimming lessons for students who were required to miss activities due to the coronavirus guidelines.

How are you vetting visitors to the College?

All College offices have signs articulating the College guidelines, and visitors from affected areas will be asked to reschedule meetings. Where possible, the College is limiting visitors onto our campus.

Given a small number of students and families were on campus yesterday that recently visited or transited through Hong Kong, what steps has the College taken to mitigate potential risks?

The College has a thorough cleaning program and comprehensive hygiene practices which have been enhanced to ensure the health and welfare of our staff and students. Sanitising products continue to be provided in all offices. Our Health Centre staff conducted health checks on all Boarding students, as is our normal practice at the beginning of the year. Boarding students will be monitored daily. Additional Health Centre staff and our College medical general practitioner are on call should the College require additional support.

Can my daughter wear a mask at school?

Yes, your daughter can wear a mask to school. The College is not providing these, except to Boarding students.

Should I be concerned if my daughter attended Vacation Care?

Communication will be sent on Wednesday 29 January to all families who attended our Vacation Care.

What is happening with my School/Boarding Fees if you are asking my daughter to not attend the College?

For Day students, the College will continue to provide access to learning materials via a digital platform; an academic staff member will be in contact with absent students. College Fees continue to apply.

For Boarding students who have come from, or transited through, China or Hong Kong only, Boarding Fees for the period of time absent will be credited. Academic Fees will remain as students will have access to learning materials.

My daughter has a cough/cold but hasn't had any contact with a possibly infected person. Is she able to come to school?

As per normal procedures, please do not send her to school until she is well. If you are concerned, please see your doctor.

What medical documentation do I need so that my daughter can return to school?

Please take your daughter to any medically registered practitioner (doctor) at the conclusion of her 14th day of incubation and obtain a medical certificate outlining:

- the date of the visit to the doctor
- the date of your return from, or transit through, China or Hong Kong
- a statement that outlines your daughter is in good health.

The College is not providing a list of medically registered practitioners.

How are you supporting my daughter's learning whilst she is away from the College?

Girls will have access to learning materials whilst absent. Academic staff will be in contact with your daughter by close of business on Friday 31 January. There will be no assessments in the first two weeks of school.

Is it OK to withhold my daughter from school if I'm concerned about her safety?

Yes, please complete the form emailed to you in the Principal's letter dated 28 January. The link to the form is also provided here: <http://bit.ly/PymbleLCCorona>. Please note, the College will not provide credit for Tuition Fees or co-curricular-related expenses if parents choose to keep their daughter away from school.

How are you keeping my daughter safe on campus?

The College continues to follow the most recent advice from NSW Health and other authorities, together with making decisions we feel are in the best interests of the College community in order to continue to support the health and welfare of our girls, staff and families. We are also in close contact with Knox Grammar School and are making a number of joint decisions in the best interests of our communities.

Do I still need a clearance after 14 days have passed and I have no symptoms?

Yes.

How will the College ensure potentially affected students will stay away?

The form provided to our community has been completed by more than 300 families as of 9.00am on Wednesday 29 January. We commend and thank our community for being so responsive and supportive of the guidelines implemented by the College. All measures are being taken by the College to ensure the safety and wellbeing of our students in accordance with the most recent advice from NSW Health and other authorities.

[Issued at 2.25pm on Wednesday 29 January 2020]