

Dear Parents / Carers,

I am writing to you with further advice about the Coronavirus (COVID-19) outbreak and our plans for the coming weeks and months. As I am sure you will understand, it is very difficult to predict what might happen, but we have taken steps in school to plan as best we can for future events and would appreciate your support and understanding.

The Government is planning for a range of future scenarios, one of which includes a temporary school closure. Should this happen, there are still many ways we can stay in touch with you.

- We will post news updates to our website with the Frog portal providing personal information. We also intend to use the MyFrog app to send messages. This app is free for you to install. You can find MyFrog in both the Apple App Store and Google Play Store. You can find links and a video showing how to use at this web address:

www.frogeducation.com/mobile

The Parent Portal will load into the app too, you will be able to access further information and guidance from the Dashboard link in MyFrog.

To access your account for the first time:

1. Go to [**school's Frog URL**]
 2. On the login page select the **Forgot Password** link
 3. You will be prompted to enter your **email address** (this should be the email address you have previously supplied the school as contact email) and click **Submit**.
 4. Check your email inbox for an email from Frog (you may need to check the spam folder, if the email does not appear).
 5. Follow the email instructions to login, you will now see on the login screen your username and password reset form
- Our admin and business teams will be working remotely, allowing our business functions to continue. This means answering parental queries by email, paying invoices etc... will be able to carry on as normal.
 - Student Learning. It is vital that, if school closes, students continue to work. Whilst there is no substitute for being in a classroom with a teacher, we will set regular work via Frog. Parents can help us by doing the following:
 - Making sure your child has access to Frog from home. Ideally this will be on a home computer, although we recognise some students do not have access to these.
 - Make sure your child has somewhere quiet to work. In the event of extended school closure we would ask parents try to ensure that conditions at home are conducive to allow for 6-7 hours good quality work each day. This work will be shared with children by their teachers via Frog.

This is a fast-moving situation. At the time of writing this letter, the risk level is deemed low to moderate. If you wish to keep up to date with the latest situation, the following links may prove helpful:

- A school-based information portal: <https://thepenrithhub-cumbria.frogos.net/app/os#!covid-19/information>
- Up-to-date Government Advice on Coronavirus <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>
- Government Coronavirus Action Plan: a guide to what you can expect across the UK <https://www.gov.uk/government/publications/coronavirus-action-plan>

Yours faithfully,