

Frequently Asked Questions

I have already sent my preference for face-to-face or distance learning. Do I need to re-send my preference?

No. Your preference has already been registered.

Can I make a special request for my child's attendance frequency in school?

Yes. You may send any special requests to the Supervisors via email till September 3, 2020. Approvals are based on a number of seating and health & safety criteria. You will receive an email response on the approval/rejection from the Supervisor within 48 working hours. Contact details of the Senior Leadership Team are shared below for your perusal.

We as parents would like to visit school. How many parents are permitted in school at one time?

As per ADEK, **only one** accompanying guardian is permitted to enter school at any point in time. The school's leadership team and teachers will be available for a meeting on MS Teams or Zoom as per the mutually agreed appointment schedule with parents. For an online meeting appointment, please send an email to the concerned person.

Designation	Name	Email ID
Supervisor – Kindergarten	Ms. Feria Preeti	feriapreeti.r_uis@gemsedu.com
Supervisor – Grades 1 & 2	Ms. Priya Sonnakula	priya.s_uis@gemsedu.com
Supervisor – Grades 3, 4 & 5	Ms. Chitra Seshadri	chitra.s_uis@gemsedu.com
Supervisor – Grades 6 – 12 (Girls)	Ms. Sunitha Nambiar	sunitha.n_uis@gemsedu.com
Supervisor – Grades 6 – 12 (Boys)	Mr. Kunjumoan K. Joseph	kunjumoan.k_uis@gemsedu.com
Vice-Principal	Mr. Murad Sarfraz	shaikh.s1_uis@gemsedu.com
Principal	K. George Mathew	info_uis@gemsedu.com

My child will be travelling by bus. Are there any special guidelines to follow?

Yes. Parents are advised to take the temperature of their children at home before they leave for school and after they return.

- Temperature will be taken by the BBT staff for each bus occupant on entry. Any student with temperature more than 37.5° Celsius will not be permitted to travel by the bus. Parents of Kindergarten, Grade 1 and Grade 2 are requested to accompany their children to the bus stop and wait till the child has boarded the bus.

While this will be reiterated by the bus supervisors, parents are to instruct their children to:

- Wear their masks at all times.
- Request parents to provide spare/additional masks.
- If wearing gloves, to keep gloves on and not dispose in the bus.

- Children must remain seated in the buses only in their assigned seat. They must be advised to sit individually and not in pairs/groups.
- Sharing of food and water is not allowed in buses.
- Wear the seat belt at all times.

Are there any special instructions for break times?

Yes. While teachers will ensure the following, please advise your child to follow these instructions:

- Maintain social distance and avoid any physical contact.
- Sharing food and water is not allowed.
- Touching others' things such as books, stationery, tissues/napkins/handkerchiefs should be avoided.
- Wash and sanitize hands before and after meals.
- Sit on the assigned seat in the classroom and have their snacks.
- Moving out of class during breaks is not allowed.

Important: Please note, as per ADEK regulations for health and safety, water dispensers have been disconnected and students need to bring sufficient water to school.

Canteen Service (only for Grades 1 to 5): To provide a healthy snack and reduce movement between buildings, pre-packed sandwiches will be available to buy over mobile canteen service in the academic blocks during breaks.

Are there any revised guidelines for arrival and dispersal?

Yes. Students will be trained/guided to enter and exit their academic blocks via specified entry and exit points. Distance markers are made visible across school for students to follow social distancing while moving from and to the buses, and also moving within the blocks as well as seating in the classrooms. Please encourage your child to follow all guidelines that the Class Teachers will share each morning.

Own Transport Arrivals and Dispersals

Students using their Own Transport must be dropped off and collected from Gate Number 2 or 3. Parents will not be allowed to access the building.

KG students will be escorted to their classes by TAs and brought for dispersal also by TAs.

For safety measures, parents will not be permitted to access the reception area to wait for their children.

Do I need to sanitize my child's books, stationery, uniform, and shoes on return from school?

Yes. On return from school, please ensure the uniform is put for a wash. Children's shoes, bags and stationery must be sprayed with a 70% alcohol disinfectant spray (available in all general stores) and left at least 30 minutes before use. It is recommended that children bathe/wash once they return from school.

Can my child wear the sports uniform at will?

No. Children may wear the sports uniform as per the time-table provided by the Class Teacher. As students will be in school on alternate days, they must wear their regular school uniform.

When will I get the time-table for my child?

Along with the time-table, the Supervisors/ Class Coordinators will shortly share grade-wise specific guidelines on attendance, children's expectations and routines for distance learning and face-to-face learning.

How can I manage my child's bag weight?

In the interest of our students' health, we have worked on ways to reduce bag weight. Grade-specific guidelines on reducing bag weight will be shared by respective Supervisors shortly.

When will I get the Student Diary for the current academic year?

Students who are attending face-to-face sessions will receive sanitized diaries in the classroom. Parents who opted for distance learning will be sent guidelines on how to collect the student diary from school.

I am a BBT bus user. Is there any discount in bus fees?

Yes. Though ADEK has clearly stated "Schools will not be able to reduce bus fees despite the possible reduction in the number of days attended physically in school due to the capacity utilization reduction of buses (50% of capacity)" – *source Abu Dhabi Parents Guide Schools Reopening*, – GEMS has negotiated a 25% discount with BBT for alternate day bus users, till further notice. ***Bus charges may vary for special requests for bus services, if applicable.***

This discount will only be available to parents who pay their bus fees in advance of the month of September and will not be retrospectively applied against outstanding or overdue fees.

Are there any changes in the use of online teaching portal the school used in Term 1?

Yes. Phoenix Classroom has been further improved with added features. A parent guide for usage of Phoenix Classroom has been attached to this email for your reference. As used in Term 1, the school will continue to use MS Teams, MS Assignment, MS Forms etc to deliver distance learning. Information on additional educational applications, as and when used, will be shared with respective student groups.

I am unable to log in to Phoenix Classroom portal. How do I resolve this?

Login for Parents – Phoenix Classroom

You can access Phoenix Classroom, go to www.gems.ae and click on Phoenix Classroom Tile. Alternatively use this direct URL: <https://gems.phoenixclassroom.com>

Use your GEMS parent username and password. If you do not have one, please contact our school ICT department to obtain a username and password.

Login for Students – Phoenix Classroom

Go to www.gems.ae and click on Phoenix Classroom Tile. Alternatively use this direct URL: <https://gems.phoenixclassroom.com>

Use GEMS student email and password (for example: joe.v_mhs@gemselearning.com). If you do not have one, please contact our school ICT department to obtain a username and password.

- Phoenix Classroom user manual is attached for detailed descriptions.
- For any queries or further clarifications, please contact the School ICT team at: molly.r_uis@gemsedu.com / anil.g_uis@gemsedu.com

Are there any fee discounts for this term?

No. There is no provision made for any fee concession in this term so far.

Following is the ADEK regulation on payment of tuition fees - 'Full tuition fee will apply to students regardless of the mode of attendance and reopening model followed by the school' source: *ADEK Parents Guide School Reopening*.

Please note that all outstanding fees till June 2020 needs to be cleared off by August 30, 2020 to avoid any disruption in your ward's learning access.

Updated information, if any, will be shared with parents from time to time.