

## PARENT/CARERS HANDBOOK

### CONTENTS

#### INTRODUCTION

#### MISSION STATEMENT

#### CONTACT US

#### 1. JOINING OUR NURSERY

- Session times
- Absences/Holidays
- Fees and Grants
- Extra Activities

#### 2. GENERAL INFORMATION

- Settling In
- Staff / Key Persons Information
- What You Need to Bring – Each Room
- Toys
- Parking
- Security
- Closure of The Nursery
- Communication
- Information Updates
- Data Protection
- Confidentiality
- Transitions
- Parents Lending Library
- Outings, Trips and Visitors
- Our Healthy Eating Programme
- Baby Nursery Food
- Packed Lunches
- Learning and Education – EYFS
- Other Settings
- Forest school

#### 3. HEALTH AND SAFETY

- Arrivals and Departures
- Unwell Children
- Medicines
- Allergies
- Accidents/Incidents
- SEND (Special Educational Needs and Disabilities)
- Health and Safety Policy
- No Smoking
- No Mobile Phones, Cameras or Recording Devices

#### 4. HELPFUL REMINDER LIST

##### APPENDIX POLICIES AND PROCEDURES INCLUDE

###### Child Protection Policies

- Child Protection and Safeguarding Policy
- Complaints and Compliments

###### SEND and Child Behaviour Policies

- Positive Behaviour Policy

###### Health & Safety Policies

- Missing Child Policy and Procedures
- Health/Illness Exclusion Periods
- Medication policy
- Breast Feeding Policy and Advice

###### All Parents Info and Admission Policies

- Admissions Policy
- Adverse Weather Policy
- Bereavement Policy
- Information for Parents/Carers Policy
- Late Collection and Non-Collection Policy
- Parents and Carers as Partners
- Separated Family Policy
- Settling in Policy
- GDPR Privacy Notice for Parents/Carers



#### 12.3.4.1

### INTRODUCTION

We are delighted you have chosen the nursery for the care of your child. We will endeavor to ensure that you feel you have made the right choice.

This handbook has been developed as an on-going reference book for all parents/carers to refer to during your time with us. Throughout your child's transition from one part of the nursery to another, you will be given detailed information on how each section of the nursery works. If at any time you wish for further information please do not hesitate to contact the Room Leader of your section, or the office. We would be delighted to help.

The nursery is divided into sections;

- Baby Nursery – for children aged approx. 3 months to 18 months
- Middle Nursery – for children aged approx. 18 months to 36 months
- Transition and Pre-school – for children aged approx. aged 3 to 5 years.

### MISSION STATEMENT

#### Aims

We aim to:

- Provide excellence in care for children age between 3 months and 5 years by ensuring that standards set throughout the establishment are always at the highest level
- Ensure that every child is cared for in a safe friendly and stimulating environment
- Promote a balanced stimulating curriculum catering to each child's individual needs, enabling their full potential to be recognised
- Provide a wide range of activities for each child, to enable a wealth of knowledge through various learning experiences
- Ensure a valued partnership between nursery, children, parents/carers and schools
- Provide various opportunities for children to experience physical activities
- Promote equal opportunities for all children and respect and value individual achievements and encourage children to develop sensitivity towards the needs of others thus developing and understanding of what is right and what is wrong.

12.3.4.1

## CONTACT US

If you require further information or clarification of any point, then please do not hesitate to contact the nursery:

**Proprietor:** Annie Silcock

**Manager:** Dawn Lloyd-Jones

**Deputy Manager:** Lisa Porter

**Accounts:** Elizabeth Berry

**Address:** Cotton Lane, Cotton Edmunds, Chester, Cheshire CH3 7PZ

**Telephone/Fax:** 01829 741608

**Email:** [info@smartiesnursery.com](mailto:info@smartiesnursery.com)

**Website:** [www.smartiesnursery.com](http://www.smartiesnursery.com)

**Ofsted registration number:** 305305

Our website is full of information. It includes a 'Latest News' section that is updated regularly with information on what the children in each section of the nursery have been doing. Our updated policies, general helpful information and a calendar showing important dates and events are also displayed. Please log on and have a look. If we have your consent you might even see a picture of your little one!



## 1. JOINING OUR NURSERY

### SESSION TIMES

#### Session Times

Full day children will be accepted at 8.00am and should be collected by 6.00pm. Alternatively children can attend from 7.30-5.30 with the option of an additional chargeable half hour till 6pm.

**Part time morning session includes lunch:** Children will be accepted at 8.00am and should be collected by 1.00pm.

**Part time afternoon session includes tea:** Children will be accepted at 1.00pm and should be collected by 6.00pm.

Only full day attendance is offered to children under 18mths.

Parents are requested to adhere to the times of opening listed above.

The nursery is open for 51 weeks of the year.

The nursery is closed for one week at Christmas and for all of the statutory Bank Holidays. Please see our website for exact dates.

### ABSENCES/HOLIDAYS

You must inform a member of staff responsible for your child's supervision or the nursery manager as far in advance as possible of any dates on which your child will not be attending the nursery.

The nursery must be informed if your child is to be absent through illness or on holiday. This should be done by telephoning the nursery on 01829 741608. It is an Ofsted requirement to contact parents/carers of any child that does not arrive for their session to determine a reason for non-attendance.

### LATE COLLECTIONS

Your attention is drawn to the session times as stated. With regret a surcharge of £5 per each quarter of an hour will be added to your invoice for children being collected out of session times. To avoid upset to your child, who is waiting for your arrival, and the disappointment of any extra costs to your fees, please respect our hours of opening.

### FEES, VOUCHERS AND GRANTS

The nursery fee structure is based on core childcare provision and additional services offered such as meals, forest school, nappies etc. For further details of the additional services currently provided by the nursery please refer to the fee structure where a full list of additional services is listed.

The nursery will provide childcare and additional services to your child named on the registration form. The childcare and additional services provided will consist of agreed permanent sessions. Fees are calculated on a daily basis depending on part or full-time attendance. Invoices will be sent per calendar month, and are to be settled in full before the end of the month. All fees are to be paid by direct debit and this will be collected at the beginning of the month.

There will be no reduction for any part attended weeks. No charge will be made for the one week we are closed at Christmas and for Bank Holidays. Unfortunately, we are unable to offer swap days for sessions unattended.

#### 12.3.4.1

A 10% reduction is given on the eldest child's fees when two or more siblings attend. The discount is deducted after the Early Years Grant has been allocated for children over 3 yrs.

If payment of the invoice is not received before the end of the month, a 5% surcharge will automatically be invoiced out on all outstanding accounts. Normal fees apply during time off for sickness and holidays.

**If payment falls in arrears you will be sent a written request for payment. If you then fail to make payment within 14 days, your contract will be terminated, and the child registered will no longer be able to attend the nursery.**

#### **Childcare Vouchers**

We accept vouchers from a wide number of childcare voucher providers.

#### **Tax Free Childcare Scheme**

We are registered on the Government Tax Free childcare scheme

#### **Grants for 2-year olds**

As a registered childcare provider, we accept childcare grant for 2-year olds. Please see the office for more information.

#### **Grants for 3 & 4-year olds - 30hrs government funded childcare per week**

We are registered as a provider with Cheshire West and Chester Council Early Years and Ofsted which enables us to accept the childcare grant commencing the term after a child's 3<sup>rd</sup> birthday.

Please ask at the office for further details and an information letter on the above and for our fees.

#### **EXTRA ACTIVITIES**

The nursery also offers optional activities such as riding, golf, tennis and dance, details of which will be provided to you separately as and when these activities take place. There will be a separate charge for such optional activities. The nursery takes no profit from providing these additional services and they are regarded as a separate contract between parents and activity providers

## **2. GENERAL INFORMATION**

#### **SETTLING IN**

Once you have been offered a start date for nursery, you will be contacted by the room supervisor to arrange complementary settling in sessions. The sessions will comprise of approximately one hour and will be for 3-4 sessions before the allocated start date. The visits enable you and your child to become familiar with the staff. It is also an opportunity for you to pass on any information that may assist in your child settling at nursery. You will be required to stay on the premises during these visits.

#### **STAFF / KEY PERSONS**

Each section of the nursery has an individual Room Leader. These members of staff are qualified to NVQ3 or NNEB level and have several years of experience. In each section of the Nursery there is a photograph board showing the members of staff working in the area and their qualifications.

#### 12.3.4.1

The Room Leaders will be responsible for allocating your child a key person. The key person will introduce themselves to you and will be the one who will settle your child in. The key person will be responsible for the induction of a child and his/her parents/carers and will form a close liaison on a daily basis thereafter. There are special group times throughout the day so that stronger bonds between the key person and "their" children can be developed. When possible, parents/carers will get to see their child's key person at least once a day, depending on what time they drop off and collect their child and which hours their key person is working. If your child's key person is unavailable then information about your child will have been passed onto the room leader.

Your child's key person will be responsible for making observations and maintain records on your child's development and inform you of any relevant information involving your child. There will be a buddy key person allocated for the times your key person is not available, so your child still has a strong bond with someone in the room.

#### **WHAT YOU NEED TO BRING**

Please may we ask that **all** items brought into nursery are clearly labelled.

All children will need to bring a bag with a change of clothing in. It is very helpful if the bag is clearly named on the outside.

Listed below are items required for each section.

We are an all-weather nursery so it is essential that all children are equipped with suitable outdoor clothing. We do provide clothing for children using the forest school area.

No jewellery, money or other valuables are to be brought to the nursery by the children.

We would ask also that small hair accessories are not brought in as they are a choking hazard. Articles are left at nursery at owner's own risk.

#### **Baby Unit**

- Cool bags with ice packs to be brought daily, containing any food or bottles (each item needs labelling).
- Dummies (if required) sterilised and in own named container
- Bottles (sterilised) and milk powder in measured containers (both labelled)
- Change of clothes (labelled)
- Own sun-cream if required
- Any comforters required (labelled).

#### **2-4 Years**

- Dummies (if required) sterilised and in own named container
- Bag with a change of clothes (labelled)
- Pull ups (if needed when toilet training starts)
- Own sun cream if required
- Any comforters required (labelled).
- Water Bottle each day (clearly named)

Each summer the nursery will provide a high factor sun cream for children attending

#### 12.3.4.1

##### **TOYS**

Can we please remind parents/carers not to send their children to nursery with toys or other items which could prove a danger to other children, for example coins or very small objects which could cause choking.

It is not the responsibility of the nursery to keep track of toys and other items that children bring to the nursery. If you do not want things to get lost or broken, please leave them at home

##### **PARKING**

May we kindly remind you parking is limited and we would request that you spend as little time as possible in the car park area. Parents/carers use the car park entirely at their own risk. The nursery accepts no responsibility for injury, damage or loss to vehicles or property.

After 5pm the staff car park, located behind the playground, has vacancies. Parents/carers are welcome to use this area too, but please take care as children may be crossing the drive moving from one playground to another.

##### **SECURITY**

Please **DO NOT** open the front doors to other parents or visitors, even if known. This is an important Safeguarding precaution.

##### **CLOSURE OF THE NURSERY**

In the event the nursery has to close due to circumstances beyond our control e.g. extreme weather conditions, or other circumstances such as government guidance on infection control, the nursery regrettably is not able to refund fees or offer alternative days.

##### **COMMUNICATION**

Regular updates are on our website for the nursery under the latest news tab.

Daily diaries are kept for the babies in the baby nursery, showing nappy changes, food, sleep times, activities, etc. In other sections of the nursery, general information with regard to the day's activities is shown on the notice boards. Staff will give verbal feedback at the end of each day in relation to any specific information you may need. We also have on-site offices should parent/carers wish to talk in private.

Invoices, newsletters and important nursery information will be emailed out to your chosen email address.

Menu boards are on display in each section of the setting.

If you require any confidential information to be passed on to us, please make an appointment to see the Room leader, the Deputy Manager or the Nursery Manager.

#### 12.3.4.1

##### **INFORMATION UPDATES**

You must on the registration form provide all information required. In addition, you must generally provide such information as may be reasonably required concerning your child (e.g. known medical condition, health issue, allergy, diagnosed dietary requirement, prescribed medication, lack of vaccination which a child would ordinarily have by that age, or family circumstances or court orders which might affect your child's welfare).

You must keep us informed of the identity of the persons who will be collecting your child from the nursery. If the person collecting your child is not usually responsible for collecting them we will require proof of identity. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release your child to their care.

It is your responsibility to ensure that any information you provide to the nursery is accurate and you must inform the nursery without delay of: a. any concerns about your child's safety; b. any contagious disease your child is suffering from; c. any changes to the information you have provided to the nursery about your child.

It is your responsibility to ensure that the nursery has your latest contact details. Any information is to be given in writing and communication from the nursery will be sent to your last notified email address.

If any person other than the named parent/carer is collecting the child please inform us immediately with a description of the person collecting and password must be given.

##### **DATA PROTECTION**

Your personal data and that of your child will be processed and used by the nursery for the purpose of delivering and complying to the Statutory framework and as otherwise permitted under data protection laws. Data will be held securely but the nursery reserves the right to disclose data in accordance with the nursery's Safeguarding policy. If you have any concerns relating to data protection please contact the Nursery Manager.

##### **CONFIDENTIALITY**

To meet legal requirements and to ensure the safeguarding of children within our care, the nursery holds confidential information about children and their families. The information we hold is collected when a child starts at nursery and may be used for registration purposes, for communication with parents/carers including the sending out of invoices and information relating to their child and nursery activities. The nursery also requires full emergency contact details.

All recorded information is stored in our office and kept in a locked cupboard, with all information stored on the computer being password protected to meet with Data Protection requirements.

In order to protect the privacy of parents/carers and children we make all staff, students and volunteers aware that all information relating to children who attend the nursery is confidential. Parents/carers only have access to their own child's file and not to those of other children.



#### 12.3.4.1

We do not use the details we hold about any child for any purpose other than for use within the nursery and we specifically ask staff not to discuss information about children with other members of staff, unless it relates to the child's well-being or safety.

The nursery has the right, and is legally required, to override this confidentiality policy if a child is considered to be at risk (see Child Protection and Safeguarding Policy). We are committed at all times to ensuring the safety and well-being of the children in our care.

#### **TRANSITIONS ROOM TO ROOM IN THE NURSERY**

Before your child moves rooms within the nursery, they will be allocated a new key person. The key person will introduce himself or herself to you. There will then be several visits made to the next part of the nursery before your child is due to start. Their key person from the section they are currently in will be with them on their transitional visits when possible.

Before your child starts in a new part of the nursery, detailed notes will be sent to you regarding all aspects of the running of the new room. Parents/carers are invited to visit the new section and meet the staff.

Children are moved with relation to age, individual child development and peer groups.

#### **OTHER TRANSITIONS**

Children may experience a variety of transitions such as when they enter and leave nursery and also as they progress through the nursery from room to room; there may also be other transition phases such as new siblings, family breakdown, moving home, family bereavement, or death of a family pet which may impact on the child and require personalised individual support.

We ask parents/carers to inform key persons, room leaders or the nursery manager (whomever they feel most appropriate) of any transitional change to their family or child.

Please see our Transitions policies and procedures for more information.

#### **PARENTS LENDING LIBRARY**

In our main building hallway, we have a Parents Lending Library.

We have resource boxes for you to borrow regarding toilet training, managing feelings, healthy eating, new baby, etc. They are all available for you to take home to use and share with your child.

They include, books, information leaflets, reward stickers, etc. Please feel free to borrow them.

#### **OUTINGS, TRIPS AND VISITORS**

We occasionally take the children on local outings. The outings are walks down the lane to visit the animals or to observe the surroundings. The children are always closely supervised by members of nursery staff. If you do not wish your child to be taken on such outings, then please fill in the consent form on registration to advise us of this.

We also like to take the children on trips away from the nursery. Consent for such trips will always be sought after parents/carers have been given information about travel arrangements, destination, times, equipment needed, etc. No child will be taken on a trip without consent. Children who have just joined the nursery will not be taken on trips.

Our policy on trips away from the nursery is available for parents/carers to read upon request.

#### 12.3.4.1

We also occasionally invite interesting visitors to the nursery to talk to the children. We have enjoyed visits from dentists, police, fire fighters, musicians and road safety experts.

We would like to invite you as parents/carers to share any equipment, skills or knowledge with the children. If you feel you can contribute please speak to your child's Room Leader.

#### **OUR HEALTHY EATING PROGRAMME**

The nursery has developed menu plans with the help of a nutritionist and with input from children attending. We offer a wide variety of seasonal food, cooked on the premises. The menus are on a four-week rotational plan. A copy of our weekly menus can be found in each unit and on our website. You are able to borrow cookery books from the kitchen.

We have a policy that ensures the children are encouraged to try healthy food and food from various cultures. If your child has specific dietary requirements, whether it is religious, cultural, medical or chosen preference, we will liaise with you to ensure that your child is offered suitable options. There is a section on dietary requirements on our application form.

We ask that **no nuts or products containing nuts** are brought into the nursery due to allergies within the nursery.

Food from home – We can only accept shop bought cakes, biscuits, sweets, chocolates, etc. into the nursery for the children to eat as we need to check all of the ingredients against our allergy and dietary list.

If homemade food (i.e. a birthday cake) is brought in we would require a list of ingredients and this would then allow the cake to be sent home with the children, giving parents the option as to whether or not they wish their child to eat it.

#### **BABY NURSERY FOOD**

In the baby nursery guidance will be given to parents/carers who would like information on suitable foods for weaning. Please ask the Room Leader for more information or see our weaning policy document. We mainly prepare our own baby foods, but if you wish you may bring in food for your child. Food from home must be suitably packed in cool bags and containers. All containers must be clearly labelled. The food will then be stored in the fridge.

#### **Bottles**

Bottles for babies will be made on the premises as and when they are required. We require you to bring in your child's measured powdered milk in sealed containers along with their sterilised bottle in a small bag. We will serve bottles that have been made up at home at room temperature, but in the interest of food safety we will not reheat pre-made bottles.

#### **Breast Feeding**

We aim to follow parents/carers wishes as far as possible in relation to breast fed babies, to support mothers to continue breast feeding whilst attending nursery or to assist with the transition from breast to bottle. Please see the attached **Breast-Feeding Policy and Advice** in this handbook for more information.

#### 12.3.4.1

##### **PACKED LUNCHES**

We allow packed lunches to be brought in, although we do encourage the children to try the food prepared here. Packed lunches must be brought in sealed labelled containers which are then stored in our fridges. Please can we ask that **No nuts or products containing nuts** are brought in in packed lunches due to severe allergies in the nursery. Offering a variety in a packed lunch can be difficult. If you would like to talk to our cook on healthy food options for your child's lunch box please inform your room leader who will arrange a time for you to see our cook.

##### **SNACK TIME**

Throughout the day your child will be offered snacks and drinks. A variety of snacks will be available although in the majority it will be fresh fruit. Milk and water are offered at snack times and water is offered at other times of the day. Water is offered at meal times.

Our cook has created some of the dishes on our menus. If your child has a particular favourite you would like to try at home, please do not hesitate to ask for the recipe; similarly, if you have any favourites at home please let us know.

##### **OTHER SETTINGS**

We ask for you to please inform us if your child attends any other setting or childminder. With your permission, we can then share information about your child's development and gain a much wider knowledge of your child, as children can often differ within different environments. It also helps us to provide continuation of care for your child.

##### **LEARNING AND EDUCATION EYFS**

The nursery has dedicated staff that continue with professional development. The nursery follows the government scheme Early Years Foundation Stage (EYFS).

The nursery develops children's learning through the EYFS, and supports children's learning through play-based activities. The use of outdoor space is regarded as a valued learning environment and wherever possible the nursery will endeavour to offer the same learning opportunities both internally and externally, as we understand that all children are individuals and require unique and varied ways of learning.

Activities will be developed around the interests of each individual child and future planning will be based on observations and the child's interests.

Opportunities offered throughout the day will be balanced between Adult and Child led activities.

The activities that are provided for young children will underpin the skills they need to work towards the Early Learning Goals in the following areas:

**Prime Areas** (areas children under 2 yrs focus on):

- Communication and Language
- Physical development
- Personal, social and emotional development

#### 12.3.4.1

**Specific Areas** (further areas focused on once Prime areas are established):

- Literacy
- Mathematics
- Expressive Art and Design
- Understanding of the world

Our qualified staff monitor and record your child's development and progress through daily observations that are then transferred into their own learning journey file. These developmental records follow the children through their time at nursery and then the information is used at the end of their time with us, to inform schools of each individual's developmental stage on leaving. The EYFS criteria is used in schools until the end of reception. All records are available for parents/carers to read and contribute to. For further information please see Room Leaders or your child's key person.

Schemes of work are on display in all parts of the setting. They are there to inform you of our activities and aims. We would be delighted if you are able to share with the children any skills or experiences you may have related to our activities.

When your child starts in a new section of the nursery, detailed notes are sent to you as parents/carers regarding the education and care of your child in that section.

### **3.HEALTH AND SAFETY**

#### **ARRIVALS AND DEPARTURES**

The Nursery is open from 7.30am to 6pm (session times 7.30-5.30 or 8-6pm). On arrival, your child will be signed in by a member of staff with the time of arrival. On departure you will be asked to sign your child out. This is an Ofsted requirement.

If your child is to be collected by a person other than yourself or the person named on your child's registration form, you will be required to sign the diary giving written permission, a description of that person, and a password or car registration number.

If in the case of emergencies when you need to send someone other than a named person to collect your child, we must be informed and a password and visual description given. If we do not have consent for a child to leave with a person other than the one named on your child's registration form, we will be unable to let your child depart until we have contacted you.

The full information on our arrivals, departures and late collection policy is in our policy documents located in the main hallway.

#### **UNWELL CHILDREN**

It is the parents/carers responsibility to ensure that if their child is suffering from any apparent illness or other condition that could affect other children or staff, that the child does not attend the nursery.

Unfortunately, children do fall ill at nursery. When a child is ill parents/carers will be contacted as soon as possible. They will be asked to collect their child at the earliest opportunity. In the case of diarrhoea when a child has had two bowel movements, parents/carers will be contacted and asked to take their child home.

In the case of an emergency the nursery reserves the right to call an ambulance or a doctor. A senior

#### 12.3.4.1

member of staff would always accompany the sick child to any destination and wait with the child until the parents/carers arrive.

Enclosed are our exclusion periods for illness. It is important these are adhered to, in order to stop cross infection. Please remember when a child is sick or poorly the person they most want to be with is their parents/carers.

A full copy of our Sickness and Illness Policy and Medication Policy can be found in the policy documents file.

### **MEDICINES**

Children will be given medicine on the signature of our medical form.

If a child falls ill or has an allergic reaction and requires liquid paracetamol or antihistamine during their time at nursery, such medication is treated as prescription medication. The nursery provides one specific type of each – Calpol and Piriton, should we need to administer it. A senior member of staff will telephone parents/carers for verbal permission prior to administering such medication. When verbal permission has been granted, staff will complete a medicine form and ask parents/carers to sign it when they collect their child.

If parents/carers cannot be contacted, the Nursery Manager/Deputy will take the decision as to whether the child is safe to have this medication based on: the time the child has been at the nursery, the circumstances surrounding the need for the medication and the medical history of the child recorded on their registration form.

All medications will be administered by a senior member of nursery staff and witnessed by another member of staff to ensure that the correct dose is given. Parents/carers will be informed at the end of the day of exact times medication has been given.

If a child is prescribed with antibiotics we ask that children are kept at home for the first 24 hours of treatment unless accompanied by a doctor's note.

Please see our Infection Control & Medication Policy and our Exclusion Period Procedure for more details.

### **ALLERGIES**

To assist us in providing the best possible care for your child/children we will provide **RED** wristbands for children that suffer from severe allergies/conditions which pose a serious health risk. These wristbands will be worn at all times whilst the child is on site and will alert staff to a child's allergy or condition.

This is in no way to discriminate against your child and we will require your consent before issuing them.

A full allergy risk assessment is completed by the Nursery Manager or Deputy Manager, prior to the child starting nursery or at onset of the allergy. This information is shared with all staff who work with the child.

An emergency store of Piriton is held on site in case a child has an allergic reaction (see above).

#### 12.3.4.1

Please see our Allergies and Allergic Reactions Policy for more information

### **ACCIDENTS AND INCIDENTS**

#### **Accidents:**

All nursery staff receive training in paediatric first aid which is updated every 3 years. If a child is injured during their time at nursery then the appropriate first aid measures are carried out. All accidents are recorded in the accident record book which parents/carers are asked to sign when they collect their child.

In the case of a serious accident or emergency, the parents/carers would be contacted immediately and requested to accompany their child to hospital. Should there be a delay in locating the parents/carers the child would be taken to the nearest hospital by a senior member of nursery staff to await the arrival of the parents/carers and avoid delay in treatment. It is for this reason that parents/carers are requested to sign a consent form on admission of their child to nursery. A full copy of our Accidents and First Aid Policy can be found in the Policy documents file in nursery.

#### **Incident recording:**

Developing crawling, walking and racing around skills can be a dangerous occupation for young children. We appreciate this and we are required (as one of the conditions of registration) to record all such accidents and incidents happening at nursery or at home. This means that if your child suffers from a bump or knock at home we are required to record it at nursery, with information on how the injury occurred.

### **SEND – SPECIAL EDUCATIONAL NEEDS & DISABILITIES.**

We have a Special Education Needs Coordinating Officer (SENCO). The role of the SENCO is to ensure that your child has all the help required for their needs. The SENCO officer co-ordinates with the staff working with your child, yourselves as parents/carers and any outside agencies who may be involved. If you have any concerns over your child and their development, please see your room leader and they will arrange a meeting for you with the SENCO officer. Alternatively, if your child is getting help through an outside agency i.e. speech therapy, grommets fitted, please inform the SENCO officer so they are able to co-ordinate any help we can offer at nursery. At the nursery we are committed to a policy of inclusion.

Our SEND (Special Educational Needs and Disabilities policy) is available in our policy documents file.

### **HEALTH AND SAFETY POLICY**

The nursery shall take measures so far as is reasonably practicable to protect the Health, Safety and Welfare of all Employees, registered children under its care and any other persons who may have access to its premises or otherwise be affected by its activities. This duty shall extend to off-site activities undertaken by children whilst under the supervision and care of the nursery. A copy of the Health & Safety Policy is available and is located in the Managers office and shall be displayed in all nursery sites. All members of staff are expected to read the Health & Safety Policy and associated procedures and adhere to them.

### **NO SMOKING**

The nursery operates a strict **No Smoking** Policy within its buildings and grounds.

#### 12.3.4.1

##### **NO MOBILE PHONES, CAMERAS OR RECORDING DEVICES.**

For reasons of child and staff protection, no photographs or recordings will be taken of the children without prior permission.

**No Mobile Phones, Cameras or Recording Devices** are to be used on site. We would ask parents to leave such items in their cars. Please see our policy documents for more information.

##### **PARENTS/CARERS HELPFUL REMINDER LIST**

Below is a list of requirements you are asked to adhere to whilst your child is attending nursery:

- Sign your child/ren in and out each day.
- Please tell us anything you feel we may need to know about your child i.e. have not eaten breakfast, didn't sleep well, any medication given, etc.
- Do not let other children enter or leave with you, without their own parents/carers. All parents/carers should be aware of the dangers of opening the main front doors/gates as other children can easily race out into the car park.
- Do not open the doors to anyone including other parents. This would be a safeguarding issue.
- No smoking is allowed anywhere on the premises.
- Telephone to let us know if your child will not be attending. This includes holidays, illness or if you are just having a day at home.
- Please keep your mobile phones in your cars or switch them off before entering the Nursery. No photographs are to be taken on the premises of any children.
- Please keep us up to date of any changes in your details i.e. contact numbers, doctors' details, dietary requirements, etc.
- Please keep us up to date of any changes in circumstances that may affect your child, i.e. separation, moving house, bereavement, etc
- We love our messy and outdoor play; please do not send your children in their best clothes.
- Do not bring in any small items that may cause a choking hazard and discourage your child from bringing toys from home.
- Collect your child in plenty of time before the Nursery closes. If you are delayed please telephone the Nursery to let us know when you will be arriving.
- Please remember to read the notices in the notice boards and look at the website for current information on the nursery.

We have included some of our policies in this handbook, if you would like to read more all the policies can be found in the policies file in the main entrance of the middle nursery.

If you have any questions or suggestions regarding our policies and procedures then please speak to the Room Leader or Manager.

If you have any concerns at all regarding your child or nursery we would ask you please to come and see us to discuss the matter. We value your thoughts and opinions and will endeavour to work towards your child having a happy and memorable experience at our nursery.

**We hope you have found this handbook helpful and if you have any further questions please do not hesitate to ask any member of staff. Thank you.**

12.3.4.1



<b>This document reviewed on</b>	March 2020	<b>Where this document is displayed / duplicated</b>
<b>Reviewed on behalf of the nursery by</b>	Annie Silcock	
<b>Date disseminated to staff</b>	N/A	
<b>Date for next review</b>	March 2021	