

# Smisby Day Nursery

## Policy



**Subject: Terms and Conditions**

### **Hours of Placement**

We ask that you consider carefully the hours you will require when booking, as we have a duty to maintain staffing ratios at all times and this becomes difficult if children are here longer than the time recorded for them. If you require extra hours from time to time or are going to be late collecting your child please telephone or ask so that we can accommodate the alteration of hours.

### **Holidays**

Once your child has a placement their fees must be paid throughout the year with the exception of bank Holidays and any other nursery closures. We are constantly approached by parents who wish to take a number of week's holiday in the year and would like a reduction in their fees. Unfortunately there is a pressure on spaces at the nursery and the only direct saving when your child is not at nursery is the cost of food for your child. This is the smallest component of your fees and therefore we are unable to reduce the fees for anyone. People also ask if they can offset nursery weeks against holiday weeks in the out of school club for siblings. Again this is not possible to accommodate, as the pressure on places in the out of school club is so high.

### **Termination of placement**

We require one months notice, or payment in lieu of notice, if you wish to terminate your child's placement, this should be done in writing. Alterations to placements needs less notice and may be done verbally. Should you fail to pay fees by their due date, or if a payment is subsequently reversed from our account Smisby Day Nursery Limited will no longer accept your child into the Nursery with no notice and will notify you on the day that your child is refused entry to the nursery that one months notice will have been served by you on that day and fees for the month's notice will have to be paid. All costs associated with returned payments or action taken to recover payment will be passed onto yourselves. The nursery reserves the right to remove all discounts associated with any account for a period of up to six months retrospectively if the account is not kept up to date.

### **Admissions Policy**

As our waiting list is so long we have to give priority to full time placements. All other placements are allocated in order according to their booking date and availability.

### **Opening Hours**

We are open from 8 AM until 6 PM Monday to Friday. A number of early admission places are available from 07:45 each morning but these are strictly limited and must be booked in advance.

The nursery is closed on all bank holidays and also between Christmas and New Year, including Christmas Eve.

### **Fees**

All fees are due monthly in advance. Standing Orders are the favoured means of payment and can be set up on request. Alternatively we welcome payment by one of many nursery voucher schemes or by cash, cheque or electronic payment.

Fees are reviewed annually in July for The After School and Holiday Club and in September for the Nursery.

Your placement, once confirmed is an ongoing placement and payment has to be made if your child does not attend through illness or holidays. This is the only way we can guarantee that your child can retain their place in the nursery. Should you need to change a day within a week to another day in the same week we

MAY be able to accommodate you, depending on space and staffing. Days cannot be swapped from one week to any other week.

Any payment made, for which there is insufficient funds to meet the payment that result in a charge to Smisby Day Nursery Limited will result in any additional charges being passed on to yourselves. We also reserve the right to charge additional charges for payments made which are late at a rate of £5.00 per day for each child and any discounts may be removed retrospectively for up to six months. This is necessary as our largest bill is our staff and we will NEVER pay our staff late for caring for your child - even if you pay us late. Your co-operation and understanding in this matter is greatly appreciated.

### **Security**

To enable us to keep the children secure, but also allow free access to parents and nominated persons, we provide you with the key code for the main door. If someone else is collecting your child in an emergency please do not give them the code. Notify the nursery of the arrival of this person and please ensure that they bring some clear identification with them for verification. This will allow the staff to check before allowing your child to leave the premises. We are sure you appreciate our caution in this matter as we will only hand over your child if we are sure that the person collecting them is both the right person and authorised to do so. We would also ask that the close and bolt the front gate every time you use it for the safety of the children.

If anyone turns up to collect a child (or children) and we are not expecting them we will automatically contact the parents to confirm that the person collecting is allowed to take the children. If we do not have an authorisation in writing for the person collecting then we are not allowed to release the child into their care under any circumstances. Parents MUST ensure that the Nursery is fully aware of all people that are authorised to collect their child and keep us informed when that is going to happen.

In the event that parents are in dispute about the collection of their children for any reason then parents must understand that legal guardians automatically have rights with regards to their child and we are not allowed to stop them taking children away from the Nursery unless there is a court order in place preventing such action. In the event that an estranged legal guardian turns up at the Nursery to collect a child we can only ask them to remain on the premises whilst we ring the other parent/guardian to inform them of the event. We cannot intervene in a dispute between parents/guardians in any way.

### **Accident Forms**

For all injuries, however minor, you will be shown a report detailing the accident. You will be requested to sign the form to assure Senior staff that all relevant information has been passed on to you.

### **Medication and Illness**

If your child needs medication for any reason you will be requested to complete a consent form for us. You are asked to make yourself familiar with the "*administration of medication policy*"

If your child has any infectious illness you are requested to check our exclusion policy to ensure that appropriate action is taken. Should a child be left at nursery and we later discover that they have an illness that is covered in our exclusion policy we will contact you immediately and ask you to collect your child. If you are in any doubt about your child's health please consult your GP before bringing your child to nursery.

### **Further Information**

It would be helpful if all spare clothing and footwear for your child is clearly marked with their name or initials.

Parents Evening is held in June or July each year. This gives all the parents the opportunity to view the nursery and chat to the staff to find out more about their child's care and how they are progressing.

Newsletters are sent out every quarter containing information about topics in the children's Rooms, closure dates, any special events which may be happening or any changes to nursery policies or routine.

### **Staffing**

The Nursery employs over half its staff with a Level III or equivalent qualification and staffing Ratios are maintained in accordance with OfSTED requirements as part of our registration compliance.

All other staff have skills relevant to the under five's. All are expected to undertake training courses to develop new skills, and keep up with the changes in the field of childcare.

Every single member of staff of the organisation, including ancillary staff and temporary staff are cleared to work with children by Smisby Day Nursery Limited with an OfSTED approved agency. These checks include an enhanced Criminal Records Bureau clearance, which includes police checks, and Social Services checks. Until the organisation receives confirmation by the Criminal Records Bureau that all of these are complete no member of staff is allowed to work unsupervised with children within the organisation. From April 2010 individual staff will be responsible for their own ISA registration under the new Vetting and Barring scheme. As a Regulated Activity Provider (RAP) Smisby Day Nursery already complies with the current and new Regulations and will continue to monitor our requirement to have all existing staff ISA registered by July 2015.

All staff are expected to attend First aid courses to ensure we are able to deal with an emergency and all staff involved in the preparation of food for the children hold a relevant Food Hygiene certificate.

### **Induction**

On your child's first day you will be shown everything relevant for the care of your child and a member of staff will complete the induction form contained within the centre section. We will then ask you to sign that you have received all of that information to ensure that you have complete confidence in our records and information that we need to care for your child.

### **Introducing Children into the Nursery**

The aim of Nursery staff is to ensure that children feel happy, comfortable, welcome and secure at all times. To ensure this, we suggest that parents and their children visit and spend some time at the Nursery prior to commencement or the placement. We do not charge you for these sessions.

This time will allow you as a parent to:

- Chat to staff informally
- Watch staff at work
- Voice concerns you may have
- Ask questions which you may not have thought to ask at enrolment

It will allow your child to:

- Explore new toys, new surroundings, in the comfort of your presence
- Become familiar with new faces – eg. staff, children
- Help establish a feeling of security and trust – remember your feelings/vibes will be transferred to your child

We suggest that you never leave your child at the nursery without saying you are going and without reassuring them you will be back. This should be done quickly and confidently.

All settling sessions are arranged with you by staff and will be matched with your child's needs once the first settling session is complete. We ask parents not to arrange trips, visits or appointments during settling sessions in order that you can return to the nursery in the event that your child becomes unsettled or distressed.

## **Health and Safety**

### *General Statement*

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of health and safety matters and the particular arrangements which we will make to implement a proper Health and Safety Policy are set out clearly and sufficient resources will be made available to honour our commitment.

All staff are familiar with this policy and have a duty of care to ensure that everyone follows it at all times for the safety of everyone.

This policy is reviewed regularly as the nature and size of the business changes.

### **Transitions**

As children in the baby room approach 18 months of age they will be provided with opportunities to visit the Toddler Room. These transition periods will gradually increase from a few hours to full days over a number of weeks and will enable your child to mix with the staff and children in the Toddler Room.

Children are moved at a time that suits them in their development based on their Personal, Social and Emotional development (PSE) and never based on just an age criteria. Our staff, who have over 150 combined years of child care between them, will assess the children and discuss with you when it is appropriate to move your child into the next room. We also have a document which will help you to understand the reasons why we use combined P,S & E to assess your child's development into transition.

This procedure is repeated when children move from the Toddler Room to the Pre School Room as well. Children in the Pre School Room may well be offered the chance to mix with the older children in the After School and Holiday club in the last month before they go to school for the first time to allow them to mix with children of a school age.

### **Personal Toys**

Personal toys brought into the nursery can be lost or damaged and cause your child to become distressed. They may also cause interest amongst the other children and have to be removed until you collect your child.

Therefore children should not bring personal toys into the nursery at any time. The nursery will not take any responsibility for toys that are either lost or damaged when brought into the nursery.

On the other hand some children find Nursery toys attractive because they enjoy playing with them. We "lose" them at a prodigious rate. We would ask all parents that if they see their child outside the Nursery with a toy which is not theirs to bring the toy into Nursery and ask a member of staff if it does belong to the Nursery. We will always be honest and tell you if it is ours and we will then work out a strategy to help the children understand what they can, and cannot, take home.