



Smisbydaynursery

New Starters information and policies booklet

Smisby Day Nursery Limited
The Old School
Main Street
Smisby
Ashby de la Zouch
Leicestershire
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Website: www.smisbydaynursery.co.uk

Thank you for choosing Smisby Day Nursery to provide early years welfare, care and education of your child.

We are pleased to confirm our offer of a place at the nursery in the following way.

Child's Name:	
Designated Room:	
The Keyworker for your child is:	
Senior Staff member for room:	
Days of Attendance:	
Hours of Attendance:	

This placement is subject to our normal terms and conditions as well as your acceptance of key policies which are required for the safe care of your child.

Terms and Conditions

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

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.

Any payment made for which there is insufficient funds to meet and 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 and any discounts 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.

A number of policies are implemented at the nursery and are included in this booklet. You are requested to read these on admission and sign to say you have done so.

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. There is an additional charge for this service.

The nursery is closed on all bank holidays and also between Christmas and New Year, including Christmas Eve. On the last day of work we close at 5 PM.

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 nursery closure.

In case of serious illness or confinement in hospital, exceptions to normal payment agreements may be made.

Notice

One Months notice in writing, or payment in Lieu of notice, is required if you wish to terminate your child's placement. Alterations to placement need less notice and may be done verbally.

Security

To enable us to keep the children secure, but also allow free access to parents and nominated persons, we enclose 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.

The Door code is:	
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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.

We would ask that you make yourself familiar with our policy on the Administration of Medication.

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.

A Parents Evenings 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

More than three quarters of our staff have an NVQ Level 3 qualification or higher. All Other staff have skills relevant to working with children or are working towards a qualification in child care.

All staff are expected to undertake training courses to develop new skills, and keep up with the changes in the field of early years care. All of our care staff have a paediatric first aid qualification, a Food and Hygiene qualification and training in child protection issues.

Staffing Ratios always exceed OfSTED requirements both in terms of numbers of staff and the qualifications of staff. Many of our staff have been with the organisation for many years and some have even been here since it opened back in 1990! A recent survey found that the staff have over 120 years of service at the nursery between them. This is so important in the continuity of the care we provide to the children and is a rarity in this environment.

All staff, including part time staff, non care staff and volunteers, have Enhanced CRB clearances before they are allowed to work unsupervised with the children. All Directors and Senior staff are vetted by OfSTED including Enhanced CRB and Social Services checks.

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.

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.

Collection Procedure

On admission to the nursery all parents are given the security code to the main door. On the placement details form they must clearly state any other persons authorised to collect their child. It may be grandparents, aunts, uncles, friends or childminders. None of these are entitled to the security code. They must ring the doorbell and identify themselves (we should have been introduced already prior to the collection of the child.)

Staff:

If you are the person opening the door and you do not recognise them or you are not aware as to who they are collecting, you must ask them to identify themselves and who they are here to collect, let them answer by saying the child's name. Ask for some means of identification, i.e.: driver's license. Check with Senior Staff and staff in the child's base room.

Do not let them in until you are certain and then do not allow them to remain unaccompanied in the building.

Senior Staff:

If you still have any doubts, i.e. not authorised, or the parents have not informed us of this person, then you must ring a parent to confirm it is ok to release the child into the care of this person.

Complaints Procedure

We take seriously any complaint or grievance, and we hope that each is dealt with in a satisfactory manner.

In the first instance please raise your concern with your child's designated key-worker. If the complaint is about the key-worker then please raise the issue with either the person in charge of the room or the Officer in Charge. If you are not happy with the outcome of your complaint then please raise the issue with a Director of the Company.

It is clearly of paramount importance that the nursery should run smoothly and that parents and staff work together in a spirit of co-operation in the children's best interests. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

- If a parent feels that he/she has cause for complaint they should either speak to the senior member of staff in the room or the child's keyworker
- Where a complaint is made to any other member of staff, the staff member concerned has a duty of care to inform the senior member of staff in the child's room immediately

- If the senior member of staff in the room is able to deal with the complaint either verbally or in writing then it is entirely appropriate for them to do so and record the complaint and any outcome immediately afterwards as a matter of record
- Should the senior member of staff for the room not be able to deal with the complaint then either the Officer in Charge or a Director should take over the matter immediately
- Any further meetings or discussions, either face to face or over the telephone, must be recorded by staff immediately that they have completed as a matter of record
- The nursery will respond to any complaint as quickly as possible by talking to staff and parents to overcome the problem
- All complaints will be recorded and kept on file
- After a complaint has been resolved the final outcome will also be recorded. Any recommendations for changes in procedure will be made and noted against the Complaints Policy
- As an open organisation any complaint against a member of staff will be discussed with them immediately and any such discussion will involve any combination of senior staff members, Officer in Charge and Directors

It is clearly understood that parents have the right to phone OFSTED after talking to the nursery staff if they feel that they have not received a satisfactory response to their complaint or if they consider the matter to be serious enough not to talk to nursery staff directly. OFSTED can be contacted on the number below

OfSTED National Business Unit, Manchester

Helpline: 0300 123 1231

Please quote the name of the nursery and full details of the nature of your complaint. It would be helpful if you would maintain notes of all complaints and issues you have raised at the nursery as we will have kept records of all complaints you have raised with us.

UNHAPPY ? GOT A PROBLEM ? - TELL US!

HAPPY ? - TELL YOUR FRIENDS!

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.

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 and never based on just an age criteria. Our staff, who have over 100 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.

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.

The nursery has a number of key policies which are vital to the safe care of your child. On the following pages you will find all of the relevant policies. You are requested to read and make yourself familiar with these policies and sign to say you accept these policies in the care of your child in the information pages in the middle of this booklet.

Safeguarding Children and Every Child Matters Policy

It is the aim of this policy for all staff to be aware of the signs and symptoms of abuse and to follow the procedures and to support, the 5 outcomes of Every Child Matters. It promotes strategies of:

- ◆ Being Healthy
- ◆ Staying Safe
- ◆ Enjoy & Achieve
- ◆ Making A Positive Contribution
- ◆ Achieve Economic Well Being

Terms of Reference: - Legislation – section 47(1) The Children’s Act 1989

“The local authority has a duty to investigate situations where it has ‘reasonable cause to suspect that a child who lives, or is found in their area is suffering; or likely to suffer significant harm’. Enquiries must be made to decide whether it should take any action to safeguard the child’s welfare.”

We as an organisation have a duty to ensure the welfare and well being of all the children in our care. Most children spend a great deal of their time being cared for by ourselves and as such staff will often be the first people to sense their may be a problem, they may also be the first people that a child may confide in.

Smisby Day Nursery follows and takes account of the Derbyshire Early Years” child protection procedures outlined in the “Safeguarding Children” Handbook.

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Safeguarding Children Policy(continued)

Categories of concern

- ◆ Neglect
- ◆ Physical Abuse
- ◆ Sexual Abuse
- ◆ Emotional Abuse

Recognition of possible abuse

It is extremely difficult to determine if abuse has occurred. Staff should look carefully at the behaviour of all children and be alert for significant changes. Staff should be aware that children may exhibit many different signs without abuse having occurred

Emergency Procedures and Flowchart

The Nursery has a detailed procedure to follow by all members of staff in the event that they become aware of a safeguarding children matter. Each room has a copy of the policy and flowchart kept to hand and all staff have received training in it's use.

Any concerns regarding the treatment of the children by staff should be reported to the Officer in Charge/ Director. Staff will be offered the chance to discuss this. It may be necessary to suspend a member of staff whilst investigating any accusation. If proven then disciplinary procedures will follow and the Local Authority will be notified.

Member of Staff responsible for Child Protection:

Sheila Higginbotham

Please remove and complete the centre four pages of this booklet and return to the nursery as soon as possible in order for us to complete our records prior to the start of your child at the nursery. Should any details on this form change we would ask that you inform us as soon as possible. Thank You for your co-operation.

Smisby Day Nursery Limited Placement Details Form			
Please fill out the entire form and return it to Smisby Day Nursery Ltd as soon as possible in order for us to ensure that the information we hold on our system is accurate and up to date.			
Should any information in this form change please notify us at the earliest opportunity in order for us to update our records.			
Child's Full Name			
Address			
Home Tel No			
Date of birth		Start Date	
Ethnic Origin		First Language	
Guardian 1 Name		Relationship	
Parental Responsibility	Yes / No	Legal Contact	Yes / No
Employer			
Work Tel No			
Mobile Tel No			
Email Address			
Guardian 2 Name		Relationship	
Parental Responsibility	Yes / No	Legal Contact	Yes / No
Employer			
Work Tel No			
Mobile Tel No			
Email Address			
Other responsible person		(in case of emergency) Other	
Name			
Address			
Daytime Tel No			
Legal Contact	Yes / No		

Persons Authorised to collect the child (proof of identity needed)					
Name					
Relationship					
Name					
Relationship					
Name					
Relationship					
Check list at the time of starting nursery (Please tick all relevant)					
Blind	<input type="checkbox"/>	Partially sighted	<input type="checkbox"/>	Deaf	<input type="checkbox"/>
Respiratory problems	<input type="checkbox"/>	Spectacles	<input type="checkbox"/>	Hearing aid	<input type="checkbox"/>
In Nappies	<input type="checkbox"/>	Potty trained	<input type="checkbox"/>	Toilet Trained	<input type="checkbox"/>
Needs help dressing	<input type="checkbox"/>	Needs help washing	<input type="checkbox"/>	Needs help eating	<input type="checkbox"/>
Outgoing personality	<input type="checkbox"/>	Shy / Introverted	<input type="checkbox"/>	Special diet	<input type="checkbox"/>
Special Factors (Allergies, disabilities, diet etc)					
Doctor					
Surgery Name					
Surgery Tel No					
Medical History & Immunisation Record (please tick all received)					
1st Diphtheria, Tetanus, Pertussis, Polio, Hib	<input type="checkbox"/>	2nd Diphtheria, Tetanus, Pertussis, Polio, Hib	<input type="checkbox"/>	3rd Diphtheria, Tetanus, Pertussis, Polio, Hib	<input type="checkbox"/>
1st Meningitis C	<input type="checkbox"/>	2nd Meningitis C	<input type="checkbox"/>	3rd Meningitis C	<input type="checkbox"/>
1st Measles, Mumps, Rubella	<input type="checkbox"/>	2nd Measles, Mumps, Rubella	<input type="checkbox"/>		<input type="checkbox"/>
Please Tick here to confirm you have attached a copy of your child's birth certificate if we do not already have a copy on file					<input type="checkbox"/>

The nursery has a number of Consent forms which you need to sign as part of our care provision for your child. Please read these carefully before deleting and signing where indicated.

CONSENTS

We keep a supply of Calpol Infant Suspension at the nursery in the event that your child develops a fever whilst at the nursery. Should the staff responsible for your child's care deem that your child will benefit from being given Calpol we will contact you by phone before administering the first dose and to obtain your verbal consent. When you collect your child you will be asked to sign a written confirmation of the medication your child has received.

In a few rare cases it has been known to have a reaction on certain children - whilst not serious, we obviously have to be aware of the possibility of it happening to a child who has never been given it before. We therefore need to know if your child has been given Calpol before

* My child **Has / Has Not** been given Calpol before.

* I **Give / Do not give** my consent to the staff at Smisby Day Nursery Ltd, under the authorisation of the Officer or Deputy in Charge, to administer Calpol should the need arise on the express understanding that the staff will contact me by phone prior to the administration of the first dose.

I have read and understood the **Administration of Medicine** policy.

We need your consent if, in an emergency situation, our trained First Aid staff on duty have to make a decision on the treatment and / or Hospitalisation for a serious injury to your child.

* I **give / Do not give** my consent to the staff at Smisby Day Nursery Ltd, Under the authorisation of the Officer or Deputy in Charge, to administer Emergency First Aid if the need arise. This could include transport to hospital where the staff have not been able to contact parents in a timely fashion or time is a major issue.

Some children may have an allergic reaction to plasters which we use during the administration of First Aid. Therefore we need your consent to use plasters during First Aid administration. An allergic reaction can happen at anytime, even if your child has used plasters many times before. If your child develops an allergic reaction then we will inform you immediately advising you as necessary.

* I **give / Do not give** my consent to the staff at Smisby Day Nursery Ltd under the authorisation of the Officer or Deputy in Charge, to use plasters on my child.

Children may go on short outings either in the nursery vehicles, or private staff vehicles which all have appropriate Insurance, Road Fund Licence, MOT, seat belts and, where appropriate, booster seats.

All staff are insured to drive the nursery vehicle but will only do so once they have received appropriate training. On longer trips the nursery may hire coaches, where each child will have a seat to themselves and a seat belt.

I have read and understood the methods of transport used by Smisby Day Nursery Ltd to go on outings.

* I **give / Do not give** my consent for my child to be transported by the above stated methods.

** Delete where necessary*

CONSENTS

Smisby Day Nursery sometimes take the children's photographs or video for display purposes or for evidence of progress or assessment. Sometimes there is more than one child in the photograph and we need your consent to use any photograph with your child in in other children's Learning Journeys.

*** I do / do not** consent to photographs with my child in being used in other children's Learning Journeys.

Smisby has a recreation ground which has been recently fitted with new play equipment. In order for the nursery to take your child on short walks around the village and to the recreation ground we need your consent for these short outings

*** I give / Do not give** my consent to the staff at Smisby Day Nursery Ltd to take my child on short outings around the village and to the recreation ground to play on the equipment.

I/We Confirm that I/We have read & understood the information on the Nursery's policies and procedures contained in this Policies booklet and have made ourselves aware of all other policies relating to the care of our child.

I/We have provided contact numbers for use in an emergency during the daytime and will ensure that the organisation is kept informed of any changes to emergency contact numbers.

I/We will ensure that my/our child is well enough to attend nursery at the start of each day they attend.

My/Our child will wear, and bring, relevant clothing for their stay in the nursery including an appropriate hat, sunglasses and sunscreen.

I/We accept that any cancellation after confirmation of booking must be paid for in full and that I/We must give one month's notice, or payment in Lieu of Notice, to terminate this agreement.

I/We agree to make payment of fees promptly when they are due as detailed in the policies booklet and accept that an additional charge of £5 per day may be applied to my account in the event of late payment as well as the removal of discounts applied to the account retrospectively for up to 6 months. I/We agree to pay any charges incurred by Smisby Day Nursery because of a failed or returned payment by myself.

Because of the requirement to obtain consents from all Parents/Guardians named on the first page of this Placement Details Form for all of the above consents we must have the Signature of both Parents/Guardians below.

Parent/Guardian 1 Signature	
Parent/Guardian 2 Signature	
Date	

Equal Opportunities Policy

All children, adults and staff should be supported in valuing themselves and other people.

Staff and helpers should have high expectations for all children ensuring they reach their full potential, also helping everyone to develop an awareness and sensitivity towards the needs, views and feelings of others.

The nursery environment will aim to nurture through play others experiences and lifestyles , regardless of whether they resemble our own.

Individuals develop to their full potential only if they experience an environment which reflects their own needs, identity and beliefs.

Sunscreen Policy

The Children's Protection against the harmful effects of the Sun.

It is required that parents supply an adequate sun block for their Child/ren in the hot weather, especially summer months, for when they go outside to play. The sun block can be labelled and kept at the nursery or left in the child's bag ready for use. It is the nurseries responsibility to provide a shaded area for the children, if there is no shaded area available, the time of outside play will be limited.

Parents are also responsible for ensuring that their child/ren have a suitable sun hat, and if necessary, a pair of sunglasses. The nursery does hold a limited stock of sun hats should you forget to bring one. However we cannot provide sunglasses.

Sunshine Kids Respect for the Sun

Walking or playing, Garden or shop, Don't forget **Slip! Slap! Slop!**

- ◆ **Slip** on a shirt
- ◆ **Slap** on a hat
- ◆ **Slop** on some Sun Screen

*"Between 11 and 3 get under a tree
or find some shade for outdoor fun "*

Smisby Day Nursery Limited

Infectious Diseases	Incubation Period
Temperature (above 38 °C)	
Common Cold/Flu	1 - 5 days
Worms	1 - 3 months according to species
Tonsillitis	1 - 10 days
Ringworm of the Body or scalp	
Ringworm of the Scalp	
Diarrhoea / Vomiting	
Conjunctivitis	1 - 3 days
Impetigo	
Hand, Foot & Mouth	3 - 7 days
Scarlet Fever	
Chickenpox	10 - 21 days
Whooping Cough	
Measles <i>(Notifiable Disease)</i>	9 - 14 days
Mumps	8 days
Meningitis <i>(Notifiable Disease)</i>	Varies according to type of organism

Medical Exclusion Policy

Period of Exclusion	Additional Information
If sent home ill, child must be off nursery for 24 hours	Normal temperature is in the range of 36 °C – 36.8 °C
Nil	Nil
None	Family contacts must be treated
For at least 24 hrs or until well	
Seldom necessary to exclude provided treatment is being given	
Until cured	
48 hrs at least, no child should be brought into nursery with diarrhoea	
Minimum of 24 hours, medical advice MUST be taken	Spreads easily, towels and flannels must not be shared
Until the skin is healed or 48 hours after treatment has started	
7 – 10 days or until free from rash & blisters	Not related to Foot and Mouth disease in cattle
Until appropriate treatment has been given and in no case less than 5 days	
5-7 days from appearance of the rash/ blisters	Pregnant women who have not had chickenpox should contact their GP
5 days after commencing antibiotic treatment	
5 days from appearance of the rash	
Until Swelling has subsided, at least 7 days from onset of illness	
Return ONLY on medical advice	Inform CCDC of any suspected cases when advice will be given concerning prophylaxis and early prevention of further cases

Behavioural Policy

We encourage the development of a sense of right and wrong behaviour.

The emphasis is on positive images to develop:

- ◆ Good Manners
- ◆ Politeness
- ◆ Sharing
- ◆ Good interaction with their peers
- ◆ Respect for; Adults, Children & Equipment
- ◆ Social awareness

Boundaries do have to be set for the safety of the child and the safety of their peers and staff.

Positive techniques such as re-direction, and distraction are encouraged. Early intervention to prevent disagreements will be used. The reasons for the child's behaviour being unacceptable will always be explained to them using a language that the child can clearly understand.

Sanctions applied in the case of unacceptable behaviour will take into account the age and stage of development of the child. Sometimes it may be necessary to remove a child from a particular activity for a short while, this may be used at the discretion of the staff.

It will always be made clear to the child that it is the behaviour we are rejecting and not them.

The child will be encouraged to speak to the person they have hurt and to apologise for their behaviour.

Under NO circumstances is any physical punishment every used, i.e. smacking.

Special Educational Needs Policy

We are aware and understand that in children's development, all children progress at different rates and are at different levels.

Guidelines are given to us as a basis to help us support all children to achieve certain standards of knowledge and skills on entry to school.

To achieve these desirable learning outcomes we will provide extra one to one help for those children needing extra support. With regular and up to date recording we can identify children having difficulties early, which enables us to give them the extra support they need.

Anti-Bullying Policy

We are committed to providing a caring, friendly and safe environment for all of our children so they can learn and play in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our nursery and After School Club / Holiday Club. If bullying does occur, all children should be able to 'tell' and know that incidents will be dealt with promptly and effectively. We are a TELLING establishment. This means that anyone who knows that bullying is happening is expected to tell the staff.

Prevention

We will use KIDSCAPE (<http://www.kidscape.org.uk>) methods for helping children to prevent bullying. As and when appropriate these may include:

- ◆ Writing a set of rules
- ◆ Signing a behaviour contract
- ◆ Writing stories or poems or drawing pictures about bullying
- ◆ Reading stories about bullying or having them read to the group
- ◆ Making up role-plays (or using KIDSCAPE role-plays)
- ◆ Having discussions about bullying and why it matters

Procedures

Report bullying incidents to staff. In cases of serious bullying, staff will record the incidents. In serious cases parents should be informed and will be asked to come in to a meeting to discuss the problem. If necessary and appropriate, police will be consulted. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly. An attempt will be made to help the bully (bullies) change their behaviour.

Outcomes

The bully (bullies) may be asked to genuinely apologise. Other consequences may take place. In serious cases, suspension or even exclusion will be considered. If possible, the children will be reconciled.

After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

Trips outside the nursery premises

As part of our curriculum the children may be taken for local walks, visits etc. off the premises and permission will be sought for your child to be included in such outings.

A staff member will inform you in advance of any visits of outings involving the transportation of children away from the nursery.

The nursery will inform parents whether a school vehicle, private passenger vehicle, public transport or on foot is the method of transportation.

When taking a child on such a trip the nursery will:

- ◆ Ask for signed parental consent
- ◆ Advise parents of the time, date and place of the visit
- ◆ Advise parents on the clothing and any equipment likely to be needed by the children
- ◆ The ratio for staff to children depends on the age group and will be advised at the time
- ◆ Ask for parents to be available to help with trips to ensure safe ratios

The staff members participating in trips will:

- ◆ Divide the children into small groups keeping the key-worker system as continuity wherever possible
- ◆ Take the register with them
- ◆ Take a first aid kit and at least one registered first aider member of staff
- ◆ Take parents contact numbers
- ◆ Provide the children with badges containing details of the nursery including telephone number. They will also be provided with a nursery baseball cap for easy identification
- ◆ A mobile phone will be taken and contact made at least once with the nursery
- ◆ The register will be taken before setting off, on arrival at destination, half way through the trip, before departure and again on arrival back at nursery
- ◆ Take any other items of equipment deemed necessary for the visit.

Biting Policy

The nursery recognises that small children, for a variety of reasons, and from time to time, attempt to bite other children. Toddlers bite other toddlers for many different reasons. A child might be teething or overly tired and frustrated. He or she might be experimenting or trying to get the attention of the staff or his peers. Toddlers have limited verbal skills and are sometimes impulsive without a measured degree of self-control. Sometimes biting occurs for no apparent reason.

Due to the speed and randomness with which biting incidents occur, it is not always possible to prevent these from happening.

While the motivation or attempt to bite is not seen as particularly worrying within a child's development, their success in doing so brings health concerns.

The nursery recognises that a human bite which breaks the skin brings risks of possible infection including Tetanus and Hepatitis to the victims. Therefore parents are requested to make sure their child's tetanus (and other immunisations) are up to date.

Biting is part of a normal developmental stage for young children who are teething and are still developing their language skills. It is usually a temporary condition that is most common between thirteen and twenty-four months of age. This means that it is a particular concern for the staff in the Toddler Room.

Biting is not "abnormal" for infants and toddlers since one out of ten toddlers' bite. However, because of the danger this behaviour represents to other children, repeated biting in a group childcare setting cannot be tolerated and requires positive intervention on the part of both the nursery staff and parents.

The nursery will encourage the children to use alternative methods to biting if they become angry or frustrated. The staff members will maintain a close and constant supervision of the children at all times.

Unfortunately identification of a child usually means they have already bitten at least once. The good news is that all the children usually stop this action quickly although it can take a little more time with others.

The safety of the children at the nursery is our primary concern. The nurseries biting policy addresses the actions the staff will take if a biting incident occurs.

Under no circumstances will we use, or agree to use, physical punishment on the child who bites.

.....continued

Biting Policy

.....continued

The following steps will be taken if a biting incident occurs at the nursery:

- The biting will be interrupted with a firm "No...we don't bite people!"
- Staff will stay calm and will not overreact
- The bitten child will be comforted immediately
- Staff will remove the biter from the situation. The biter will be given something to do that is distracting and satisfying
- The wound of the bitten child will be assessed and cleansed with soap and water. If it is determined that there was a blood exposure further steps may need to be taken as determined by a Senior Nursery Officer or the Officer in Charge
- The parents of both children will be notified of the biting incident. An appropriate form will be filled out. If a bite requires medical treatment, a copy of the incident report must be given to the parent of the bitten child to pass on to their GP
- Confidentiality of all children involved will be maintained
- The bitten area should continue to be observed by parents and staff for signs of infection

Although we have not yet had a child who did not respond to our behavioural methods, we must reserve the right to ultimately exclude a child if we feel this is the best course of action for all concerned.

This exclusion may be a temporary one whilst a procedure is developed to assist the staff in future controlling of situations where biting cannot be dissuaded. However in more serious cases, or where additional measures have been unsuccessful, the nursery may regretfully make the exclusion a permanent one for the safety of staff and other children. This decision will only be taken in consultation with other professionals ie: health visitors, G.P etc.

Personal toys Policy

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.

Photographs and video use Policy

We do take the children's photographs for display purposes, and for evidence of progress and assessment. The video camera is used for the parents benefit to enable parents to see what their child gets up to during their day & to see their child's progress if they are having problems to settle. This is played for parents to see at parent's evenings, which we have twice a year.

If we were going to use any of the footage or photographs for publicity purposes then we would have to ask for parental consent beforehand. All consent must be given in writing and will only agree to single reproduction rights.

Action to be taken after a major accident Policy

- ◆ If the accident is serious enough we do not hesitate, we call an ambulance
- ◆ We ring parents to inform them of the accident and take instruction from the parent. If possible we wait for the parent to arrive at Nursery and then go to the hospital with them and the child if the parent needs assistance. Alternatively a member of staff can accompany the parent to the hospital if the child has been taken in an ambulance
- ◆ If the child has been taken to hospital by ambulance and a parent has not arrived at the nursery, we telephone the parent and inform them which hospital the child has been taken to, so that they can make a decision to either come to the nursery or go straight to the hospital themselves
- ◆ If a child is taken by ambulance to the hospital then a member of staff known to the child accompanies the child to hospital, and has a mobile phone with them and the emergency contact details for the child to keep parents informed of progress
- ◆ The member of staff accompanying the child will remain at the hospital with the parent to give support until another parent or relative arrives
- ◆ Once the child is under medical care and the situation is stable then a complete record of the events must be made by all staff involved in the incident in accordance with the Health and Safety Policy

Clothing Policy

- ◆ It is recommended that all clothing be named
- ◆ A spare set of clothes should be supplied at all times.
- ◆ It is requested that children wear comfortable, easy to manage play clothes
- ◆ Children who are toilet training should have several changes of clothing in their bag

Children may soil for a number of reasons. Not least because they are toilet training but also because others in the group may have done so, to gain attention or plain forgetfulness or "too late" syndrome.

Nursery staff will always tell you when your child has soiled but we cannot always explain why. We always appreciate parental help in these situations such as information about a moving of house or a change of circumstance which may help to explain such changes to their behaviour.

The nursery is NOT responsible for washing children's clothes. However, we will endeavor to at least rinse soiled clothes and double bag them for you to avoid health risks to all concerned. Occasionally we may wash and dry clothes along with nursery washing if we think the clothing is suitable for a 60 degree cottons wash but we cannot be held responsible for damage sustained during washing or drying. Staff will always inform you of the condition of all clothes contained in a bag.

The nursery takes no responsibility for lost or damaged clothing especially items of clothing which do not contain the child's name.

The nursery does have a stock of spare clothing suitable for children of all ages in the nursery. We cannot guarantee that they will be to your taste but we can guarantee that they are clean and dry! Please remember to wash, iron and return these clothes promptly as we may need them for other children. Sometimes we may appeal for a replacement stock of clothes for our cupboard and any clothing that is too small for your child that is in good condition may be useful to us.

In WINTER it is advisable to dress children in several layers so that clothes can be removed or put on as required.

IN SUMMER please supply an appropriate named legionnaires or broad brimmed sun hat.

FLIP-FLOPS and SLIP ON SHOES are NOT acceptable footwear for children while they are at the nursery at any time. Well secured shoes with a flexible sole are encouraged e.g.: trainers.

All footwear must be named to avoid confusion.