

# **HAPPYGEMS DAYCARE LIMITED**

## **PARENTS PACK**

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Web; [www.happygemsdaycare.co.uk](http://www.happygemsdaycare.co.uk)

Dear Parents,

Thank you for your interest in Happygems Daycare we are Ofsted Registered childcare provider, a member of National Day Nursery Association (NDNA) and a member of the Professional Association for childcare and Early Years (PACEY). We are open Monday to Friday from 7.00am to 6.30pm all year but closed on all bank holidays and during Christmas holiday.

We offer our experience, knowledge and understanding of children to help and support any parent returning to work feel happy and secure in doing so. Within our setting, there are lots of opportunities to learn through creative and outdoor play, toys, puzzles, books and games with the aim of exploring and discovering.

All our staffs are highly qualified with several years of experience in childcare services. At Happygems Daycare our staffs are employed for their suitability to work with children, provide a warm and consistent care for the physical, emotional and intellectual needs of all the children in our care. All staffs have done Safeguarding children training, DBS checked, First Aid trained, and holds relevant childcare qualifications.

The proprietor also has several years experience in childcare and she is the PACEY LOCAL FACILITATOR for The London Borough Of Bexely.

In conclusion, we all at Happygems recognise and understand that every child is a unique child who is constantly learning and can be resilient, capable, confident and self assured. We are here to support children to achieve their potentials through observation, assessment and planning for next steps.

Omobolanle Olatise  
Proprietor

## **Aims of Happygems Daycare**

The staff at Happygems Day Nursery are committed to providing a happy, safe and secure environment for the children in our care to enable them to reach their full potential.

We aim to provide a broad and balanced curriculum in line with the Early Years Foundation Stage.( EYFS) for all of the children in our care, Focussing on their own individual needs.

We aim: -

To provide a happy, safe, stimulating, caring and secure environment in which the child can develop as a whole person, socially, emotionally, physically and intellectually.

To foster a good relationship with parents and carers and share in each child"s early education.

To encourage confidence, self-control and independence.

To promote learning through shared experiences.

To offer a wide-ranging curriculum adequately resourced, encouraging appropriate individual development.

To meet special needs of individuals enabling all to benefit fully from the opportunities provided.

To offer opportunities for quiet times and individual space for the children.

To maintain and improve our professional expertise as individuals and as a Nursery.

We are confident that this concept will be of benefit to all the children in our care in reaching their full potentials and be school ready.

# Happygems Daycare Curriculum

At Happygems Daycare, our curriculum is based on the guidance recommended by the Early Years Foundation Stage. (EYFS) which covers the seven areas of learning and development which includes;

1. Personal Social and Emotional Development.
2. Communication and Language.
3. Mathematics.
4. Understanding the world.
5. Physical Development.
6. Expressive Art and Design.
7. Literacy.

## **Personal Social and Emotional Development**

Children must be provided with experiences and support which will help them to develop a positive sense of themselves and of others; respect for others; social skills; and a positive disposition to learn. Providers must ensure support for children's emotional well-being to help them to know themselves and what they can do.

For example; All staff support children to develop confidence, autonomy and self- respect. Children are encourage to take responsibility for themselves through everyday routines such as language children learn acceptable ways to express their own feelings and to have respect for the feelings of others.

## **Communication and Language**

Children's learning and competence in communicating, speaking and listening, being read to and beginning to read and write must be supported. They must be provided with opportunity and encouragement to use their skills in a range of situations and for a range of purposes and be supported in developing the confidence and disposition to do so.

For example; Children are provided with opportunities to share and enjoy a wide range of fiction and non-fiction books, rhymes, music songs and stories. Both the indoor and outdoor learning environments promote mark making and children are supported by staff to develop an understanding of language and encourage to experiment with writing for themselves through making marks, personal writing symbols and conventional script.

## **Mathematics**

Children must be supported in developing their understanding of Numeracy in a broad range of contexts in which they can explore, enjoy, learn, practice and talk about their developing understanding. They must be provided with opportunities to practise these skills and to gain confidence and competence in their use.

For example; Staff supports children throughout the nursery by ensuring that mathematical resources are readily available both indoors and outdoors. Daily opportunities are provided to investigate number, shape space and measures through everyday routines, songs and stories. Children are encouraged to problem solve in their play and are provided with activities to develop mathematical concepts and vocabulary.

## **Understanding the World**

“Children must be supported in developing the knowledge, skills and understanding that help them to make sense of the world. Their learning must be supported through offering opportunities for them to use a range of tools safely; encounter creatures, people, plants and objects in their natural environments and in real life situations; undertake practical “experiments”; and work with a range of materials.”

For example; The learning environment, indoors and outdoors, includes a wide range of resources and activities to stimulate children’s interests and curiosity and help to develop their enquiring minds. The outdoor environment is used to allow children to become familiar with the natural world and the changing seasons. Staffs support children in using a range of ICT equipment.

## **Physical Development**

“The physical development of babies and young children must be encouraged through the provision of opportunities for them to be active and interactive and improve their skills of coordination, control manipulation and movement. They must be supported in using all their senses to learn about the world around them and to make connections between new information and what they already know. They must be supported in developing their understanding of the importance of physical activity and making healthy choices in relation to food.”

For example; Staff motivates children to be active and help them develop fine and gross movement skills through a range of activities and resources. Mealtimes provide the opportunity to promote children’s understanding of hygiene and healthy eating. Free flow

play offers children the space and time to be outdoors with the freedom to explore and be physically active when they choose.

### **Expressive Art and Design**

“Children’s creativity must be extended by the provision of support for their curiosity, exploration and play. They must be provided with opportunities to explore and share their thoughts, ideas and feelings, for example, through a variety of art, music, mathematics and design technology.”

For example; Staff value children’s own ideas and support them in expressing and communicating their thoughts through the use of a range of media and natural/man-made materials. Opportunities to develop imaginative play are provided indoors and outdoors and support the different interest of children. Songs, rhymes and music are experienced daily through play and planned group times.”

### **Literacy**

Children learning and development is encouraged by exploring phonics and letter sounds, learning how to write and enjoy reading.

For example; Staffs encourage children to begin to link sounds and letters and to begin to read and write. Children are given access to a wide range of reading materials like books, pens and other writing materials to ignite their interest.

# Happygems Day Care Terms and Conditions

## Admission

A signed & completed Application form and Nursery contract must be received by the nursery with a **£50 NON REFUNDABLE REGISTRATION FEE** before a place is secured. Once secured, parents/carers are required to pay one full week deposit and the first month fees in advance before your child starts the nursery, the deposit will be returned on leaving the nursery provided you give us one month written notice before the child leaves the nursery. All parents must indicate full and part time sessions required on their child's registration form. However, the nursery is flexible and willing to meet parent's need where necessary.

## Fees and Payment

The first months payment is payable immediately by cash prior to your child starting at the nursery. Thereafter payment is by Cash, Bank transfer, Standing order, Vouchers on the 1<sup>st</sup> day of every month in advance.

Fees are calculated at a fixed monthly rate based on the child's requested weekly sessions i.e. price of weekly sessions x 52 weeks / 12 months = monthly invoice. All bank holidays are subject to payment. Temporary additional sessions/day must be paid in advance and will not be refunded if cancelled.

All sessions booked must be paid for regardless of whether the child attends and no returns will be given for sessions missed for any reason.

**Late payment of fees regardless of method of payment** i.e Cash, Standing Orders, Vouchers e.t.c **will incur a £20 charge per calendar day. Failure to meet payments by the 1<sup>st</sup> of the month or constant fee defaults will result in the termination of the Nursery place** and the place will be offered to another person on the waiting list.

The parent remain responsible for all outstanding fees and we reserve the right to refer any debt to instigate necessary legal action.

It is the parent's responsibility to cancel / amend standing orders. We reserve the right to charge a £30.00 fee to cover bank charges incurred by us for any under / overpayments made and thus refunds required.

## **Late Collection**

The nursery is open from 7am to 6.30pm (Mon-Fri) please be punctual in collecting your child from the nursery.

The latest time for a child to be collected from the nursery is 6.30pm if you are delayed in collecting your child, a late collection fee of £5 for every 5minutes will be charged.

If after 45 minutes and your child is not collected, and we have not heard from you and we have tried to contact all emergency contacts without success, we shall inform the children's social services or any other appropriate body.

One month notice will be given before any fee increase, closure of business or change in service offered.

## **Discounts**

A 10% sibling discount is applied to the total amount of one child's fees where two or more children are registered at the Nursery.

## **Termination of Nursery Place**

We require one month notice in writing, should you wish to terminate your child's place for any reason. Parents remain liable for fees throughout the notice period. If a parent withdraws their child during the notice periods, the fees remain payable in lieu of notice. We reserve the right to terminate a Nursery place with immediate effect if a parent, carer or child displays abusive, threatening or inappropriate behaviour of any kind. No refund will be given on this occasion.

## **Change of Sessions/Arrangements**

If a parent wishes to amend their child's days/sessions they must request this in writing providing one week's notice and complete the necessary form—Change Request Form.

Furthermore, one month written notice is required for withdrawal of your child from the nursery and should happygems daycare require making any amendments to our terms and conditions you will be giving at least one month notice in writing.

## **Personal Belongings**

We will endeavour to avoid any loss or damage to personal belongings, however we strongly advise all parents to dress their children in clothing's clearly labelled with their name and to leave toys, books etc at home unless they are of a strong comfort to the child when settling in.

## **Medication**

Only prescribed medicine can be administered at the nursery. Medication has to be handed to a senior member of staff who will require a written permission from the parent / carer starting medicine, dosage, data and time. **Medication will not be administered without prior authorisation from the parent / carer.** The nursery will not be held responsible for any adverse reactions to any medication given. Please refer to our Medication Administration policy for full details.

## **Infectious Diseases**

In the event of any infectious diseases occurring in the nursery, parents will be informed of any such outbreaks immediately as to be informed of any such incidents helps parents to recognise symptoms and preventative action / treatment may be taken earlier.

## **Activities**

Children follow a balance between a structured routine of child led/adult led activities and an element of free choice based around their areas of development on a daily basis. The nursery uses a themed approach to plan activities and parents are regularly provided with evidence of their work. Activities are carefully planned to match the age range and ability of each group. The layout of each room is also based around the 7 areas of learning and development.

## **Dietary / Medical Requirements**

The nursery offers a well balanced diet, which is sensitive to the child's needs. Menus are planned and accounts of the special dietary requirements of children and of parental preferences. A menu is displayed on the notice board each month, Parents must inform the nursery prior to their child attending of any special dietary or medical requirements. The nursery must also be informed in line with all allergies and any known cause of adverse reactions from food, medication, activities e.t.c

## **Accidents and Illness**

Parents will be informed of all accidents and asked to sign an Accident/Incident form. In the event of an accident requiring hospital treatment, the nursery will make every attempt to contact the parents. If unsuccessful the Nursery will contact the person listed as emergency contact. The Nursery reserves the right to allow medical experts to act on behalf of the parent and authorise any necessary treatment should no successful contact be made. The nursery will ensure that a member of staff always accompanies the child to the hospital and await the arrival of the parents or carers. We may require parents to collect their child from

nursery, in the event that the child appears unwell, or has recently been suffering from any contagious disease / infection and there remains a danger of other children being at risk of contracting such disease / infection. Children are not permitted back to nursery following such an illness until they have passed the exclusion periods of 48-72hrs as the case may be. We accept no responsibility for any child contracting contagious diseases / infections during nursery hours.

Parents are informed of all head injuries as a matter of course. If a child does not attend for two weeks without any contact from parents we are obliged to inform social services with respect to the welfare of the child.

### **Safety and Security**

The safety and security of all children in our care is paramount to us at all times, we ensure that a number of procedures are in place to ensure that no unauthorised person gain access to the nursery.

However parents are requested to kindly ensure that the door is closed behind you at all times.

For everyone's peace of mind and safety, we will only release a child to known parents / Carer or other authorised persons. A telephone call or letter to authorise a person unknown to nursery staff to collect a child will not be accepted. You will be given a personal identification number (PIN) which can be utilised with a prior phone call to notify the nursery if you need the authorised person to collect your child.

### **Insurance:**

Happygems Daycare does not accept responsibility for accidental injury or loss of property. The nursery has full insurance as required by law and details of this are available from the Nursery Manager.

However, to assist in ensuring that property is not lost we request that all items of your child are clearly labelled with their name.

### **Funding:**

#### **Nursery Education Grant**

We are Ofsted approved and are able to claim the Nursery Education Grant on behalf of all three year old children from the term after the term in which they have their 3<sup>rd</sup> birthday.

#### **Working Families Tax Credit**

As part of working Tax Credit, some parents may qualify for extra help towards the cost of childcare depending on your current level of income, for further information go to [www.hmrc.co.uk](http://www.hmrc.co.uk).

### **Childcare Vouchers**

Some employers operate a salary sacrifice scheme paying a portion of an employee's salary in childcare vouchers.

### **New Deal for Lone Parents**

There is funding available for child care for lone parents wishing to return to work or study. Information is available at the post Office or by contacting the Job Centre.

### **Key Worker System**

Each child is allocated a key person who is responsible for continuous observations and recording development of the child in all the areas of learning. We record this in the child's journal and to build a greater link between the nursery and parents we send the journals home on a weekly basis for parents to contribute to their child's learning and development by adding comments, next steps at home and anything else.

### **Child Becoming Ill at Nursery**

If a child becomes ill at the nursery the nursery manager will endeavour to contact the parents, failing that an emergency contact person named on the registration form. If necessary, first aid will be given by a trained first aider or in more severe cases we will seek emergency medical help. All accidents and injuries are recorded and parents are informed accordingly.

### **Liability:**

We accept no responsibility for any child whilst in the care of a parent or guardian on nursery premises.

We will not be liable for any loss suffered by parents, arising directly or indirectly from nursery closure or the non-attendance of a child for any reason i.e. Sickness, holidays, bank holidays, etc.

### **Complaints**

The nursery accepts that every parent / guardian has the right to express their views if they are unsatisfied with issues involving their child care or the nursery as a whole. Should such a situation arise we ask that parents raise the issue with the Nursery Manager. If parent feel unable to raise the matter in this way, they may approach the Director of the nursery.

A copy of all complaints will be kept at the nursery and parents will be kept informed throughout the process.(Please refer to our complaints procedure for more information).

However in the event of parent wanting to speak to someone unconnected with the nursery they can contact **OFSTED** on the address and telephone number below.

**OFSTED Fresh ford House, Redcliffe way Bristol BS1 6NL**

**Telephone 03001234666**

I/ we agree that I/we have received a copy of the Nursery prospectus. I/we have read all the included policies and procedures and Terms and Conditions and agree to work in partnership with the Nursery at all times to follow and abide by these.

I/we have also completed and signed the registration form which forms a part of this contract and all documents within the parents' permission form.

I/we are also aware that the nursery will be pleased to arrange meetings to discuss problems, children's work and records at any mutual agreeable time.

Childs Name \_\_\_\_\_

Parent / Guardian Name \_\_\_\_\_

Parent / Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

Managers Name \_\_\_\_\_ Signature \_\_\_\_\_

# HAPPYGEMS DAY CARE

## Nursery Contract

THIS AGREEMENT IS BETWEEN:

Childcare Provider;

**Happygems Day Care**

Address;  
DA8 1JY

19 Belmont Road, Erith

**AND:**

Parent/Carer Name;

\_\_\_\_\_

For the care of (child's full name

\_\_\_\_\_

Child's Date of Birth

\_\_\_\_/\_\_\_\_/\_\_\_\_

Child's Address:

\_\_\_\_\_

Start Date:

\_\_\_\_/\_\_\_\_/\_\_\_\_

### OPENING HOURS

Full Day 7.00am-6.30pm Monday to Friday

Morning Session 7.00am-12.45pm Monday to Friday

Afternoon Session 1.00pm-6.30pm Monday to Friday

### FEES

Daily	7.00am-6.30pm	£
Morning Session	7.00am-12.45pm	£
Afternoon Session	1.00am-6.30pm	£

I agree that if i cancel my child's placement, without providing the nursery with 1 months written notice, i will be liable to pay the first months fees in full.

Signed by Parent/Guardian: \_\_\_\_\_ Date \_\_\_\_\_

Signed by Nursery Manager: \_\_\_\_\_ Date \_\_\_\_\_

# HAPPYGEMS DAY CARE

## Application Form

Date of application \_\_\_\_\_ How you found us \_\_\_\_\_

\*Child's full name \_\_\_\_\_ (Lives with) \_\_\_\_\_

\*Address \_\_\_\_\_

\_\_\_\_\_ \*Post Code \_\_\_\_\_

\*Date of Birth \_\_\_\_\_ \*Religion \_\_\_\_\_

\*Special words \_\_\_\_\_ \*Comfort Items \_\_\_\_\_

\*First/Other Language \_\_\_\_\_ \*Ethnic Origin \_\_\_\_\_

\*Likes \_\_\_\_\_ \*Dislikes \_\_\_\_\_

\*Additional Information \_\_\_\_\_

\*Mothers/Guardian's Name \_\_\_\_\_

\* Workplace address \_\_\_\_\_

\_\_\_\_\_

\*Tel. No. Home \_\_\_\_\_ \*Work \_\_\_\_\_

Mobile \_\_\_\_\_ \* Emergency contact no \_\_\_\_\_

\*Email \_\_\_\_\_

**\*Father's/Guardian's Name** \_\_\_\_\_

\*Workplace address \_\_\_\_\_

\_\_\_\_\_

\*Tel No. Home \_\_\_\_\_ \*Work \_\_\_\_\_

Mobile \_\_\_\_\_ \*Emergency contact no \_\_\_\_\_

\*Email \_\_\_\_\_

\*Names/ages of other children \_\_\_\_\_

\_\_\_\_\_

Current Childcare Arrangements \_\_\_\_\_

\*Requirements (Please circle/delete)      7.00/8.00-6.00/6.30      7.00/8.00-12.45  
1.00-6.30

\*Days required (Please circle)      Mon      Tues      Weds      Thurs      Fri

Place required from \_\_\_\_\_ (actual/approximate date)

# HAPPYGEMS DAY CARE

## Outing Consent

Child's Name-----

As part of our practice we take the children on outings in the local community.

We will always ensure a ratio of staff to children on these walks.

We need your prior consent for your child to join us on these walks as they will not be prearranged with you.

If we are going on an outing that involves transport to a further destination we will contact you for separate permission.

I do give my permission for my child to be taken on trips within the local community

I do not give my permission for my child to be taken on trips within the local community

(Please tick above as appropriate)

Parent / Carer Name -----

Signature ----- Date -----

# HAPPYGEMS DAY CARE

## Photograph / Video Consent

In our setting we take photographs of the children for display and to provide evidence for child's assessment (if more than one child is in the photo it may be shared for assessment).

There may also be circumstances when we wish to video the children and share it with the children themselves and their families.

We also use photographs/video as evidence and illustration for our quality improvement scheme.

We would not be sharing photographs / video beyond the setting, other than for quality improvement, without prior specific consent.

We need prior consent for your child to be included in this

I do / do not give my permission for my child to be photographed.

I do / do not give my permission for my child to be videoed.

Please cross out what does not apply.

Child's Name & Age.....

Parent / Carers Name.....

Parent / Carer's Signature.....Date.....

# HAPPYGEMS DAY CARE

## Emergency Medical Consent Form

In the case of your child requiring emergency medical treatment while attending this nursery, we will need your prior permission for us to seek treatment and for a member of staff to accompany your child to hospital.

In such cases we will always try to contact the parent/carer using the telephone numbers provided on the Application Form. However it may prove necessary to act in place of the parent/carer if we are unable to contact you or to arrange to meet you at the hospital.

I do give my permission for a member of staff to accompany my child to seek emergency medical treatment at hospital.

I do not give my permission for a member of staff to accompany my child to seek emergency medical treatment at the hospital

(please tick above as appropriate)

Child's Name & Age.....

Parent/Carer's Name.....

Parent/Carer's Signature.....Date.....

# HAPPYGEMS DAY CARE

## Hospital Consent Form

Date;

I consent to any emergency medical treatment being giving to

NAME OF CHILD; -----

ADDRESS; -----

-----

I/We authorise-----

(Name of Nursery)

to sign any written form of consent required by hospital authorities if there is delay in getting my signature is considered by the doctors to endanger my child's health and safety.

Print Names -----

(Name of parent/guardian)

Signature(s) ----- Date-----

# HAPPYGEMS DAY CARE

## Medical Information

Child's Doctor's name and address

Child's Doctor telephone no;

Child's Health visitors name and address;

Child's Health visitors telephone no;

Please indicate whether your child has had the following inoculations, and giving dates;-

Age due	Immunisation	Date
2 months	Diphtheria/Tetanus/whooping cough/polio Hib.	
3 months	Diphtheria/Tetanus/Whooping cough/Polio Hib.	
4 months	Diphtheria/Tetanus/Whooping cough Polio Hib	
12-18months	Measles, Mumps ,Rubella (MMR)	
3-5 Years	Diphtheria/Tetanus/polio	

Please tick correct answers as appropriate below.

Does your child have any disability/medical condition/special requirements? YES NO

If yes, please give details.....

.....

## HAPPYGEMS DAY CARE

### Parents Nursery Checklist

Could we please ask you to bring the following to nursery

#### For babies

- Prepared milk (please label bottles with you child's name), or juice in bottles (juice is provided at nursery), ready to go in fridge.
- Any packet or jar food or biscuits
- Nappies, wipes and cream
- Change of clothes in a bag
- Sun hats for the summer
- Outdoor coat, hat and gloves for the winter
- Comforter if required

Please note that we can blend lunches eaten by older children, should your child be able to eat solids. We also provide all bibs and sterilising equipment.

#### For toddlers and older children:

- Indoor shoes or slippers
- Change of clothes in a bag
- Willies boot
- Nappies, wipes and creams
- Sun hats for the summer
- Outdoor coat, hat, scarf and gloves for the winter
- Comforter if required.

Please note that we provide bibs and aprons and do offer alternative options should your child be unable to eat the day's menu.

Could we please ask that all belongings are clearly labelled with your child's name.

## **COMPLAINTS POLICY&PROCEDURE**

We believe that children, and their parents, are entitled to expect courtesy with prompt and careful attention to their needs and wishes. It is our intention to work in partnership with parents and the local community and we welcome suggestions on how we can improve our Setting.

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:

### **Procedures for Making a Complaint**

#### **Stage 1**

- Any parent who has a concern about any aspect of the setting's provision first of all talks over their concerns with the Room Supervisor, Deputy or Nursery Manager . Where a complaint is made to the staff, the Manager should be Informed immediately.
- The Manager will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the problem.
- Complaints will be recorded and dated in the Complaints Book.
- After a complaint has been resolved the final outcome will be written in the Complaints Book. Any recommendations for changes in procedure will be made and noted against the complaints policy.
- Most complaints should be resolved amicably and informally at this stage.

#### **Stage 2**

- If this does not result in a satisfactory outcome, or if the problem recurs, the parent should then put their concerns in writing to the Nursery Director.
- For parents who are not comfortable making written complaints, we can supply a template complaint form that may be completed together with the above named person and then signed by the parent.
- During any investigation, all aspects of the written complaint will be stored in an investigation file designated for the complaint and stored confidentially.
- When the investigation into the complaint is completed, the parent will be informed of the outcome either in writing or in a meeting with the Nursery Director
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Record.

#### **Stage 3**

- If the parent is not satisfied with the outcome of the investigation, they should request a meeting with the Nursery Manager or Director. Parent may have a friend present if they so wish and an

administrator will be present to record the minutes of the meeting.

- An agreed written record of the meeting is made as well as a decision or action agreed as a result. All parties present at the meeting will be asked to sign the record and will receive a copy of it.

- The signed record signifies that the procedure has concluded.

- When the complaint is resolved at this stage, the summative points are logged in the Complaints record.

Parent may have a friend present if they so wish and the Nursery Manager or Chair will have a member of the Nursery Committee to support them. An administrator will be present to record the minutes of the meeting.

- An agreed written record of the meeting is made as well as a decision or action agreed as a result. All parties present at the meeting will be asked to sign the record and will receive a copy of it.

- The signed record signifies that the procedure has concluded.

- When the complaint is resolved at this stage, the summative points are Logged in the Complaints record.

#### **Stage 4**

- If at this stage a conclusion cannot be reached, we will immediately inform Ofsted by registering this complaint and asking for advice to allow a full investigation and the member of staff involved will be suspended.

- We will ensure confidentiality, and make sure that any investigation carried out by Ofsted is not interfered with. If a member of staff or a volunteer is dismissed from the nursery because of misconduct relating to a child, we will notify the appropriate body so that their name may be included on the List for the Protection of Children and Vulnerable Adults.

Happygems Daycare is regulated by OFSTED (The Office for Standards in Education) and any parent who feels their complaint has not been dealt with appropriately by the nursery can contact Ofsted at the following address;

**OFSTED,  
PICADILLY GATE,STORE STREET,  
MANCHESTER  
M1 2WD  
TELEPHONE 03001231231  
E-MAIL [ENQUIRIES@OFSTED.GOV.UK](mailto:ENQUIRIES@OFSTED.GOV.UK)**

Ofsted details are also available on the nursery notice board, if the nursery receives a complaint via Ofsted,parents will be notified.

A record of all complaints will be kept for at least 3 years from the date of the last record and is accessible to Ofsted,parents and other appropriate officials on request.

# SAFEGUARDING CHILDREN POLICY & PROCEDURE

## Child protection

In our Nursery, we provide a safe environment where children are safe from abuse and where the suspicion of abuse is promptly and appropriately responded to. In order to achieve this we will:

### Exclude known abusers by:

- Advising all applicants applying for employment within the Nursery that should they be offered a position it will be dependent upon a satisfactory Enhanced Disclosure & Barring Service (DBS) check. Applicants will be informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.

- Before appointment, applicants will be requested to supply two references (Employer and Character)

which will be taken up, and explanations will be sought where an applicant has held several jobs in a short period of time or has gaps in their employment history.

- Appointment will be subject to a two weeks shadowing a member of staff as part of our induction process and a probationary period, usually three months, and will only be confirmed once the Nursery is completely satisfied that the applicant can be safely entrusted with children. This will include both paid and voluntary staffs.

- Volunteers do not work unsupervised.

- Ensure that children are collected only by known parents or carers, or Another authorised person already named during the child's enrolment process. This person must know the password/pin originally stated on the child's application form by the parent or main carer.

### Training:

- We train staffs through Bexley Council so they can learn to recognise the signs and symptoms of possible abuse, i.e. physical, emotional, sexual & neglect. We ensure that all staff know the procedures for reporting and recording their concerns in the Nursery. All staff will attend the next possible training session after their employment commences.

### Prevent abuse by good practice:

Any one particular adult will not be left alone for a long period of time with either one or more children, or a small group. Should a child need to be taken aside for perhaps discussion of their behaviour, then this will be done where possible in a separate room, but with the door left slightly open.

- The layout of the playroom(s) will permit constant supervision of all children.
- Children will not be taken to the toilet by any adult who has not been checked

by the appropriate authorities (DBS).

- If a member of staff needs to attend to a child, for example, take to the toilet or change a nappy, they must inform another member of staff where and what they are doing.
- We educate the children to understand and express their feelings and at the same time, build up their confidence to refuse inappropriate attention.

### **Respond appropriately to suspicions of abuse:**

- Changes in a child's appearance and/or behaviour will be investigated.
- We allow investigation to be carried out with sensitivity. Staff in the Nursery takes care not to influence the outcome either through the way they speak to children or ask questions of children.
- Parents will normally be approached first although suspicions will also be referred to the Social Services Department, if deemed appropriate.
- All such suspicions and investigations will be confidential and only those people who need to know will be informed, such as the child's Key person, the Nursery Manager and the Director

### **Disclosures**

If through conversation or other contact with the child you have cause to suspect physical, sexual or emotional abuse or neglect of a child in your care:

- Listen to what the child says. Be comforting and sympathetic. Ensure that the child feels as little responsibility as possible.
- It is particularly important not to make any suggestions to the child regarding how the incident may have happened, therefore do not question the child except to clarify what he/she is saying.
- Write down exactly what the child says or what actions concern you, and what you have said in response. The member of staff does not question the child or promise they will not tell anyone else. Sign and date it.
- Do not make assumptions about whom the allegation might concern. If a member of staff may be involved, appropriate steps must be taken to ensure the safety of the child and other children
- Inform the member of staff in charge of your suspicions and that person will contact, without delay, the Local Safeguarding children's board or the Emergency Duty team, if out of office hours. The member of staff in charge should also contact OFSTED who will offer advice and support to you wherever possible, although they will not be responsible for conducting enquiries into the allegation/suspicion.

### **Keeping of Records**

- When worrying changes in a child are observed, a separate and confidential record will be set up which will include not only their name, address and age, but timed and dated observations, which will objectively describe the child's behaviour/appearance without comment or interpretation. If possible and relevant, the child's exact spoken words should be noted. Each record will be signed and dated, any such record will be kept in a separate lockable file.

### **Liaise with other bodies:**

- The Nursery operates in accordance with local authority guidelines. Confidential records will be shared with the Social Services Department if the Nursery feels they have not been provided with an adequate explanation for changes in the child's condition.

- The Nursery will keep in contact with the registering authority and keep names, addresses and telephone numbers of individual social workers to ensure that in an emergency, it is easy for the Nursery and Social Services to work well together.

### **Support families:**

- The Nursery will do everything it can to build up trusting and supportive relationships between families and staff/volunteers in the setting. Parents are made aware of the Nursery's policy on starting and are asked to read and sign that they understand the policies and procedures.
- Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Local Safeguarding Children's Board does not allow this. This will usually be the case where the parent is the likely abuser. In these cases the investigating officers will inform parents.
- Where there is suspicion of abuse at home, we will continue to welcome the child and their family while investigations take place.
- We will share with the parents, any confidential records that are being kept on their child.
- With the understanding that the care and safety of the child is of paramount importance, the Nursery will do all it can to support and work with the child's family.

### **Register**

In order to safeguard the children and to ensure we are aware of the number of children in the building at any one time, every child will be marked in the register as they enter the building at the beginning of each session. This will be the responsibility of the nominated Senior practitioner in each session.

### **Arrival and Departure Procedure**

To ensure the safety of all children at the beginning and end of sessions, the Nursery operates an Arrival and Departure system to ensure that all children are supervised adequately at these times.

#### **Procedures - Arrival**

The main doors will be opened at 7.00a.m. for the morning session, entry is by a buzzer System and finger print ensuring that staff only allow entrance to known individuals. parents are asked not to let each other in. As the children arrive, a member of staff will greet them and parents will add them to the register, whilst the remaining members of staff will be in room, supervising those children who have already arrived.

#### **Procedures - Departure**

At collection time one member of staff will be responsible for checking the child/ren out. Parents are made aware that they must not leave with their children unless the child is signed out. Parents and carers are aware that they must provide advance notification if the already known authorised person is to collect their child. If the person collecting the child is not known to the staff then we can't release the child.

Parents and carers are made aware that their children must be collected within five minutes of the designated collection time.

Any child who is not collected after this time, the staff will take action in line with the non-collection of children policy.

## **Mobile Phones**

### **Nursery Mobile.**

The nursery has a mobile phone which is kept in the office during working hours.

The phone is used

- when staff go on outings with a group of children
- to contact parents if the nursery is closed due to snow or for any other emergency.

### **Personal mobile phones.**

Mobile phones are not to be used in the nursery room environment at any time and must remain switched off and kept in lockers.

Should staff need to make an urgent call or be called the nursery phone is available with consent from the Deputy/ Manager.

Staff caught using mobile phones during working hours will immediately be disciplined and dismissed. Staff may use their phones on break times only within the staff room or off the premises. **Allegation of abuse made against a member of staff or volunteer**

- If an allegation of abuse is made against a member of staff, the designated Safeguarding Children Officer or ( Director) will immediately inform the Local safeguarding Children's Board on 02083037777 and Ofsted on 03001231231 for advice.
- The Nursery will conduct an internal investigation and the staff member against whom the allegation has been made may be suspended whilst this takes place. To ensure confidentiality, the investigation will be conducted by the Safeguarding Children Officer and the manager.
- The Nursery will suspend the staff member during the period of investigation, the reasons for the suspension will remain confidential and the Nursery's confidentiality policy rules apply to all staff members should they become aware of the circumstances.
- They will also ensure that any investigation carried out by Safeguarding Children authorities or the police are not interfered with. The Nursery will encourage its staff to cooperate with the investigation in any way it can and will act impartially.
- When the investigation is completed the nursery will implement the nursery's disciplinary proceedings to determine the future of the member of staff at the nursery.
- If a member of staff or a volunteer is dismissed from the Nursery because of misconduct relating to a child, we will notify the appropriate department so that the name may be included on the List for the Protection of Children and Vulnerable Adults.

## CONFIDENTIALITY POLICY

In our Nursery, staff and volunteers can be said to have a “confidential relationship” with our families. It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and education in our setting. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children. There are record keeping systems in place that meet legal requirements: means of storing and sharing information take place within the framework of the Data Protection Act and the Human Rights Act.

The Nursery’s work with children and families will sometimes bring us into contact with confidential information. Confidentiality will be respected as follows:

- Parents will have ready access to the files and records of their own children but will not have access to information about any other child.
- The nursery will endeavour to provide parents with a private comfortable room to facilitate any discussions with the appropriate member of staff.
- Staff will endeavour to deal sensitively and professionally with any confidential issues that may arise, concerning the children in our care and their families.
- The nursery staff will respect the feelings of the parents and deal with any sensitive matter in a calm and appropriate manner.
- Staff will not discuss individual children, other than for purposes of curriculum planning/group management, with people other than the parents/carers of that child.
- Information given by parents/carers to the Nursery leader or key-worker will not be passed on to anyone other than staff members without permission.
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Any anxieties/evidence relating to a child’s personal safety will be kept in a confidential file and will not be shared within the group except with the child’s key-worker/ Nursery Manager and the director.
- Students on Placement observing in the Nursery will be advised of our confidentiality policy and required to respect and adhere to it.
- A confidential file will be kept of any worries concerning a child’s safety and this file will only be accessible to the Manager, Key person and the director.
- We always check with parents whether parents regard the information they share with us to be confidential or not.
- We keep all records securely.

Some parents sometimes share information about themselves with other parents: the setting cannot be held responsible if information is shared beyond those parents whom the person has “confided in”. In addition to this staff, students and parents are advised to be cautious in the use of internet social network sites. Any information concerning the owner of the nursery, are family and the nursery as a whole is subject to this confidentiality policy. Appropriate action will be taken if this policy is breached in any way. All the undertakings above are subject to the paramount commitment of the Nursery, which is to the safety and well being of the child. Please see our policy on Safeguarding Children. **All staff and students will adhere to this policy, failure to do so could result in disciplinary action.**

## **INCLUSION POLICY AND PROCEDURES**

Happygems daycare is committed to being a fully inclusive setting. We believe all children should be treated equally and given the same opportunities to flourish and develop to reach their full potential.

Happygems follows the SEN code of practice, when working with, and supporting children with SEN.

Special Educational Needs Co-ordinator (SENCO)

We have appointed a Special Educational Needs Co-ordinator (SENCO) Omobolanle Olatise with Laura Wickett as the deputy, they are responsible for the day-to-day operation of the SEN policy.

In order to achieve our aims, we will:

- ensure that all children have the same entitlement to a broad based curriculum.
- explore all opportunities to provide extra resources to match the child's individual needs.
- regularly review with the parents and any appropriate professionals, the Child's progress and the way forward, which will ensure a planned, coordinated approach for the provision of the child's needs.
- provide appropriate opportunities for the development of every child's self esteem and encourage full integration into the setting.
- support parents/carers in obtaining help and advice from outside agencies, such as health visitors, paediatricians etc.
- evaluate the success of the inclusion policy by monitoring the progress of children with SEN.
- offer and make available appropriate training to all staff.
- encourage staff to establish relationships with other local settings to share expertise and training.
- in conjunction with parents, our observations and record keeping will enable us to monitor the child's needs and progress on an individual basis.
- If it is felt that a child's needs cannot be met in the Nursery without the support of a one-to-one worker, we will seek funding to employ one.
- when a child has been identified and before any further action is taken, there will be full and on-going discussion with parents. Other professional agencies concerned with the child will be consulted as appropriate. The SENCO is responsible for managing this process.

### **Graduated Approach**

Staff members will perform regular observations and record keeping in conjunction with parents, which will enable staff to monitor children's needs and progress on an individual basis. If a parent or member of staff is concerned about a child's progress they should liaise with the SENCO, who will observe the child in Nursery and offer advice to staff members and parents.

Following consultation with the parents, if it is deemed necessary, the child will be placed on the Monitoring List (at which stage it may be necessary to intervene through Early Years Action)

When the child has been placed on the Monitoring List, an Individual Education Plan (IEP) will be drawn up (the IEP will be drawn up by the SENCO and the child's Key person, in consultation with the child's parent). – if appropriate.

The SENCO, the child's Key person and the child's parents will meet regularly to review

the IEP and determine whether it continues to meet the child's needs (reviews need not be formal meetings). The child's IEP may be revised in the light of reviews held.

If, following a further review:

- i. the child still fails to make progress
- ii. the parents or Key person have on-going concerns about the child
- iii. more information or advice is needed regarding the child

the child will move on to Early Years Action Plus.

The Early Years Action Plus involves accessing external support services, which can:

- provide more specialist assessments
- help with advice on new IEP and targets
- give advice on the use of new or specialist strategies or materials
- in some cases, provide support for particular strategies.

### **The Role of the Special Educational Needs Co-ordinator**

- To liaise with staff and primary carers to ascertain which children are giving cause for concern.
- To take the lead in observation and assessment of identified children and identification of their strengths, weaknesses and consequent needs, in conjunction with staff..
- To take the lead in planning future support for children with SEN, in discussion with staff.
- To liaise with outside agencies where necessary.
- To offer support and advice to staff and primary carers. This will include:
  - i. attendance at meetings between staff and primary carers.
  - ii. attendance at meetings between staff and outside agencies.
  - iii. provision of written Individual Education Plans, containing targets for the child, review date and strategies to be used.
  - iv. taking the lead in monitoring and reviewing the action taken.
- To maintain an up to date Register of Special Needs.
- To ensure that relevant background information about individual children with Special Educational Needs is collected, recorded and updated.
- To keep up to date with changes in legislation and methodology regarding Special Educational Needs and to attend such training as required.

Furthermore, Happygems will work with parents/carers to ensure we are fully able to meet the needs of the child within our setting. Children with SEN will be offered a place in accordance with our Admission policy. Confidentiality will be maintained and will only be shared with the permission of parents/carers. However, there will be exception to this if there is a safeguarding issue which could place the child at risk. Children with SEN will be supported in varying ways depending on their individual needs. The key person will work closely with the child, parents and other professionals to provide appropriate support. Staff working with children with SEN should be sensitive to their needs be trained in and have knowledge to work effectively and inclusively with the children

### **Complaints**

If parents are at all dissatisfied with the provision for their child they should contact the Manager in the first instance.

If they remain unhappy after this contact, they should contact the Nursery Director

## **EQUALITY OF OPPORTUNITY POLICY**

The Nursery's Equal Opportunities Officer is our Manager

The legal framework for this policy includes the:

- The Equality Act 2006, 2010
- Disability Discrimination Act 1995, 2005
- Race Relations Act 1976
- Race Relations Amendment Act 2000
- Sex Discrimination Act 1976, 1986
- Children Act 1989, 2004
- Special educational needs and Disability Act 2001, Sen Code Of Practice

We believe that the group's activities should be open to all children and families, and to all adults committed to their welfare. We aim to ensure that all who wish to work in, or volunteer to help with, our Nursery have an equal chance to do so.

We will ensure that our service is fully inclusive in meeting the needs of all children, particularly those that arise from their ethnic heritage, social and economic background, gender, ability or disability. Our setting is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families.

We aim to:

- Provide a secure and accessible environment in which all our children can flourish and in which all contributions are considered and valued
- Include and value the contribution of all families to our understanding of equality and diversity
- Provide positive information about gender roles, diverse ethnic and cultural groups and disabled people
- Improve our knowledge and understanding of issues and anti-discriminatory practice, promoting equality and valuing diversity and
- Make inclusion a thread that runs through all of the activities in the Nursery

### **Admissions**

- We advertise our setting widely
- We reflect the diversity of our society in our promotional materials
- We provide information in clear, concise language
- We base our admissions policy on a fair system
- We ensure that all parents are made aware of our Equality of Opportunity Policy
- We do not discriminate against a child or their family, or prevent entry to our setting on the basis of colour, ethnicity, religion, social background
- We do not discriminate against a child with a disability and will endeavour to ensure that any disability is supported to the best of our ability
- We develop an action plan to ensure that people with a disability can participate successfully in the services we offer
- We ensure wherever possible that we have a balanced intake of boys and girls

### **The Curriculum**

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

## **Resources**

These will be chosen with a view to showing children a balanced view of the world and an appreciation of the rich diversity of our multiracial society.

Materials will be selected to help children to develop their self-respect and to respect other people.

## **Inclusion**

The Nursery recognises the wide range of needs of children and families in the community, and will consider what part it can play in meeting these needs.

Planning for Nursery meetings and events will take into account the needs of people with disabilities.

## **Discriminatory behaviour/remarks**

These are unacceptable in the Nursery.

The response will aim to be sensitive to the feelings of the victim(s) and to help those responsible to understand and overcome their prejudices.

## **Language**

Information, written and spoken, will be clearly communicated in as many languages as necessary.

Bilingual/multilingual children and adults are an asset. They will be valued and their languages recognised and respected in the Nursery.

## **Food**

Medical, cultural and dietary needs will be met.

We help children to learn about a range of food, cultural approaches to mealtimes and eating and to respect the differences among them.

## **Meetings**

The time, place and conduct of meetings will ensure that all families have an equal opportunity to be involved in the running of the Nursery.

- We take action against any discriminatory behaviour by staff or parents. Displaying of openly discriminatory and possibly offensive materials, name calling, threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner

## **Employment**

- Posts are advertised and all applicants are judged against explicit and fair criteria
- Applicants are welcome from all backgrounds and posts are open to all
- We may use the exemption clause in relevant legislation to enable the service to best meet the needs of the community
- The applicant who best meets the criteria is offered the post, subject to references and checks by the Disclosure And Barring Service. This ensures fairness in the selection process.
- All job descriptions include a commitment to promoting equality and recognising and respecting diversity as part of their specification
- We monitor our application process to ensure that it is fair and accessible.
- Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability.

- Every employee is entitled to a working environment that promotes dignity and respect for all. No form of intimidation, bullying or harassment will be tolerated.
- Breaches of the Nursery's Equality and Diversity Policy will be regarded as misconduct and could lead to disciplinary proceedings. Commitment to implementing the group's Equality and Diversity Policy will form part of the job description for all workers.

### **Training**

- We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices, which enable children to flourish
- We review our practices to ensure that we are fully implementing our policy for promoting equality, valuing diversity and inclusion

### **Environment**

Our environment is as accessible as possible for all visitors and service users. If access to the building is found to treat disabled children or adults less favourably, we will make reasonable adjustments to the setting to accommodate the needs of the disabled children and adults.

We do this by:

- Making children feel valued and good about themselves
- Ensuring that children have equality of access to learning
- Undertaking an access audit to establish if the setting is accessible to all children
- Making adjustments to the environment and resources to accommodate a wide range of learning, physical and sensory impairments
- Making appropriate provision within the curriculum to ensure each child receives the widest possible opportunity to develop their skills and abilities
- Positively reflecting the widest range of communities possible in the choice of resources
- Creating an environment of mutual respect and tolerance
- Ensuring that children learning English as an additional language have full access to the curriculum and are supported in their learning and are supported in the maintenance of their own language

### **Valuing diversity in families**

Our aim is to show respectful awareness of all major events in the lives of the children and families in the Nursery, and in our society as a whole, and to welcome the diversity of backgrounds from which they come.

- Children will be encouraged to welcome a range of different festivals, together with the stories, celebrations and special food and clothing they involve, as part of the diversity of life.
- We welcome the diversity of family lifestyles and work with all families
- We encourage children to contribute to stories of their everyday life to the setting
- We encourage parents to take part in the life of the setting and to contribute fully
- For families who speak languages in addition to English, we will develop means to ensure their full inclusion.

## **Admissions Policy**

Happygems day nursery's intention is to make itself accessible to all sections of the local community; we aim to ensure that all sections of our community have access to the Nursery through open, fair and clearly communicated procedures, and in order to accomplish this we will:

- Place advertisements for the Nursery in areas where all sections of the community can see them. This will ensure the Nursery is as widely known as possible.
- Provide information in clear, concise language, whether in spoken or written form.
- Monitor the gender and background of all new children joining the Nursery to ensure there is no accidental discrimination.
- Ensure that we do not discriminate against a child with a disability or refuse a child entry to our Nursery because of any disability.
- Be flexible about choice of session patterns as to accommodate the needs of individual children and families where possible.
- During the settling period, we will ensure that families are welcome in the Nursery for as long as it takes their child to settle.

### **Criteria**

- Lone parent families
- parent working full time claiming Working Families Tax Credit
- parent working more than 16 hours claiming Working Families Tax credit
- Referrals from outside agencies
- Parents in higher/further education/ job related training
- Parents accessing Care to Learn
- Parents working full time

All places are allocated on availability within the appropriate age group. It is the parent's responsibility to keep the nursery informed of any changes to their care requirements; this is explained to parents at the time of completing the child's application for a place. The admissions policy is enforced alongside the nurseries Equal Opportunities Policy. The Nursery Education Grant can be applied for the term after the child's 3<sup>rd</sup> birthday, covering 15 hours of childcare over 5 x 3 hour sessions/3 x 5 hour sessions. This will be reflected weekly in the fees payable. Parents are reminded that the funding is over a period of 38 weeks during term times only, and that their fees will return to full payment during holiday periods

## NAPPY CHANGING AND TOILETING POLICY

No child is excluded from our Nursery for the reason of not yet being toilet trained or for still wearing nappies or the equivalent. We work with parents towards toilet training unless there is a medical or other developmental reason why this may not be appropriate at the time. This policy is linked to health and safety, hygiene, inclusion, safeguarding and medicines policies.

Nursery fees do not include nappies, creams and wipes.

Parents are asked beforehand to provide enough nappies, creams and wipes for each session that their child attends.

The children's nappies will be kept in named baskets.

Nappies are checked at 2 hour intervals and are also changed throughout the sessions as required.

We see toilet training as a self-care skill that children have the opportunity to learn with the full support and non-judgemental concern of adults. All children are free to go to the toilet at any time during the session and adult help or supervision is there if needed. A non slip step will be available in each toilet area. Staff will be working with parents towards training children when they are ready. In order to ensure high standards of care and safety the following guidelines must be followed.

- All our staff have a suitable Enhanced Disclosure And Barring Service (DBS) clearance that can

Allow them to change or toilet children.

- All members of staff will inform another member of staff in the setting prior to taking a child to be changed or to use the toilet.

- Key persons have a list of children's toileting needs and preferred procedures

- Key persons undertake changing and toileting children within their key group, in their absence they will be backed up by their Key person buddy.

- The changing area is warm and safe.

- Key persons will take the child's bag along to the bathroom with them, to ensure they have everything to hand when changing children.

- Gloves and aprons are put on before each change and the area prepared. **Gloves must be worn at all times when changing nappies, dealing with toileting accidents, clearing up vomit or dealing with blood. This is for staff's own protection as well as for the children's.**

- The changing mat is wiped with anti bacterial spray and paper towels in between each change. Wash your hands thoroughly between each nappy change and put on clean gloves and apron for each child.

- Record nappy change details on the wipe board.

- All staff are familiar with the hygiene procedures and carry these out when changing nappies.

- Key persons ensure that nappy changing is relaxed and a time to promote independence in young children

- Young children are encouraged to take an interest in using the toilet.

- Children are encouraged to wash their hands and have soap and paper towels to hand.

- Key persons are gentle when changing; they avoid pulling faces or making comments about "nappy contents".

- Nappies or pull ups are disposed off in a tied nappy bag, that is then placed into a secure nappy bin and emptied at the end of the day.

- Any clothing that has been soiled will be rinsed before being bagged for the parents to take home.

- If young children are left in wet or soiled nappies/clothes whilst in the setting, this may constitute neglect and will be a disciplinary matter. We have “a duty of care” towards children’s personal needs.

### **Potty/training seat Procedure**

- Always make sure you have everything you need before starting.
- Always make sure child is not allergic to any products.
- Always wear disposable gloves and apron provided when supervising potty/ training seat use, be aware of child’s independence skills.
- Wipe down potty with anti-bacterial spray and place on floor.
- Talk with child if appropriate, respect child’s dignity and modesty.
- Flush contents down the toilet.
- Always spray the potty/seat with the anti-bacterial spray when finished.
- Always discard the disposable gloves and apron in the external bins when finished.
- Always wash your hands using the anti-bacterial soap provided, encourage child to wash hands so that good hygiene practices are started.

## SETTLING-IN POLICY

At Happygems we want to make the transition from home to nursery a positive experience that focuses on the individual needs of your child and family.

### **Our aim**

- To support your child in the transition from home, family and familiar people, into the new community of the nursery
- To help your child make a strong attachment to their key person
- To help your child feel secure and confident in nursery
- To work closely with you
- To work with you and your child with any difficulties that might arise

Once a place is guaranteed for your child they will be assigned a key-person. Every child attending Happygems day nursery has a key person. This member of staff will have special responsibilities for working with a small number of children and for developing a genuine bond with the child and their parent/s. The key person will also help your child and parent/s to become familiar with the Nursery and for the children to feel confident and safe within it.

After your child's key person has made a home visit, they will arrange settling in/pre-visit sessions for your child at nursery. The settling-in sessions/pre-visits is a time before the child joins the nursery, when they can visit the nursery in order to get to know their keyperson,

the other staff, children and the routines etc. The key person will work with the parent to complete the 'all about me' and registration forms during the settling in period.

The child's key person will be responsible for the development and learning record.

As a matter of policy we encourage children to visit Happygems Nursery on at least three occasions before the starting date. For the first visit we suggest it should be an hour long, we invite you to stay with your child for the first visit, so that you can talk to the staff about routines and anything you want them to know. For the second and third we suggest they are 2 hours long and you are able to leave your child for these visits. These visits may be over a mealtime, so that they can experience eating with-in a large group. We understand some children may need more than three visits and if this is the case more can be arranged.

Please be reassured and try not to worry if your child experiences difficulties, it is a normal part of a child's development to be anxious, nervous or angry about starting nursery. We also recognize that many parents will find this a difficult and sometimes upsetting process. We hope that we can use our experience to support you and your child in whatever way suits you.

The above is a guide, some children settle into a new environment with ease, other children may need more re-assurance. Sometimes it's parents who benefit most from the settling-in sessions/pre-visits. Whatever the case please be re-assured that staff will support your child and family when joining the nursery.

# SAFETY POLICY

The safety of young children is of paramount importance. In order to ensure the safety of both children and adults, the Nursery will ensure that:-

- All children are supervised by adults at all times and will always be within sight of an adult.
- Forms are available for the reporting of any accident/incident.
- Regular safety monitoring will include checking of the accident and incident records.
- All adults are aware of the system(s) in operation for children's arrivals and departures and an adult will be at the door during these periods.
- Children will leave the group only with authorised adults.
- Safety checks on premises both indoors and outdoors are made at the beginning of each day.
- Outdoor space is securely fenced.
- Equipment is checked regularly and dangerous items are discarded.
- The layout and space ratios allow children and adults to move freely between activities.
- Fire doors are never obstructed.
- All dangerous materials, including medicines and cleaning materials are stored out of reach of children.
- Adults do not walk about with hot drinks or place hot drinks within reach of children.
- Fire drills are held at least twice a term.
- A register of both adults and children is completed as people arrive so that a complete record of all those present is available in any emergency.
- There is no smoking on the premises.
- A correctly stocked first aid box is available at all times.
- Fire extinguishers are checked annually and staff members know how to use them.
- Whenever children are on the premises adults are always present.
- Large equipment is erected with care and checked regularly.
- Activities such as cooking, woodwork and energetic play receive close and Constant supervision.
- On outings, the adult: child ratio will be at least one or two.
- If a small group goes out, there will be sufficient adults to maintain appropriate ratios for staff and children remaining on the premises.
- Equipment offered to children is developmentally appropriate recognising that materials suitable for an older child may pose a risk to younger/less mature children.
- The premises are checked before locking up at the end of the day/session.
- Children do not have unsupervised access to kitchens, cookers or any cupboards  
Storing hazardous materials including matches.

## **HEALTH AND HYGIENE POLICY & PRACTICE**

Our Nursery promotes a healthy lifestyle and a high standard of hygiene in its day-to-day work with children and adults. This is achieved in the following ways:

### **HYGIENE**

To prevent the spread of all infection, adults in the group will ensure that the following good practices are observed.

#### **Personal Hygiene**

- Hands are washed after using the toilet.
- A box of tissues is available and children are encouraged to blow and wipe their noses when necessary and that soiled tissues are disposed of hygienically.
- Children are encouraged to shield their mouths when coughing.
- Staff have a small bottle of anti bacterial liquid to use on their own hands once
- They have wiped children's noses etc.
- Paper towels are used and disposed of appropriately.
- Hygiene rules relating to bodily fluids are followed with particular care and all staff and volunteers are aware of how infections can be transmitted.

#### **Cleaning and clearing**

- Any spills of blood, vomit or excrement are wiped up and disposed off down the toilet sealed bin. Disposable gloves are always used when cleaning up spills of bodily fluids. Floors and other affected surfaces are disinfected using chlorine or iodine bleach diluted according to the manufacturer's instructions. Fabrics contaminated with bodily fluids are thoroughly washed in hot water.
- Spare laundered pants and other clothing are available in case of accidents and nappy bags are available in which to wrap soiled garments once they have been rinsed through.
- All surfaces are cleaned daily with a disinfectant cleaner, after each nappy change.

#### **Food**

The Nursery will observe current legislation regarding food hygiene, registration and training. The manager, deputy and staffs handling food will hold a level 2 certificate in Food Hygiene.

In particular, each adult will:

- Always wash their hands under running water and with soap before handling food and after using the toilet.
- Adhere to best practise when storing food.
- Not be involved with the preparation of food if suffering from any infectious/contagious illness or skin trouble.
- Never smoke anywhere in or around the Nursery premises.
- Never cough or sneeze over food.
- Use different cleaning cloths for kitchen and toilet areas.
- Wash fresh fruits and vegetables thoroughly before use.
- Tea towels will be kept scrupulously clean and washed between each

session.

- All utensils will be kept clean and stored in a dust free place, e.g. closed cupboard or drawer.

## **HEALTH**

### **Outdoor Play**

Children will have the opportunity to play in the fresh air daily in the Nursery's own outside play area, the children will be allowed to free flow between the indoor and outdoor environment, when weather permits.

### ***Garden Guidelines***

- Check the garden is safe – gates are secure before setting up.
- Ride-on toys need to stay in designated areas.
- Bikes may be scooted, balanced on, used in a variety of ways to improve physical skills/balance, but should not be used as battering rams into others or buildings/walls.
- Correct staff/child ratio in garden at all times.
- No touching fungus. Remove any if we know it to be poisonous.
- No climbing on fences or outside of steps.
- A risk assessment should be carried out in adverse weather conditions to decide on the suitability of outside activities.

## USE OF INTERNET AND E-MAIL POLICY

Use of the internet by employees of Happygems Day Nursery is permitted and encouraged where such use supports the learning and education of the children, in line with the Early Years Foundation Stage.

However, Happygems Day Nursery has a policy for the use of the internet whereby employees must ensure that they:

- comply with current legislation
- use the internet in an acceptable way **and for business purposes only**
- use e-mail for Nursery purposes only
- Do not create unnecessary risks to the nursery by their misuse of the Internet

### Unacceptable behaviour

In particular, the following is deemed unacceptable use or behaviour by employees:

- visiting internet sites that contain obscene, hateful, pornographic or otherwise illegal material
- visiting websites that are not for nursery purposes
- using the computer to perpetrate any form of fraud, or software, film or music piracy
- using the internet to send offensive or harassing material to other users
- downloading any software or files without the prior permission of the Nursery Manager. In addition, any software or any copyrighted materials belonging to third parties must not be downloaded unless this download is covered or permitted under a commercial agreement or other such licence (unauthorised copying is a criminal offence)
- downloading any software or files which are not for nursery purposes
- installing any software without the prior permission of the Nursery Manager
- hacking into unauthorised areas
- undertaking deliberate activities that waste staff effort or networked resources
- introducing any form of malicious software into the corporate network
- accessing personal e-mails
- accessing any social networking sites or chat rooms
- making personal online purchases.
- publishing defamatory and/or knowingly false material about Happygems Day Nursery, your colleagues and/or our parents, children, or any other associate of Happygems Day Nursery on social networking sites, „blogs“ (online journals), „wikis“, 'tweets' and any online publishing format.

Parents and carers also need to have regard to the above statement. Also the confidentiality of all within the group is paramount and members of the Nursery must be mindful of this at all times taking care to ensure pictures or names are not made public knowledge without prior permission from those involved.

### Monitoring

Happygems Day Nursery accepts that the use of the internet is a valuable tool. However, misuse of this facility can have a negative impact upon employee productivity and the reputation of the Nursery.

In addition, all the nursery internet-related resources are provided for educational purposes. Therefore, the nursery maintains the right to monitor the volume of internet and network traffic, together with the internet sites visited.

**Sanctions**

Where it is believed that an employee has failed to comply with this policy, they will face the company's disciplinary procedure which can be found in the Contract of Employment. If the employee is found to have breached the policy, they will face a disciplinary penalty ranging from a verbal warning to dismissal. The actual penalty applied will depend on factors such as the seriousness of the breach and the employee's disciplinary record.

**Agreement**

All nursery employees or temporary staffs who have been granted the right to use the company's internet access are required to sign this agreement confirming their understanding and acceptance of this policy.

These Policies and Procedures are amended and reviewed annually by;

Director Omobolanle Olatise

Next Review: December 2014

## **ACCIDENT & INCIDENT RECORDING AND REPORTING POLICY**

### **Accident Folder**

Our Accident folder is kept safely and is accessible to all staff and volunteers who know how to complete it. Any accident, however minor, is entered into the Accident form by the member of staff witnessing the accident. It is then that member of staff's responsibility to ensure that either the parent, or carer is informed and the Accident form is signed by the parent (or carer) on the day that the accident occurred.

In the Accident folder, an individual accident record is used for each child to ensure confidentiality; the following information is recorded:

- Time
- Date
- Child details
- Injury details
- Any witness details
- First aid treatment given
- A senior staff member also signs the form
- Any further action taken – this may be recorded at a later date

The summary sheet is completed after each form is completed and the Accident folder is reviewed half-termly to identify any potential or actual hazards.

When there is any injury requiring GP or hospital treatment to a child, parent, staff member, volunteer or visitor, or in the unlikely death of a child or adult on the premises, we make a report to Ofsted in these circumstances.

### **Dealing with Incidents**

Great care will be taken at all times to prevent injury to children and staff. However, Accidents will happen and the way they are dealt with is extremely important.

- Happygems Nursery staff will have an Ofsted approved current First Aid certificate covering babies and young children.
- The Nursery will ensure that the first-aid equipment is kept clean, replenished and replaced as necessary. Sterile items will be kept sealed in their packages until needed.
- Safety gloves must be worn when dealing with any cuts, saliva or other body fluids; and then disposed of in the appropriate manner.

## RECRUITMENT, STAFFING & EMPLOYMENT POLICY

In accordance with regulations, we aim to have at least half of our staff qualified in day care or education relating to young children. We pride ourselves on maintaining good adult to child ratios and aim to operate above the legal requirements of 1:8 for children aged 3 and over and 1:4 for children between 2- 3 years of age. Our Key person system ensures each child and family has one particular staff member who takes a special interest in them. They will also observe them and use this information to plan activities suitable for their learning and development. Regular staff meetings provide opportunities for staff to undertake curriculum planning and to discuss the children's progress and any difficulties.

We aim to meet the Nursery's staffing needs as far as possible with regular staff employed on permanent contracts. From time to time, we employ other staff on a casual basis, for example to cover emergencies, or on fixed-term contracts, typically to meet a particular short-term need.

We ensure that all staff are given the opportunity to do appropriate training to update their skills and underpin their knowledge and understanding of nursery children.

There are a number of training courses run by the Local authority and our staff are encouraged to attend these whenever possible.

We are an Equal Opportunity Employer and a commitment to implementing the group's Equality and Diversity Policy will form part of the job description for all staff. We have an equal opportunities employment policy, seeking to offer job opportunities equally to both women and men, with and without disabilities, from all religious, social, ethnic and cultural groups.

A member of staff to be employed on a permanent basis will be interviewed by the Nursery director at the last stage after undergoing the written tests stage, DBS check and the referencing stage. The selection panel take responsibility for the creation or checking of recruitment information such as the job description, person specifications and advertisements. This panel take an active role in short listing and interviewing the applicants using standardised interview procedures. We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation.

The Nursery Director is authorised to recruit staff being employed on a casual basis to cover staff illness or absence or to meet a short-term need.

All staff positions are exempt from the Rehabilitation of Offenders Act 1974 and they must be prepared to disclose any convictions they may have had or orders they have against them. All successful applicants must agree to the appropriate checks on criminal records and health as required by the relevant statutory authorities.

In accordance with our Safeguarding Children Policy and Procedures, all appointments will be subject to a probationary period (usually 3 months). We use Ofsted guidance in obtaining references and criminal records checks through the Disclosure and Barring Service for staffs and volunteers who have substantial access to children.

The appointment will not be confirmed unless the checks are satisfactory.

## OUTINGS POLICY

The opportunity may arise for the Nursery to take the children off-site on an outing or visit. On such occasions, the level of care and safety provided in the setting of the Nursery must be followed off-site.

In the event of an outing:

- Prior to any outing a risk assessment will always take place and be recorded. Most venues will have their own risk assessments and can make these available
- The parents will be required to sign an agreement (or disagreement) regarding their child taking a part in outings/walks in the local community. This is included within the child's confidential records, which is to be filled in, prior the child starting Nursery.
- Our ratio on these walks is 1:3 for over 3 years. old and 1:2 for under 3 years. old. We may be asking parents for assistance to fulfil the ratio. The adult will hold the children's hands whenever possible and pushchairs/ safety harness's will be used.
- First Aid supplies will be taken and a Qualified First Aider will be present on the outing.
- A qualified member of staff will be present on the outing.
- The Manager/ Deputy (leader) of the outing will carry a register of names and contact telephone numbers in case of an emergency.
- The outing leader will carry a mobile phone in case of emergency.
- During the outing, the children will each wear a badge bearing the mobile phone number of the outing leader, name and number of the setting.
- In the unlikely event that a child should become lost, our Lost Child Procedure will be followed.
- Staff will keep a record of all outings in the outing book. This will record the date and time of outing, venue, method of transport, appropriate insurance policy cover, any risk assessment, the names of children going on the outing along with the names of staff caring for them.

The following should be taken to every outing:

- First- Aid box (any important medication – allergies)
- Bottle of drinking water
- Medical list of children taking part
- Contact list
- Family doctor – details
- Mobile phone
- Spare nappies and clothes

### **Trips Involving Transport**

Trips involving transport will always need extra parental consent. Parents will be provided with detailed information about the trip including a risk assessment and the details below will be acted upon if necessary. This will allow parents to make an informed decision as to whether they allow their child to attend.

Planning ;

- Ratio will be kept to 1:2
- Staff and children lists will be made prior to the outing to ensure the correct ratio's are maintained.
- Staff will be assigned specific children and be responsible for them at all times.
- Students will be assigned 1 child and must be accompanied by a qualified member of staff at all times.

- Coaches with seat belts will be considered- Ideally 3 point seat belts. Parents will have details of the company.
- Parents must sign a detailed consent form allowing their child/children to attend the trip.
- Parents will be informed who will be responsible for their child during the trip.
- The health and safety representative will carry out a risk assessment that will outline all the possible risk factors that have been considered and actions that have been put into place to minimise them.

During the trip;

- Children with severe medical conditions will be assigned to a qualified member of staff, preferably the Manager or Deputy. Advice from parents will also be sought to ensure appropriate care is provided.
- Children with special needs will be assigned to a member of staff.
- Children that require medication will be assigned to the Manager, Deputy or room supervisors.
- Adults are required to stay in minimum groups of two adults. Parents who are accompanying their own children are free to go off alone with their child. If they are supervising another child then they must stay with another adult.
- All supervising adults, including any parents, will be provided with a map(if necessary), meeting up times, meeting places, departure times, a list of emergency contact numbers, details of first aid points if necessary and a list of first aiders contact numbers.
- Registers will be taken
  1. In the nursery prior to leaving
  2. On the coach before leaving
  3. On meeting up
  4. On the transport before leaving
  5. On returning to the nursery

## **Food and Drink Policy**

1. We use meal and snack times to help children develop independence through making choices, serving food and drink and feeding themselves. We provide children with clean utensils which are appropriate for their age and stage of development and which take account of the eating practices in their cultures.
2. We have fresh drinking water constantly available for the children. We inform the children about how to obtain the water and that they can ask for water at any time during the session/day.
3. We offer children milk or water at snack times in all the rooms of the nursery. We provide a water bottle each for all the children to have fresh water throughout the day. Pre-school groups will have cups available at all times.
4. Allergies and special dietary requirements are Obtained from parents/careers of the children in our care through our registration pack.
5. All peanut products are not permitted at nursery due to allergies. Also sweets and fizzy drinks are discouraged.
6. It is the responsibility of the management team to notify OFSTED of any food poisoning affecting two or more children looked after on the premises. Notification will be made as soon as is reasonably practicable and within 14 days of the incident. If this step is not completed the registered person will be failing to comply with requirements and will be committing an offence.

Agreed by Omobolanle Olatise (Director)

Review January, 2015

## Administration of Medication Policy

Happygems Day Nursery recognises that it is sometimes necessary for children to be given medication when at nursery. As a result of this we have developed this policy for administering medication to children.

1. Medication can only be given to children if it has been prescribed by a G.P or hospital and is in its original labelled container.
2. The medication should have first been administered by the parent at home for 24 hours in case of an allergic reaction.
3. An administration of medication form must be completed and signed by parent/carer.
4. The manager, deputy or person in charge must be informed and agree prior to a parent signing for medication to be given.
5. Parent must give the correct time that the medicine was last given and specific time for the next dose to be administered
6. Medicine will only be given by a qualified member of staff e.g. Nursery Nurse or first aider and will be witnessed by another member of staff. Before giving the child the medicine both staff members will check that it is within its use by date and has been prescribed for the child to whom it is to be given.
7. If for any reason the medication was not given (e.g. child picked up early) it must be recorded as "not given" and signed.
8. Medication forms must not be on view in the nursery playrooms as these details are confidential.
9. Staff must ensure that the medication is returned to the parent and the parent is made aware of the time of administration by signing.
10. When administering liquid medication staff should ensure that the label is kept to the upper part of the bottle so as to avoid any damage to the instructions for dosage.
11. Check the label on the medication, dose, rules of administration (e.g. by mouth, into ear/eye, rubbed on the skin) any special instructions. If in doubt check with the person in charge or pharmacist.
12. Any medicines handed into nursery will be stored safely out of reach of children and were appropriate in a fridge with a locking device. Use by dates will be checked regularly.

13. Medication MUST be administered using a syringe or measured medicine spoon. All staff should be familiar with normal precautions for avoiding infection and follow basic hygiene procedures.
14. If a child refuses the medication, they must not be forced. Staff can try to encourage them or perhaps get someone else to try. Under no circumstances should you attempt to hide the medicine in food or drink.
15. If a child does not retain oral medication e.g. Spits out or vomits the medication should not be giving a second time and parents must be informed.
16. Medication given should be returned to the parent at the end of each day. When a child ceases to need medication or if a medicine has passed its expiry date, return any that is unused to the parent for disposal.
17. Written records of all medicines administered to children are kept for one year.
18. In the event of an incident or error staff should treat as an emergency and call an ambulance.

Carried out by Omobolanle Olatise

Review Date; December,2014 (unless required sooner)

## Positive Behaviour Policy

At Happygems Day Nursery, we believe that children and adults flourish best in an established routine and environment where they know what is expected of them and where children can play freely and learn without fear of being hurt or hindered by others. And also where there are clear and developmentally appropriate expectations for their behaviour.

It is our continuing aim:

- To create a safe, secure and happy environment, that encourages and reinforces acceptable behaviour by consistent and considered response.
- To be a positive role model for all children with regard to friendliness, care, courtesy and language.
- Ensure that all children feel included all the time.
- Enable the children to share their experiences with each other and with staff.
- Celebrate diversity within the nursery and to use resources that reflect diversity – including books, toys and role-play,
- To help and make children appreciate and value each other, and to feel valued as an individual.
- To enhance self-esteem, self-control and mutual consideration.
- To give a high priority to clear communications within the nursery and to further Develop positive partnerships with families.

In order to implement this policy it is important that our staff themselves have a high self-esteem

and also believe completely in what the nursery is doing, in the way that it is providing nursery education for children in our area. This also links to our stress policy.

- We take action against any discriminatory behaviour by staff or parents. Displaying of openly discriminatory and possibly offensive materials, name calling, threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner
- Posts are advertised and all applicants are judged against explicit and fair criteria
- Applicants are welcome from all backgrounds and posts are open to all
- We may use the exemption clause in relevant legislation to enable the service to best meet the needs of the community
- The applicant who best meets the criteria is offered the post, subject to references and checks by the Disclosure and Barring Service. This ensures fairness in the selection process.
- All job descriptions include a commitment to promoting equality and recognising and respecting diversity as part of their specification
- We monitor our application process to ensure that it is fair and accessible.
- Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability.
- Every employee is entitled to a working environment that promotes dignity and respect for all. No form of intimidation, bullying or harassment will be tolerated.
- Breaches of the Nursery's Equality and Diversity Policy will be regarded as misconduct and could lead to disciplinary proceedings. Commitment to implementing the group's Equality and Diversity Policy will form part of the job

description for all workers.

- We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices, which enable children to flourish
- We ensure that all staff are confident and fully trained in administering relevant medicines and performing invasive care procedures when these are required.
- We review our practices to ensure that we are fully implementing our policy for promoting equality, valuing diversity and inclusion

### **Environment**

Our environment is as accessible as possible for all visitors and service users. If access to the building is found to treat disabled children or adults less favourably, we will make reasonable adjustments to the setting to accommodate the needs of the disabled children and adults.

### **Putting Policy into practice:**

1. As a nursery we will ensure that children and adults feel valued, respected, trusted and responsible for our nursery community by providing positive role models, a context of genuine praise and by encouraging considerate attitudes within a consistent environment.
2. We recognise that all individuals need to feel special and need to be responsible for their own actions, whilst being aware of the needs and rights of others. We will encourage good relationships based on kindness and respect.
3. We also recognise that individuals bring a wide variety of behaviour patterns to nursery. These are based on differences in home values, attitudes, parenting skills and culture. We will value these whilst ensuring fair treatment for all regardless of age, gender, race, ability or disability. It may be necessary for children that have been identified with behaviour difficulties that may be due to SEN, to have individual behaviour plans, which will be discussed with the parents and the SENCO.
4. In our alliance with children, parents and other professionals we will maintain positive attitudes by building links based on mutual trust. We will develop an appropriate approach to behavioural expectations and strategies for dealing with situations within the curriculum and beyond. Communicating at a level all can understand. To begin with a child may be **redirected/distracted** to another activity. Staff are advised to ignore attention seeking behaviour if appropriate. If a child is still showing signs of negative behaviour the child will be spoken to directly at their level and in a calm and quiet tone. Our next step is to tell the child what the consequences of their actions may be, e:g removing the child from the situation or removing privileges these will be carried out if inappropriate behaviour continues.  
An incident form detailing all information may be filled in and the parents will be asked to read and sign it. If a child's behaviour continues to be negative we would work with the parents and prepare an action plan and observations would also be undertaken and patterns of behaviour will be monitored.
5. We have expectations of warm, caring, mutually satisfying relationships, which will rise, when necessary, to the challenges of occasional inconsistency of behaviour.
6. Any behavioural problem will be dealt with in an appropriate and positive manner depending on the child's age and level of understanding. Staff will help distract the child from a negative situation and support in a positive way. There will not be any form of physical, emotional or nutritional punishment.
7. We believe that the child is not „naughty“ or „bad“ but it is the behaviour that is unacceptable. We aim to teach the children the values of what is right and wrong.
8. The staff will refrain from using negative language/criticism or labelling, shouting and raising voices in a threatening way, humiliating, frightening, discriminating or any

form of corporal punishment. This maintains the child's self esteem whilst dealing with the unacceptable behaviour.

9. We aim to build on positive behaviour by rewards, stickers, charts, praise and acknowledgement. Any negative and unwanted behaviour will be ignored but monitored so that any child will not be in any danger.

10. Physical punishment will not be used or threatened.

11. We will support children's learning to empathise with others, understanding they have feelings too and that their actions have an impact on others feelings. Insisting on a child saying „sorry“ is not developmentally appropriate and not productive. Staff will use every opportunity to discuss positive behaviour and respect for each other.

## **INFECTION CONTROL POLICY**

Viruses and infections can be easily passed from person to person by breathing in air containing the virus which is produced when an infected person talks, coughs or sneezes. It can also spread through hand/face contact after touching a person or surface contaminated with viruses.

The best way to prevent a virus or infection from moving around the nursery environment is to maintain high hygiene standards in the nursery. To do this we will follow the guidance below:

- Ensure all children use tissues when coughing and sneezing to catch all germs
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands once the tissue is disposed of
- Encourage all children to do the above by discussing the need for good hygiene procedures in helping them to stay healthy
- Staff will all wear the appropriate Personal Protective Equipment (PPE) when changing nappies, toileting children and dealing with any other bodily fluids. Staff are requested to dispose of these in the appropriate manner and wash hands immediately
- All potties and changing mats are cleaned and sterilised before and after each use
- Toilets are cleaned at least daily
- Staff are to remind children to wash their hands before eating, after visiting the toilet, playing outside or being in contact with any animal and explain the reasons for this
- All toys, equipment and resources will be cleaned on a regular basis by following a comprehensive cleaning rota and using antibacterial cleanser or through washing in the washing machine
- All equipment used by babies and toddlers will be washed or cleaned as and when they need it – this includes when the children have placed it in their mouth
- Dummies will be stored in individual hygienic dummy boxes labeled with the child's name to prevent cross-contamination with other children

- If a dummy or bottle falls on the floor or is picked up by another child, this is cleaned immediately and sterilised where necessary
- Individual bedding will be used by children and labeled. This will be washed at least once a week and not used for any other child
- Parents and visitors will be required to remove all outdoor footwear or use shoe covers when entering rooms where children may be crawling or sitting on the floor
- All staff and children will be required to wear specific indoor shoes or slippers whilst inside the rooms
- When children are ill we will follow the sickness and illness policy to prevent the spread of any infection in the nursery. Staff are also requested to stay at home if they are contagious
- The nursery manager retains the right of refusal of all children, parents, staff and visitors who are deemed contagious and may impact on the welfare of the rest of the nursery
- Parents will be made aware of the need for these procedures in order for them to follow these guidelines whilst in the nursery
- Periodically each room in the nursery will be deep cleaned including carpets and soft furnishings to ensure the spread of infection is limited. This will be implemented earlier if the need arises
- The nursery will ensure stocks of tissues, hand washing equipment, cleaning materials and sterilising fluid are maintained at all times and increased during the winter months or when flu and cold germs are circulating.

## **PARENT/CARER'S AS PARTNERS POLICY**

We believe that in order for children to receive quality care and early learning that suits their individual needs, parents and staff need to work together in a close partnership. The two-way sharing of information is key to this. The nursery team welcomes parents as partners and this relationship needs to be built on trust and understanding. It is important that we, as practitioners, are able to support parents in an open and sensitive manner.

The nursery wishes to ensure parents are an integral part of the care and early learning team within the nursery.

Our policy is to:

- Recognise and support parents as their child's first and most important educators, and to welcome them into the life of the nursery
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child
- Welcome all parents into the nursery at any time
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers
- Ensure nursery documentation and communications are in a format to suit individual parent's needs, e.g. Braille, multi-lingual, electronic communications
- Ensure that all parents are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided and our full policy documents will be available to parents at all times available \*in [specify place in the nursery]/\*on the nursery website
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- Support parents in their own continuing education and personal development and inform them of relevant conferences, workshops and training

- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parents evenings and a parents' forum
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through \*regularly distributed newsletters/\*the nursery website
- Operate a key person system to enable a close working relationship with all parents. Parents are given the name of the key person of their child and their role when the child starts. Support two-way information sharing regarding each child's individual needs both in nursery and at home
- Inform parents on a regular basis about their child's progress and involve them in the shared record keeping. Parents' evenings will be held at least twice a year. Parents will be consulted with about the times of meetings to avoid excluding anyone
- Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the nursery
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents. All parents have access to our written complaints procedure
- Provide opportunities for parents to learn about the \*Early Years Foundation Stage and about young children's learning in the nursery and how parents can share learning at home and where they can access further information
- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment
- Respect the family's religious and cultural backgrounds and beliefs and to accommodate any special requirements wherever possible and practical to do so
- Inform parents how the nursery supports children with special educational needs and disabilities
- Find out the needs and expectations of parents. These will be obtained through regular feedback via questionnaires, suggestion system and encouraging parents to

review working practices. These are then evaluated by the nursery to promote nursery practice, policy and staff development.

## **NON-SMOKING POLICY**

The nursery recognises that many people in our society smoke. We are aware that smoking is lawful and a matter of choice for adults.

However we recognise that smoking is an activity disapproved of by many parents and to which they do not wish their children to be exposed. We recognise also that our employees have a right to expect to be able to work and have periods of rest from work in a smoke free environment.

No one is permitted to smoke at any time on nursery premises.

Furthermore, all staff are also prohibited from doing so in the nursery grounds, including the car park, thus reducing the chance of any child seeing a member of staff smoking.

- All parents are informed of this policy when applying for their child to come to nursery.
- All staffs are informed of this at interview, and are expected to abide by this policy as with any policy. Failure to do so could result in disciplinary action. Staffs are not permitted additional breaks for the purpose of smoking, and smokers and non-smokers have the same breaks.
- The entrance of the Nursery will display a “No Smoking” sign.
- All staff/parents/carers/visitors are expected to support the No Smoking Policy and draw it to the attention of staff if someone is disregarding it. In this case, the smoker will be asked to leave the premises.

