

ABC NURSERY PARENTS' HANDBOOK



CONTACT DETAILS

Postal address: ABC Nursery
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CV5 6AD

Telephone number: 024 76672660

General email: abc20@btconnect.com

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Ofsted URN: 507737

“In my experience, the nursery is a safe place where each child is valued, encouraged and affirmed with sensitivity and respect. Where no detail or idiosyncrasy is treated as being unimportant...where staff are steadfast and responsive.

A place where my children have rejoiced in coming, and have been reluctant to leave”

Please keep this handbook in a safe place to refer to throughout your child’s time at ABC. Should you have any questions or comments regarding the information contained in this pack, please contact the Nursery Manager.



Welcome to ABC Nursery!

Please find below various items of information that we hope you will find useful in the forthcoming months.

STARTING NURSERY: Starting nursery can be a stressful time for some children, in particular the younger children who may not have been left with other adults for any length of time. Once a place has been confirmed in writing for your child we will ask you to telephone the nursery to arrange an induction session. At this time we will go through all the paperwork, procedures and essential information, and arrange settling - in times. Please contact us by telephone as much as you wish in the initial weeks, and whenever you are concerned over the welfare of your child. We will be totally honest with you on how they have settled. If they are becoming distressed for long periods of time then we will work with parents to take any appropriate action to ease this distress.

COLLECTING CHILDREN: **Please note that for safety reasons we will not allow your child to be taken home by someone whom we do not recognise.** Please telephone the nursery to inform us if anyone different is coming to collect your child and give this person the password on your security form. Please refer to our Collection of Children Policy for more information.

PROMPT COLLECTION: If parents fail to collect their children at the agreed time then a surcharge of £10 per 15 minutes or part thereof will be added to the bill.

NURSERY FRONT DOOR (ENTRANCE): Please **do not** open the front door to let yourselves out or other parents in. Please wait for a member of staff to let you out & answer the door.

LATE CARE: If you intend to leave your child for a 'late care' and it is not on a regular basis, please give us plenty of notice so that we can arrange adequate staff cover. Please ensure if your child does not attend late care that you collect them promptly by 4.00 p.m.

SIGNING IN AND OUT: Please ensure that you sign in and out each time that you bring and collect your child. It is essential that this be done in order to give us an accurate number of children on the premises, especially over the dinner time period. It is crucial that you look at the signing-out sheet, as messages and notes to see staff / sign accident forms etc are written here. Please also ensure that during the warmer weather you sign in the column to say that you have put sun cream on your child.

PARKING: Please could parents avoid parking on the double yellow lines, in the bus stop area and near the corners of the nursery. We advise that you do not leave any valuables in cars as we have had a period of theft of bags from cars outside the premises.

GATES: For safety reasons ensure that the gates are closed properly at all times on entry and exit to the nursery. Once you have signed your child out then you have taken responsibility for your child's welfare even though they may be still on the nursery premises. Please shut the gate carefully behind you, ensuring it is latched correctly.

CHILDREN'S ABSENCES: If your child is not attending nursery through sickness, please can you telephone to let us know by 10am. If you are going on holiday please let us know the dates involved. Fees have to be paid in full when the nursery is open. If your child is not in nursery for three consecutive days and we have not heard from you then we will contact you to ask about their welfare.

CHANGE OF INFORMATION. If any essential information changes, such as contact telephone numbers, employment contact details and home addresses, please inform nursery as soon as possible. Change of details forms can be found in nursery reception. Please note this includes changes in medical or dietary information.

FEES: These are to be paid monthly ideally by Standing Order. Please note that we do not have control of the amounts of the standing orders, so parents are responsible for changing these whenever necessary. Fees must be paid in advance by the 7th of the month. Late payment will incur a surcharge of £10 per week. Please ask a member of staff for a copy of our Fees and Grant Funding booklet for more information.

PHOTOGRAPHS: Staff may often take photographs of the children for displays and monitoring purposes. Staff also take photographs of children on a daily basis and record observations for the children in their 'Key Carer' group. If you have any objections to photographs or videos being taken of your child, please let us know. There is a permission slip for you to complete in the Admissions Pack in this regard. Photographs are only taken using the nursery camera or tablet device and staff are prohibited to take photographs using a mobile phone or any other personal electronic equipment. Please refer to our Camera and Recording Devices and Safeguarding Children's policies for further details.

In addition, we ask that all new parents email us a photo of your child for their peg and key carer board. We ask that these photographs are head and shoulders where possible and in portrait format. Photographs should be emailed to abc20@btconnect.com

BIRTH CERTIFICATE / PASSPORT: You will need to bring your child's birth certificate or passport with you when you bring your child for induction, so that the information is on file for when your child becomes eligible for Government Nursery Grant Funding. This information is also asked for as part of your Admissions Pack.

ACCIDENTS: If your child has a minor accident in nursery then we record this on an Accident Form, which parents are required to sign when picking up their child. Please check the signing in: out sheet as a reminder will be put in the comments box. Any accidents which we feel are more serious, or which involve an injury to a child's head, will result in a phone call to parents at the time of the accident. We ask all parents to sign an Emergency Medical Consent Form as part of their Admissions Pack should immediate emergency treatment be required.

ILLNESS AND MEDICINES: Please make sure you have read our Illness, Exclusion and Medication Policy regarding the administration of medicines before you sign your contract. You may also wish to read our Infection Control Policy to go alongside this. Should your child need to bring medicine into nursery, you must sign a consent form before leaving your child in our care. Should your child be prescribed medication such as an inhaler or epipen, it is essential that staff are informed and that one is left on the premises **at all times** and replaced when out of date.

BIRTHDAYS: We celebrate every child's birthday with a card and present and a special 'snack-time'. We would be grateful if you could bring into nursery either a small cake or special biscuits for your child to share with their group. Please **do not** bring in sweets as not all our children are allowed these.

FESTIVALS: We celebrate many different festivals in the nursery and staff guide children in developing respect and sensitivity towards different cultures and religions. We celebrate Christmas with the pre-school children in St Barbara's Church Hall. If any parents do not wish their child to be involved in any specific festivals, please let us know.

SPARE and SUITABLE CLOTHING: Please could parents supply a change of clothes on their child's peg- clothing bags are provided for this purpose. For safety reasons do not leave plastic bags on pegs. Clearly label all your children's clothing including uniform, and check the contents of your child's peg bag on a regular basis to ensure the clothes are the correct size and relevant to the season. Hats and gloves and warm clothing should be provided in the winter months as children have access to the garden for most parts of the day. For safety reasons we do not like the children to wear scarves- they can be dangerous when they are pedalling bikes. We also advise that no hoodies are worn by children in our toddler group as these can be pulled back by other children and cause injury. Please note that children have access to paints, felt tips etc on a regular basis, and these may temporarily mark clothing. We do not therefore advise that children wear 'best' clothes to nursery.

SHOES: We ask that children refrain from wearing flip flops or crocs to nursery in the summer months. Open toe sandals are also not recommended for safety reasons. As the weather gets worse in the winter, we ask that children wear a leather/waterproof shoe rather than canvas ones. Named welly boots may be useful at certain times, however the nursery has a supply for children to use.

UNIFORM: We would like older children attending nursery to wear an item of uniform. This consists of a sweatshirt or cardigan. Uniform is purchased directly from nursery.

Fleeces and polo shirts (navy or white) are also available to order as optional extras as stated on the order form. Please complete the uniform order form in your Admissions Pack and return to the Nursery.

SUN CREAM and HATS: In very warm weather we would advise that children wear long sleeved clothing and trousers. We expect parents to supply and cream their children with all-day sun cream in hot weather and supply them with a substantial sun hat if you do not wish them to wear / share the nursery's sun hats. Sun cream should be clearly labelled and put in your child's drawer. Please note that it is very time-consuming for staff to put sun cream on each individual child. Please read our Protecting Children from the effects of Strong Sun in Warm Weather Policy.

TELEVISION/ COMPUTERS: Television/ DVDs may be watched occasionally that link to topics or books and areas of children's interests. If the weather is bad, these may be watched to replace outdoor play over the lunch period while rooms are being cleared from dinner time. TV is very rarely watched on late care while children are waiting to be collected by parents. Pre-school children have access to a desktop computer, and tablet devices are used in all areas to enhance learning in areas such as problem solving and colour matching. Please read our Children Watching TV and playing on Computers Policy.

TRACKING YOUR CHILD'S PROGRESS: Each child has their own profile that contains a record of their progress over the year- this is completed by their key carer. We use an online reporting system for tracking progress, and parents will receive log in details for this at the end of their child's first term at the nursery. Each child also has a red memory book that contains photographs and observations on progress.

We like parents to contribute to these and add information, photos etc throughout the year. They can be taken home at any time but must be returned the next time your child attends nursery as staff are continually up-dating them.

PARENTS' OPEN EVENINGS: We hold Parents' Evenings on a termly basis. If you wish to discuss your child's welfare and progress at any time, please feel free to arrange an appointment with us.

TWO YEAR CHECKS: As per Government requirements, we carry out checks for every child who reaches two whilst in our care. This check assesses the Prime areas of the EYFS, and will be discussed in more detail with parents shortly after their child's second birthday.

A5 CARE FILES: Every child in our Toddler Group will have an A5 care file, which staff will complete on a daily basis to give more information on what your child has been doing in nursery. We also complete a white board in each area detailing daily activities. Should you wish for an A5 file for your child in Raindrop, Rainbows or Pre School group, please let your child's key carer know.

TOYS: We appreciate that children may want to bring in a favourite 'cuddly' toy for comfort and we recommend this if it helps to settle them. However, we would be grateful if you could refrain from letting your child bring in any other toys. We have found from experience that children become upset when they lose it or another child takes it and it can't be found when they are ready to go home.

OUTINGS: The nursery takes children on local walks to the library/ park / shops, relevant to the topics being covered. Older children can go for trips in the minibus, which are organised in advance. Children are required to wear fluorescent vests when out walking, and age appropriate safety harnesses (reins) or pushchairs may be used.

Please see our Escorting Children Policy for more information. Please also note there is an area relating to Outings in the Permissions section of the Admissions Pack.

CHILD PROTECTION: If your child has an accident at home involving bumps, abrasions and bruising please inform us as they enter or return to nursery. We may well ask you about any marks, bruises, bumps or abrasions that your child may have, and we may well record them and record your explanations on a form for parents and the Nursery Manager to complete. Please ensure that you read our Safeguarding Children Policy.

PARENTS' FORUM: We are always looking for parents to volunteer to help on the forum. Meetings are held every half term. If you would like further information or would like to become involved please complete the 'Parent Forum' interest section of the Admissions Pack. Thank you.

COMMENTS, COMPLIMENTS AND COMPLAINTS: You can raise comments with the nursery manager at any time or you can talk to the nursery owners and other parents regarding any aspect of the nursery at the 'Parent Forum' meetings. There is also a comments box in the nursery hall. We take any complaints from parents who feel that the care of their child has been compromised very seriously, and these are recorded in the nursery's complaints file. Please see our Complaints Policy for more information. We would also love to hear your compliments on our service. You have an opportunity to complete questionnaires at regular points throughout the year, however should you wish to drop us an email at any time it is always appreciated to hear that our nursery is meeting or exceeding your expectations.

ABC NURSERY STAFF and PARENTS/ CARERS CHARTER

This document has been put together by staff and members of our Parents' Forum, to help new and existing parents of ABC Nursery understand how we would like to operate on a day-to-day basis, and how we can work together to make your child's time at ABC run as smoothly and happily as possible.

For every visit to nursery:

We ask our parents/ carers to:

- Sign your child in and out at the start and end of each day on the boards provided.
- Complete your child's A5 file at home/ on arrival at nursery, or to tell us key information e.g. how they have eaten, slept any special milestones or areas to look out for.
- Sign any necessary documents, such as Accident, Medical or Incident Forms.
- Check your child's drawer (or basket in toddler area) for any relevant work, notices, newsletters or invoices to take home.
- Apply all day sun cream if needed.
- Speak briefly and politely to our staff at the start and end of the day, unless you require further clarification on certain points or need to speak to us as a matter of urgency. We are more than happy to discuss your child's progress or any issues you have in more detail, however it may be better to make a separate meeting time.
- Look at your child's A5 file either before leaving nursery or at home for an overview of their day at nursery. (Not applicable to the pre-school/ raindrop group unless specifically requested)
- Check the whiteboard in your child's area for details on daily activities and group time (pre-school/ rainbow group).
- Check on the dinner, tea and sleep boards and ask if you wish to know about toileting

- Let us know who will be collecting your child if this is different from normal.

Our staff team will:

- Welcome your child warmly and fondly into the nursery environment & ask relevant questions on your child's well-being.
- Settle your child in an empathetic manner should they be upset or distressed for any reason.
- Encourage attachment bonding (a care relationship) to support children's well-being, and accept if a child only bonds with certain members of staff, and work around this.
- Complete your child's A5 file (toddler group only), indicating if there have been any issues with eating, sleeping or toileting whilst in our care. In addition, we will complete a small section in the file telling you about your child's activities during the day.
- Indicate in the A5 file and/or verbally if there are any documents that you need to complete at the end of the day e.g. Medical, Accident, Incident Forms.
- Write a brief rundown of the day's group activities on the white board in the corridor for all parents/ carers to see.
- Inform all parents of any illnesses/ infections that may affect children in nursery.
- Talk to every parent/ carer at the end of the day to highlight any special milestones, achievements or areas for development for your child that are relevant.

With regard to your child's learning and development:

We ask our parents/ carers to:

- Share with the nursery any achievements that your child has made at home
- Take home your child's memory book at regular intervals to add photos from home and any news and achievements by your child. You are more than welcome to write anything you wish to in this book as a record of your child's learning journey.

- Bring the memory book back regularly to the nursery to enable staff with your child's help to make additions to it.
- To look on the Classroom Monitor website to view your child's progress in nursery. (Password protected read-only site.)
- To contribute to any observations that will help monitor & record your child's progress and identify areas of special interest or where your child may need additional support.
- To share in your child's learning and development with their key carer at parents' evenings.
- If you wish to: parents or grandparents to volunteer to come into the nursery to help on a regular basis with ICT, reading stories, gardening etc. (subject to DBS checks)
- If you wish to: to help in taking children on local trips in the area.

Our staff team will:

- Regularly observe your child and assess their progress following the Developmental Matters in the Early Years Foundation Stage.
- Record their progress following the Classroom Monitor programme
- Take photos of your child to record their learning journey.
- Take photos of children to record in their memory books and also record any special conversations and insert any special pieces of 'work' and emergent writing & drawing.

To help the nursery run smoothly:

We ask our parents/ carers to:

- Ensure your child always has two clean sets of clothes in his/ her peg bag, to take home any dirty or wet clothes promptly and return any clothes that your child has borrowed from nursery.
- Return any toys or puzzle pieces that you do not recognise as your child's- please do not be embarrassed to do this as we appreciate how easy it is for any child to put a toy into a bag/ pocket then forget it is there!

- Telephone the nursery before your child is due to start his/ her session if your child is unwell or will not be attending nursery for any other reason
- Inform us of any pre-planned holidays as soon as possible. We ask that parents do this in particular over the summer period so that staffing levels can be adjusted if necessary, without affecting the level of care provided to the children.
- Ensure that your child's fees are paid promptly & in full including any extra sessions.
- Give management as much notice as possible (at least within the minimum guidelines) of any changes you may need to make to your child's sessions.
- Return all relevant paperwork and contracts before your child starts at the Nursery.
- Inform us of any changes in personal details or circumstances as soon as possible so that we can update your child's file. Ensure that you inform management of any new allergies or illnesses that come to light once your child has started at nursery
- Be aware of, respect and adhere to our Nursery Policies and Procedures, in particular those relating to Confidentiality, Equality and Illness and Exclusion (further copies of our Policies can be found in reception, on our website, or by request to the management).
- If you are unsure of the exclusion period for any specific illness, please do not hesitate to telephone the nursery for clarification
- Clearly label any items of clothing that your child may regularly remove, e.g. coats, hats, cardigans, and in particular any ABC uniform items that may get mixed up

Our staff team will:

- Endeavour to adhere to the high standards in the quality of care that ABC Nurseries is renowned for.

NEW PARENT CHECKLIST

Forms and Documentation

- Nursery Admission Pack
- Contract
- Induction and Settling in Booklet
- Fees and Grant Funding Booklet
- Recent photo for peg/ drawer

Ideally portrait orientation emailed to us at:

abc20@btconnect.com

Items to bring into nursery

- One pack of nappies
- Two full spare sets of clothes

We will let you know when your child needs more nappies

Optional

- Nappy cream/ gels
- Teething gel
- Dummy
- Comforter