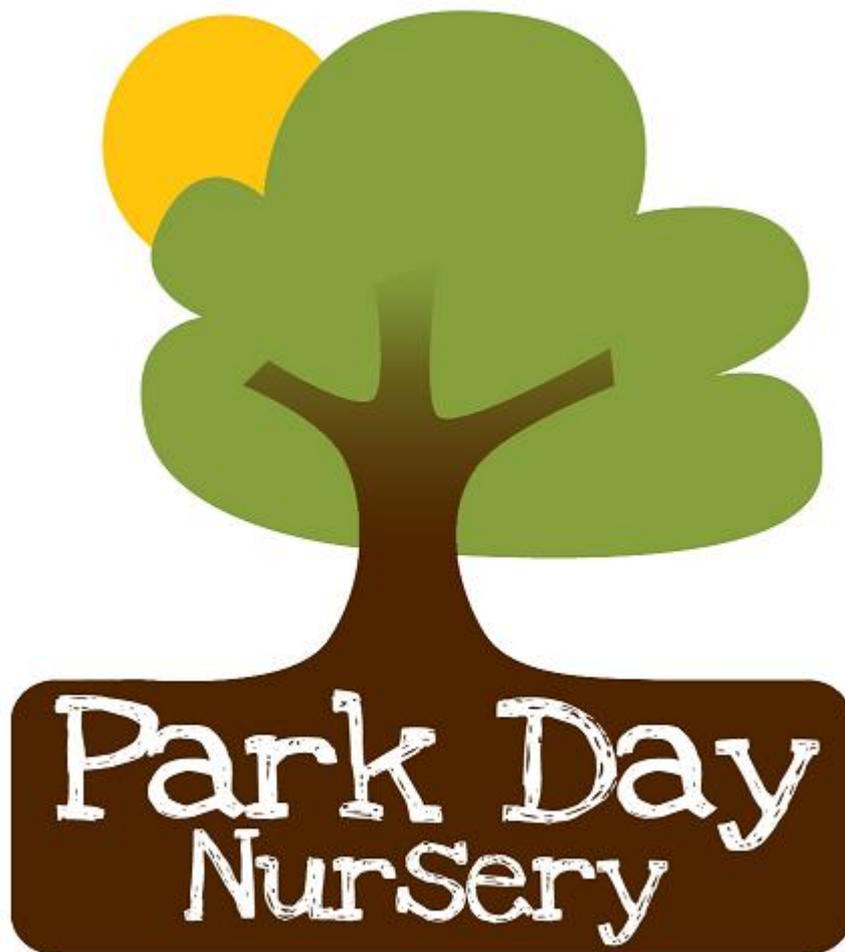


Park Day Nursery

# Parent Pack

Policies and Procedures overview



Child's Name:

Date of Birth:



## **Safeguarding Policy**

In order to provide an environment where children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to, the nursery adheres to the following:

Exclude known abusers

Any position is exempt from the provisions of the Rehabilitation of Offender Act 1974

All staff undergo police and health checks and at least two references are followed up.

All appointments subject to probationary period and will not be confirmed until the management is confident that the applicant can be safely entrusted with children

To ensure the safety for the children within our setting practitioners comply with the requirements and recommendations of the Local Safeguarding Child's Board (LSCB).

## **Support for families**

The nursery will take every step in its power to build up trusting and supportive relationships between families and staff

Where abuse is suspected, the nursery will continue to welcome the child and family while investigations proceed.

Confidential records kept on the child will be shared with the child's parents.

With the proviso that the care and safety of the child must always be paramount, the nursery will do all in its power to support and work with the child's family.

## **Allegations of a child protection nature against staff/volunteer**

In the event of an allegation against a member of staff or volunteer, we adhere to the following procedures:

- Treat all allegations seriously
- Report immediately to the safeguarding children officer
- Take a full report
- Staff member suspended immediately
- Complete written record, signed and dated with witness
- The safeguarding children officer must report to the Children's Single Point of Access
- Should allegation be re: director, manager, deputy or staff present and no higher management team are available then the Local Authority Designated Officer (LADO)

Park Day Nursery management has a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed because they have harmed a child or put a child at risk of harm.

## **Urgent telephone numbers**

Children's Single Point of Access - 01189373641

Out of Hours Child Protect - 01344 786543

Allegations against any staff member or volunteers - Local Authority Designated Officer (LADO) - 01189 373555

Signed: \_\_\_\_\_

## **Mobile Phone and Camera Use Policy**

We take steps to ensure that there are effective procedures in place to protect children, young people, and vulnerable adults from the unacceptable use of mobile phones and mobile camera devices in the setting.

### Personal Mobile Phones

- Personal mobile phones belonging to members of staff are not used on premises during working hours. Use in staff areas during break times is permitted
- Personal mobile phones must not be visible whilst on nursery premises, except for in staff areas during breaks
- Members of staff will not use their personal mobile phones for taking photographs of children
- Parents and visitors are requested not to use their mobile phones whilst on the premises

### Cameras and Recording Equipment

- Staff are not permitted to bring in or use their own personal recording equipment at any time on nursery premises. Personal recording equipment includes: mobile phones with cameras on, personal cameras, personal camcorders, video recorders, voice recorders, smart watches or anything that belongs to staff, that children could be photographed or recorded on
- Photographs and recordings of children are only taken for valid reasons, for example, to record their learning and development, or for displays within the nursery
- Photographs or recordings of children are only taken on equipment belonging to the nursery
- Only reputable photographers from reliable companies are used to take official photos of children and DBS are requested
- Photographs and recordings of children are only taken if there is written permission to do so (found on the individual child's file)
- Parents are not allowed to take photographs or recordings of any kind while on nursery premises, except in the case of nursery special events as detailed below

### Photography and Video Recording at Nursery Special Events

- We recognise the importance of parents being able to record the special milestones in their child's development. Permission will therefore be given for parents and carers to take photos and videos of their children, which are implicitly for their own personal use, at nursery special events" only such as the nursery nativity/ Christmas party
- We request that in the interests of child protection, safeguarding children and to respect other parents' wishes, no photos or videos that may include children other than your own are uploaded to the internet in any way or shared electronically
- We cannot accept any responsibility for the protection of photos and videos taken by friends, family or other parents and carers at Nursery special events. We will therefore always remind parents before these special events take place that photography and videoing by other parents and carers will be permitted.

Signed: \_\_\_\_\_

## **2 year old reviews**

At Park Day Nursery we ensure we complete 2 year old reviews for children joining us under the age of 3 years old. These reviews are important in gaining an insight into the younger children within our care. They give us the opportunity to catch any potential problems at a younger age.

2 year old reviews can be completed any time between the child's 2<sup>nd</sup> and 3<sup>rd</sup> birthdays, we however aim to complete them as close to 2 years old as possible to ensure they are in line with your child's 2 year old health review.

We endeavour to work with the assigned health visitor to the nursery to share information to develop a holistic view of the children. Ensuring we are able to utilise our combined knowledge to support the children where it is required. If you give your consent for us to share information with our assigned health visitor please complete the attached form. Where possible we would appreciate having the opportunity to take a copy of your child's pink slip or the red book completed by your health visitor.

Dear Parent

From September 2015 health visiting services and early years providers are expected to bring together health and early education reviews for young children at the age of two to two-and-a-half.

The age two to two-and-a-half is an important time for children and their parents. It is a period of rapid growth, learning and development in a young child's life, and is also a crucial time when a child's need for additional support from health services or the education system can become clear. While the care given during the first months and years of a baby's life is critical for equipping them for the future, age two is another important stage where planned contact with all children and their parents can help to make a real difference to a child's future outcomes

Integrating the existing health and education reviews at age two will help to identify problems and offer effective early intervention for those children who need more support, at an age where interventions can be more effective than they would be for an older child (National Children's Bureau 2015). To enable the above integration to happen and the best outcome for your child we would like to share proportionate and relevant information from your child's 2 year old progress check with their Health Visiting Team. We would also ask the Health Visiting Team for any relevant information from your child's 2 year review.

If you are happy for this information to be shared please can you sign below and give this form back to us, your childcare provider.

Yours sincerely

I give permission for relevant and proportionate information about my child  
(insert name)

.....

From the 2 year old review/progress check to be shared with health professionals.

Signed ..... (Parent/Legal Guardian) Date .....

**Information Sharing**

Sharing Information between early years professionals is a requirement of the Ofsted Early Years Register and to adhere to the Early Years Foundation Stage Statutory Framework.

We want children's needs to be fully understood, by sharing information between the early years professionals involved in each child's lives we are able to provide for and meet those needs more fully, aiding the settling-in process, coordinating the planning and record keeping for individual children.

We aim to provide appropriate care and education through the appropriate sharing of information and the successful delivery of the EYFS and the Register requirements by:

- Ensuring the continuity and coherence by sharing relevant information with other early years professionals and with Parent/Carers
- Facilitating the identification of children's learning needs
- Ensuring a quick response to any area of particular difficulty

I give permission for relevant and proportionate information about my child (insert name)

.....

To be shared with relevant appropriate professionals in order to support learning, development and wellbeing.

Signed ..... (Parent/Legal Guardian) Date .....

## **Administration of Medicine Policy**

Nursery staff may administer only prescribed medication. Staff however may administer Calpol where necessary in the event of a raised temperature.

### **Administering Medicine:**

- When prescribed anti-biotics a child is unable to attend the nursery for a full 24 hours from the first dosage
- Staff will only accept labelled, original containers of medicine
- Both parent and staff check dosage and time. Staff record details on a medicine form
- Parents MUST sign to confirm information recorded by staff is correct and give permission to administer
- Medicines must be stored safely in the first aid cabinet or in a fridge
- Staff refer to the medicine form and check the medication for the child's name, dosage and expiry date before administering
- Medicine form signed by staff to confirm medication given and signed at the end of the day by the parent to acknowledge the medication was given
- If the medication required involves certain techniques/ medical knowledge then the appropriate training is given
- An on-going medicine form will be completed for medicines that are required for 1 week or longer

Signed: \_\_\_\_\_

## **Head lice policy**

Head lice are a common occurrence among young children, effective head lice control is based on a high standard of education, prevention and accountability for both parents and staff.

At no point are practitioners permitted to look through a child's hair for head lice. However a practitioner may notice a child scratching their head or observe a head louse within the child's hair.

Upon this practitioners inform the parents/ carers upon collection. Parents must treat the outbreak effectively in time for the next nursery session. It is the parents' responsibility to check and treat their own children for head lice

Staff ensure bedding is changed on a regular basis (Minimum weekly - depending on sessions attended) At no point do children share bedding sheets or blankets.

Always sleeping alternatively (top to toe) so no child's head is close to another's during their sleep routine.

Confidentiality is maintained throughout.

Signed: \_\_\_\_\_

## **Sick Children Policy**

Park Day Nursery promotes the good health of children and takes positive steps to prevent the spread of infection and appropriate measures when they are ill.

- A GP's advice should be sought as to whether or not a child should attend nursery when they have an infection.
- The nursery must be informed as to the nature of the infection so that we may alert other parents
- At Park Day Nursery we are unable to give more than two doses of Calpol in one day. There MUST be a minimum of 4 hours between doses of Calpol.
- We are unable to administer ibuprofen in the nursery
- Should a child become ill at nursery it is essential that either the parent or emergency person be available to collect the child as soon as possible
- Children who have suffered from vomiting or diarrhoea cannot be accepted until 48 hours after the last occurrence of either
- Other illness (some obvious, others not so obvious) also demand exclusion. If you are in any doubt as to whether your child should be kept at home please telephone the nursery to discuss your child's symptoms
- The nursery reserves the right to your child being treated by a doctor in the event of an emergency
- If neither parent is available the nursery will contact the emergency person. When parents or emergency person are unable to collect a sick child, staff will care for the child (isolating if necessary for sleep or fear of infection) until someone is available
- When prescribed antibiotics a child is unable to attend the nursery for a full 24 hour from the first dosage

Signed: \_\_\_\_\_

### Exclusion period for illness

Illness	Exclusion period	Comments
Chicken pox	Five days from the onset of rash	Vulnerable people- Pregnant women
Conjunctivitis	None	
Diarrhoea or vomiting	48 hours from last occurrence of either	
Flu	When fully recovered	
German measles (Rubella)	6 days from onset of rash	
Glandular fever	None	
Hand, foot and mouth	None	
Head lice	None	
Impetigo	48 hours after commencing antibiotic treatment	
Mumps	5 days after onset of swelling	
Ringworm	None	
Scabies	24 hours after starting treatment	
Slapped cheek	None	Vulnerable people- Pregnant women
Shingles	Exclude if rash is weeping and not covered	
Tonsillitis	None	
Whooping cough	5 days from commencement of antibiotic or 21 days if receiving no treatment	
Scarlet Fever	24 hours after starting antibiotics	

Signed: \_\_\_\_\_

### **Failure to collect a child**

In the event of a parent failing to collect their child from the setting the following procedure is put into place:

- Two Practitioners must stay with the child, at least one of whom has a valid DBS check, is first aid trained and is at least level 3 qualified
- Contact parents on all numbers provided and leave a message
- Try emergency contact after 30 minutes if no contact made with parent. If the child is hungry then give the child a snack
- Allow one hour from closure time
- If still unable to make any contact after one hour then call Duty Social worker who will arrange temporary care for the child.

Signed: \_\_\_\_\_

### **Babysitting**

Permission is given for parents/ guardians to enter into a private agreement with staff for babysitting, outside the hours of 8am and 6pm Monday to Friday, but the nursery has no connection or liability with this agreement.

Signed: \_\_\_\_\_

### **Complaints Policy**

If parents have any complaints about any aspect of nursery they should contact the owner, Jackie Brown or the Manager in the first instance

If they remain unhappy after this, they should contact the Early Years Team at Reading Borough Council, telephone 01189390782 or OFSTED

If you remain unhappy after this you can register a complaint with OFSTED:

- Helpline: 03001231231
- [www.ofsted.gov.uk/early-years-and-childcare](http://www.ofsted.gov.uk/early-years-and-childcare)
- Ofsted, Piccadilly Gate, Store, Street, Manchester, M1 2WD

In the event of a parent wanting to make a complaint, the following procedure should be taken.

- Alert a member of staff that you would like to speak to the manager
- A written record will be taken in the complaint file listing the complaint and the date
- The complaint will be investigated and the action taken will be informed and recorded within 28 days in the complaint file
- Ofsted will be informed if necessary.

Signed: \_\_\_\_\_

## Healthy Eating Policy

We at Park Day Nursery regard meal times as an important part of the settings day. Eating represents a social time for children and adults and helps children to learn about healthy eating. We promote healthy eating at all times. At snack times, we aim to provide nutritious food, which meets the children's individual needs. To ensure we are catering for all ages we offer three different main menus – baby menu, big baby menu and the main menu. Each of which are slight variation of each other, adapting for the differing age groups.

- Before a child starts the setting we find out from parents their child's dietary needs and preferences, including any allergies
- We record information about each child's dietary needs on their enrolment form and parents sign it
- We regularly consult with parents to ensure that our records of their child's dietary needs including allergies are up to date
- We display current information about individual children's dietary needs so that all staff and volunteers are fully informed upon them
- We implement systems to ensure that children receive only food and drink that is consistent with their dietary needs and preferences as well as their parent's wishes
- We provide nutritious food avoiding large quantities of saturated fat, sugar and salt. For children who drink milk we provide whole pasteurised milk
- **We take care not to provide food containing nuts or nut products and are especially vigilant where we have a child who has a known allergy to nuts**
- **We are a nut free environment and ask that parents ensure all food brought in to nursery does not contain nuts**
- Through discussion with parents, we obtain information about the dietary rules of the religious groups to which children belong; of vegetarians, vegans and known allergies. We take account of this information in the provision of food and drinks
- We require staff to show sensitivity in providing for children's diets and allergies. In order to protect children with food allergies, we discourage children from swapping and sharing their food with one another
- We organise meal times so that they are social occasions in which children and staff participate to help children to develop independence through making choices, help serving drinks and feeding themselves using utensils that are appropriate for their ages and stages of development
- We have fresh drinking water constantly available for the children. We inform the children about how to obtain the water and that they can drink water at any time during the day
- For those who bring in packed lunch we ask that an ice pack is kept in the bag to ensure food is kept at an appropriate temperature

We regularly seek information from the Environmental Health Department and Health Authority to ensure we keep up to date.

Signed: \_\_\_\_\_

## **Key person information**

At Park Day Nursery we have a key person system. Staff work in small groups and in close supervision to get to know the children in our care really well. We look at the needs, interests and stages of development to plan stimulating and enjoyable experiences and activities

The Early Years Foundation Stage has 7 Learning goals which contain the knowledge, skills and understanding which young children need to have acquired by the age of 5.

These are:

- Personal, Social and Emotional development
- Communication and Language
- Physical Development
- Literacy
- Mathematics Development
- Understanding the world
- Expressive Arts and Design

To help children achieve these goals, practitioners observe children closely and use this information to plan future activities. Discussion, verbal exchanges and evidence of learning is shared by parents and practitioners daily and at regular consultations. At Park Day Nursery our emphasis is on close, safe supervision of all our children. Babies are afforded a separate specific sleep room in addition to our quiet room, so no one has to sleep close to where others play. Daily art work, planned activities and photographs give parents an insight into what their child has enjoyed. Above all we value the input from our parents about their child's development and learning both at home and at nursery. Parents are encouraged to undertake observations of their own at home on tapestry. This allows practitioners and parents to work together to continue each child's development.

Signed: \_\_\_\_\_

## **Outings Policy**

At Park Day Nursery we value the importance of real life experiences and as part of this we sometimes take children on outings. We ensure we adhere to the following procedures.

For all outings the following procedures must be followed:

- Written permission must be obtained from all parents prior to the outing
- Staffing ratios must be maintained at all times
- A first aider must be present and a suitable first aid box must be taken
- The children must be counted before setting off and counting must be ongoing at regular intervals throughout the outing
- Toilet facilities must be provided for the children at regular intervals
- Food and drink must be provided at similar times to those in the nursery and additional drinks should be offered if the weather is warm or if energetic exercise is part of the day
- Spare clothing is made available
- Risk assessments are completed before planning on the day and evaluated after

It is important to allow the children to have the opportunity to explore and experience the outdoor environment. Many benefits include gaining an understanding of changes in the environment, recognising familiar aspects and signs as well as the communicative activities that go on through talking to the children about what they are seeing.

We currently take a small group of our pre-school and two year old children out to the local library, the local retirement home and shops. We also take a group of up to 6 babies out to walk around the local park, while being contained in our two three-seater buggies. If you give permission for Park Day Nursery to take your child on an outing please complete the attached letter.

8 College Road  
Reading  
Berkshire  
Rg6 1QB



Tel: 0118 9268892

Email: [nursery@parkday.co.uk](mailto:nursery@parkday.co.uk)

Dear Parents

Going forward we will be allowing the younger children to explore the world outside of the nursery via outings. This will be undertaken based on consent given by yourselves. It is important to allow the children to have the opportunity to explore and experience the outdoor environment. Many benefits include gaining an understanding of changes in the environment, recognising familiar aspects and signs as well as the communicative activities that go on through talking to the children about what they are seeing.

These outings will be undertaken on a regular basis to allow all children to have this opportunity.

If you do or do not give your permission to allow the practitioners to take your child on any occasion during the day please complete the form below.

Many thanks

Emma Rapley  
Nursery Manager

-----  
Please tick the box applicable.

I **would** like my child \_\_\_\_\_ to attend trips to the local area.

Signed

Date.

I **would not** like my child \_\_\_\_\_ to attend trips to the local area.

Signed.

Date.



## **Notice Period**

At Park Day Nursery we require a minimum of 4 weeks **written** notice if you are decreasing your child's days or removing them from the nursery.

This is to be written in an email to Jackie Brown at [JackieBrown@parkday.co.uk](mailto:JackieBrown@parkday.co.uk), to which you will receive an email in acknowledgement and confirmation of the reduction.

Signed: \_\_\_\_\_

## **Fees**

All fees are charged monthly in advance and must be paid by credit transfer or childcare voucher on the first day of the month to which they relate. Any extra charges incurred will be charged on the following invoice.

We accept all childcare vouchers please advise us of which one you would like to use and we will provide you with the account details.

If payment isn't received within 14 days of the due date Park Day Nursery reserve the right to exclude your child until payment has been received.

Fees are payable during all periods of child absence, including holiday and illness, from the nursery and on Bank and Public Holidays. Fees will also remain payable during any period of closure due to reasons of forces beyond our control such as extreme weather, loss of heating, lightening, fire or flood and non-admittance of the child for any reason. The nursery closes for Christmas at 6pm on Christmas Eve and re-opens at 8am on the first working day of the New Year and fees continue to be payable during this period.

### **Late Pick Up Fees**

There will be a 5 minute grace period at the end of our morning session 1pm and our all day session 6pm. A fee of 50p per minute will be charged retrospectively back to 1pm or 6pm if a child is collected beyond this 5 minute grace period.

Signed: \_\_\_\_\_

## **Security and Door security**

No child will be released to any other person without prior notification by the parent. If we have not been informed that someone else is collecting your child, we will not release the child until we have spoken to you.

It is acceptable for the emergency person to collect your child without notification as the nursery reserves the right for this person to take the child in the event of illness if we were unable to contact either parent.

### Door Security

Parents are not to open the front door - staff will open the door at all times. All staff must check the spyhole first. If they do not recognise the person they will not open the door and will speak through the nursery window.

**DO NOT ADMIT ANY PERSON YOU DO NOT KNOW INTO THE NURSERY - no matter who they say they are or whatever uniform they are wearing.**

If another parent is approaching as you are leaving please do not leave the door open for them.

The outer door **MUST** be closed whenever you enter or leave the building.

Signed: \_\_\_\_\_

## Tapestry - Online Learning Journals

Tapestry online learning journeys allow you to view your child's observations and photographs from their time at Park Day, almost as they happen! We will also reference your child's learning to the EYFS profile. This will keep you informed of the areas of learning in which your child is achieving and the age band they were working in for the observed activity.

Tapestry allows you, as your child's primary educator, to add observations and photographs of your own as well as share your comments. We love to hear about learning and WOW moments from home to share with your child in Park Day. You will also be able to share with your child's key person activities that your child has particularly enjoyed.

As children play in close proximity with their friends it does not reflect a true picture of their time at Park Day if photographs are only of a single child, therefore, photographs of your child may appear on their friends learning journeys.

E-safety is extremely important to us at Park Day, therefore, we ask you to provide us with the following information and to sign the agreement to show that you have read, understood and agree with our guidelines.

-----  
Agreed guidelines for accessing and using Tapestry 'Online Learning Journeys'

As a parent/carer I will...

- Not publish any of my child's observations or photographs on any social media site
- Keep the login details within my trusted family
- I accept that my child's photograph may appear on their friends learning journal account and I may see pictures of my child's friends on my child's personal account
- I will speak to a member of staff if I experience any difficulties accessing my child's learning journey
- I agree to the above guidelines and have read the accompanying information sheet on the reverse

Print name:- \_\_\_\_\_

Name of child:- \_\_\_\_\_

Signature:- \_\_\_\_\_ Date: \_\_\_\_\_

Email:- \_\_\_\_\_

Please sign and return this form and we will provide you with secure access to your child's Tapestry online learning journey

# Online Learning Journey – Parents' Guide

## Introduction

All children attending Park Day Nursery have a personal online Learning Journey which records photos, observations and comments, in line with the Early Years Foundation Stage, to build up a record of your child's experiences during their time with us. We use Tapestry Online Learning Journal, a safe programme which is hosted in the UK on secure servers. You will have secure access (via email address and password) to your child's Learning Journey and, in addition to viewing our contributions, we encourage you to add to it by uploading photos and comments, or commenting on observations made by us.

## Where do I start?

Once you have returned the form on the front page of this letter, we will set up an account for you. Go to <http://tapestryjournal.com> on your computer, or if you have an iPhone or iPad, visit the iTunes store and download the Tapestry app from the Education section (search for TapestryMobile). Tapestry is also available from the Google Play Store for android devices. Login using your email address and the password we give you. We strongly recommend that you change your password on your first visit.

## Changing your settings

### On the computer

At the top right of your screen you will see your name, and selecting this will give you the option to 'Edit Preferences'. Choose this option and you will be presented with a screen giving you the option to change your email address and password. You also have the option to receive an email whenever a new observation is added to your child's Learning Journey – just tick or untick the relevant box if you would like to change this setting.

### On iphone/ipad

To change your settings on the iphone/ipad app, click the 'cog' button on the bottom right hand side of the application. This enables you to change your password and/or email address.

## Viewing my child's Learning Journey

Once logged in, you will see your child's observations on your home screen in a list – selecting any one of these will open up the observation for you to look at. You may add comments in the box at the bottom of the observation if you would like to - and we would love to receive such comments!

## Adding an entry to my child's Learning Journey

Choose the 'Add Observation' option (or the 'plus' icon on your iphone/ipad) and add the relevant information in the boxes on screen. Photos and videos may be uploaded by choosing the 'add media' option. When you have saved your observation, you may go back to the home screen at any time by choosing 'home'.