

Welcome To HappyWoods Nursery Parents Handbook



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DEAR PARENTS/CARERS

We have constructed this prospectus to provide you with brief information regarding the operation system of HappyWoods Nursery in line with the Ofsted standards.

ABOUT US

We are a **40** places Nursery, situated on St Mildred's Road, Lewisham within easy reach of Lee railway stations; we are also on the main bus route of the 202 and 160 which will drop you directly outside the Nursery. We accept children from the age of three months to five years old.

The children are allocated to rooms according to their age groups:

| | |
|---------------------|-----------------------|
| Baby Room | 3 Months to 18 months |
| Toddler Room | 2 years to 3 years |
| Pre- School | 3 years to 5 years |

The children are cared for by fully qualified, experienced and trained members of staff.

DAYS AND HOURS OF OPENING

The Nursery is opened from 7.45am to 6.00pm, Monday to Friday throughout the year except for one week at Christmas, public holidays and for one day inset day for each term. We are opened for 50 weeks a year.

| | |
|--------------------------|------------------------------|
| Morning Session | 07.45.00am to 18.00 pm |
| Afternoon Session | 13.00pm to 18.00pm |
| Full Day | 07.45.00am to 18.00pm |
| Full Time | Mon to Fri 7.45am to 18.00pm |

AIMS AND OBJECTS OF THE NURSERY

- To provide the highest quality of care and early years education within a safe, happy and stimulating environment for babies and children up to five years old.
- To respect and value every child's individuality, recognising their individual needs to an environment, which will provide equality of opportunity for all children.
- All children are to be cared for by highly qualified and well-trained staff members.
- To encourage the emotional, social, physical, creative and intellectual development of children.
- To encourage positive attitude and develop confidence and self-esteem.
- Provide an atmosphere that's stimulating to each child's imagination and interests.
- To Help parents to achieve a work life balance by offering flexible hours, home cooked

meals, accepting childcare vouchers and tax-free childcare, and provide the required information for universal credit.

- We offer places for all funded hours from 9months old until 5 years old, 15 and 30 hours.

ADMISSIONS PROCEDURE

We welcome children from all backgrounds, regardless of their sex, race, religion, colour or creed.

We do take certain points into account when deciding which child should be offered a place at HappyWoods Nursery.

- Availability of spaces (considering child's age, staff to child ratios and registration requirement).
- Length of time on the waiting list.
- Our ability to provide the appropriate facilities for the welfare of the child.

Once a child has been allocated a place on an agreed basis, it is expected that parents/carers will adhere to these arrangements. Failure to do so may result in termination of the contract.

FEES

At HappyWoods Nursery we offer reasonable and affordable fees comparing to our nurseries in the brough,

Fees are payable on a monthly basis in advance, on the first day of each month. Additional charges will be made for any fees that are paid late.

No reductions will be made in children's fees for periods of absence from Nursery due to holidays, sickness, or for other reasons.

A deposit is required to secure a child's place at Nursery. This deposit is refundable upon the child's departure, provided two months' notice has been given, in writing.

PARENTS/ NURSERY AGREEMENT

The agreement sets out the expectations for both parents and the Nursery as to the care of the child and the business arrangements agreed between the two parties. It is important for parents to read this contract thoroughly.

SECURITY

CCTV cameras are situated around the building. With the monitor in the office and the outside door is displayed upon it. For security reasons, we double doors system where visitors are not allowed to enter the nursery premises until the staff members identify their identity.

Students, volunteers and newly employed staff members are not allowed to open the nursery's door.

Children will only be allowed out of the building at home time when the staff knows the person who is picking them up. Parents are required to inform us by email if someone else is coming to pick their child up providing a password and a clear photo of the person.

COMMUNICATION

We believe that the sharing of information is essential in caring for your child. We will let you know at the end of the day, how your child has been, how they have eaten, if they have slept and what activities they have enjoyed. You can then share the experience with them at home. We also offer the (Parent Zone) data base where we post information about your child, photos,

video clips, observations and assessments, where you can also write comments and send us messages.

The nursery has an open-door policy where the Director, the Manager/deputy, or your child's key person can be approached at any time to discuss matters of your child's welfare and progress. Parents Consultation meetings will be held at least twice a year.

ARRIVAL AND DEPARTURE OF CHILDREN

We encourage the children to arrive at the nursery at the beginning of their session this will help the children to have a routine and structure to their day which can establish a feeling of security and allow them to get the maximum advantage of attending the nursery.

If your child is absent, we ask parents to inform the Nursery as soon as possible and ideally before 9.00am.

Staff will not release children to anyone other than parents, except to pre-authorise persons/ carers (listed in the child registration form) about whom parents will be expected to inform the nursery in advance that they are to collect their child.

LATE COLLECTION

collection of young children is made at the agreed time or within normal opening hours. Late collection causes unnecessary distress to a child and the staff.

Children remaining in our care after the agreed collection time, or after normal opening hours must be supervised by a minimum of two members of staff, one of whom must be qualified.

We appreciate that sometimes there may be circumstances beyond parent control affecting the prompt collection of your child.

If you expect you will be late collecting your child in our care, please call at your earliest convenience and discuss the possible arrangements with the manager/deputy manager. When we register a child, we ask parents to complete a collection arrangement form/ password system with a list of possible adults (family/friends) who could collect the child in the instant the parents are unable to collect.

There will be an additional charge if your child is not collected on time and vacated the premises by 6.00pm or 13.00pm in sessional care.

The fees are payable on the day in cash and the money will go directly to the extra members of staff that have had to stay after their working hours (at least two staff must be present).

FEES PAYABLE

Late arrival by 1-10 minutes – **£15.00**

Every 5 minutes thereafter – **£10.00**

SETTLING IN

Starting at a new environment for the first time can be a major adjustment for young children. At HappyWoods Nursery we recognise the emotional time that this will be for both children and their parents.

We aim to ensure that a child's introduction to our setting is as stress-free as possible. Once a place has been offered, we aim to achieve this by inviting parent to attend a welcome meeting where you can meet with your child's key person to share information about your child, and ask all your questions, in the welcome meeting also you agree the dates and times for the settling in period when your child is invited to visit the Nursery prior to the official start date. We offer three visits for the settling in week.

This helps to familiarise the child with the Nursery, the Nursery Staff and the other children and provides parents with the opportunity to give their journey to Nursery (and back) a trial run.

In the unlikely event that a child does not seem to settle at the Nursery we will review the situation with the parents and discuss the options, including termination of the contract. Such termination is at the sole discretion of the Nursery Manager.

As an introduction to life at the Nursery, we operate the following programme for every child's settling –in week (for which there is no charge).

Parents should ensure they have discussed their specific arrangements for the settling-in week with the Nursery Manager/Key Person prior to the agreed start date.

Parents are also reminded that some children take longer to settle than others. The settling in period is dependent on the individual child, if he/she has been used to other settings or if it is the first time that the child has been separated from their parents/ carers.

- On the first day, Parents/ Carers will be asked to stay with their child in their room. A staff member will be assigned as the child's Key Person and parents/ carers are encouraged to use this opportunity to talk to staff about routines and ask any other important questions.
- At this time, once the child begins to explore or get involved in activities, parents/ carers will be encouraged to leave the room and return on short intervals, so as to get the child used to seeing them being in and out of the room and returning.
- Gradually, Parents/ Carers will be encouraged to reduce the time they spend in the room with their child and may attempt to leave the nursery (an emergency number should be left before they leave).
- We encourage Parents/ Carers to say 'goodbye' to their child before they leave and reassure them that they are coming back. Parents/ carers are free to ring to check on their child.
- Parents/ Carers will be encouraged to keep days short for the first week or until the child is comfortable with the Nursery Staff and other children.
- Comforters are encouraged, where already used by the child, to ease the emotional distress, until the child feels confident and settled in the environment.
- All children are individuals and therefore there are no hard and fast rules for settling in. If a child needs longer to settle, this can be arranged and different times of the day can be tried, such as music time, activity time or garden time.
- We will always contact you if your child appears to be in any way distressed. We understand how important it is for parents/ carers to feel their child has settled in as well as possible.

SAFEGUARDING CHILDREN POLICY

At HappyWoods Nursery, we believe that children have the right to be cared for in an environment where they will be protected, and where they will be free to learn about the world around them.

We aim to create an atmosphere in which children feel safe, and where they can learn to trust and respect the adults who care for them. The welfare of children is the main priority for us as a staff team. Every child's progress is monitored, and our aim is to have the opportunity to develop to their full potential. Parents are asked to work with the staff to ensure that their child remains safe from harm.

HappyWoods Nursery follows the Safeguarding procedures and code of practice as laid down by Lewisham safeguarding board. As childcare provider, we are required by law to report any suspicious of neglect or physical, emotional or sexual child abuse.

The Nursery's policy on safeguarding children is one part of the Nursery's policies on securing the safety and well-being of children. Other aspects of their welfare are covered by the following policies:

- Health & Safety
- Security of the premises
- Visitors
- Release of children
- Lost children
- Late and uncollected children
- Trips and outing

For full statement of the above policies, please check the policies which are kept in the office

The Criminal Record Bureau has vetted all members of staff HappyWoods Nursery. All staff members have been made aware of the Nursery's policies, procedures and practice. They are expected to adhere to these at all times.

EQUAL OPPORTUNITIES

At HappyWoods Nursery, we positively value and respect children and it is our aim to demonstrate this, through everything that we do. We take all reasonable steps to promote and practice equal opportunities, regardless of race, religion, culture, colour and linguistic ability. Children of both sexes are positively encouraged by staff to participate in all activities.

The Nursery considers it important to provide children with an environment and range of experiences that will instil in them a positive outlook towards people in our society whom they may see as different from themselves. We do this through:

- Toys and equipment chosen with differing needs of children in mind
- Celebrating cultural differences
- Celebrating difference within ourselves and supporting each other to recognise differences
- Ensuring equal access to all activities for all children
- Monitoring procedures and practices in order to ensure inclusion of all children, parents and carers
- Using assessment procedures to monitor individual children's achievements

CHILDREN WITH ADDITIONAL NEEDS POLICY

We welcome any child with any additional needs to whom will be given priority when appropriate vacancies arise in the Nursery. If the child has a physical disability the Nursery will be in contact with the local Authority to obtain advice about any arrangements or facilities that

need to be added to the Nursery's building to help the child mobile smoothly and make his/her experience in the Nursery as cheerful and comfortable as possible.

HEALTH CARE PLANS

Where a child is prescribed medication for a medical need such as eczema or asthma the Nursery Manager/Deputy will agree with the parent how to recognise when the condition is getting worse and when and how to administer medication. The parent should fill out and sign a medication consent form so that the staff can administer the medication.

Where the child has a long-term medical condition such as diabetes, Asthma, epilepsy or Sickle cell a Health Care Plan must be put in place with the parent, Nursery Manager and relevant Health Care professional.

The plan must get reviewed and updated every 6 months by contacting the parents and asking them if there are any changes to be made to their child's health care plan.

We encouraged parents to inform the nursery of any updates of the medical condition, and share any medical reports and instructions received from the medical professionals.

BEHAVIOUR POLICY

At HappyWoods Nursery, we believe that a positive behaviour management approach leads to respect for and consideration of others. An approach that positively promotes acceptable behaviour in all circumstances.

HappyWoods Nursery aims to meet the needs of all children including those experiencing difficulties in learning or adapting to the social or behavioural environment. Our strategy includes working together with parents and carers to establish appropriate boundaries for all children and for providing them with a secure and interesting environment for their learning and growth.

COMPLAINTS POLICY

At HappyWoods Nursery it is clearly of paramount importance that the Nursery should run smoothly, parents and staff work together in the spirit of co-operation for the children's best interests. In the event of complaints from parents every effort will be made to respond quickly and appropriately.

COMPLAINTS PROCEDURE

The following steps may be taken by parents who have concerns about a child or about the running of the Nursery:

1. In the case of matters needing further consideration, Parents should discuss it with the Manager/Deputy. The Manager will look into it, workout an acceptable solution with the Parents.
2. If Parents feel that the Manager has not satisfactorily dealt with any issue, the proprietor will investigate their complaint in detail and endeavour to reach a satisfactory solution in the best interest of the children under our care.
3. If Parents feel that the Proprietor has still not satisfactorily dealt with any issue, Parents should contact **OFSTED**, with which the Nursery is registered on **03001231231**
4. Parents will receive a written reply to their complaint.
5. Complains will be recorded and dated in the complaints folder.

6. After a complaint has been resolved the final outcome will be written in the complaints record.
7. Any recommendations for changes in procedure will be made and noted against the complaints policy.

CURRICULUM POLICY

It is HappyWoods policy not to impose academic pressure on children of this age. We aim to foster positive, self-fulfilling attitudes rather than to create resistances.

Our curriculum is based on the interests and needs of the children whilst following the government's Early Years Foundation Stage regulatory framework. In this way, we hope to gently develop their knowledge, curiosity and taste for learning and unwittingly prepare them for the skills and understandings necessary for an easy and eventual transition to school.

Parents/ carers are kept informed about curriculum and events, as well as information on current themes of work through newsletters, our online 'Parents Notice Board' and bulletin boards within the Nursery.

THE LEARNING AND DEVELOPMENT REQUIREMENTS

We set out to assist all the children attending the Nursery to attain their maximum potential within their perceived capabilities.

While at HappyWoods Nursery every child will be learning through planned and purposeful play opportunities. They will be:

- Learning to become independent, happy and confident individuals, able to make their own decisions
- Developing a positive attitude towards their learning, where they are encouraged to choose for themselves the experiences, they want to be involved in exploring
- Experimenting, planning and organising their learning within the different indoors and outdoors areas
- Extending what they already know and do with help from the staff as well as thinking for themselves and what they have learned from their experiences

All activities are child centred with staff there to give guidance in what they are doing so the children can develop their interests further. Staff encourage children to try things out for themselves, then think back, and assess what they have learned from the experience.

An adult will lead some of the opportunities; many of them will be opportunities that children can experience on their own but are extended through adult involvement and questioning.

A copy of the weekly plan is displayed in each room. We also do Monthly plans, long term planning and each child is planned for individually, so their key person is able to assess what level the child is working at.

DAILY ROUTINE

Each room follows a daily routine depending on the age group and competencies of the children.

With Children Under Two, we follow each child's own routine, as their needs and capabilities vary so much. We have a varied range of equipment and toys for stimulating play which helps the babies' development and encourages basic social skills; from learning to sit up through to taking their first steps.

As 2–3-Year-Olds become more capable and acquire new motor skills, we encourage their growth with a whole range of varied activities, from organized creativity to physical activities. This is done by learning through play, to build up confidence and self-esteem.

Pre-School children have a more structured routine to include educational activities to prepare them for school, which is carried out by our early years Teachers. All activities are done in a fun, experimental and learning through play process to encourage their all-round development.

KEY PERSON POLICY

Within the Nursery, we operate a key person system. The children are allocated to a member of staff who is responsible for the initial settling-in period, this will enable the child to form a bond with his/her key person and enables the parents to also form a professional relationship with somebody within the room.

The key person is also responsible for keeping developmental records, observations and profiles on the child's development. The key person does not have sole charge of the child throughout the day and at times they will not necessarily be the person giving feedback at the end of each day.

INFECTIONS, ILLNESSES AND MEDICATION POLICY

One of the ways we strive to ensure the safety and healthy environment of our children is to protect them as best as possible from infectious illnesses. For this reason, we ask parents not to send their children to Nursery if they are unwell or if an infectious illness is suspected. The nursery reserves the right to refuse admittance to any child showing signs of illness.

Staff will raise with parents/carers any symptoms of illness, which are identified at the time of the children's arrival at Nursery. If parents/ carers are aware of the children having symptoms of illness but uncertain whether they are well enough to attend Nursery, they should discuss the matter with the Manager. If there is any question about the child's health, we will not admit the child to Nursery without a doctor's medical note.

The Nursery should be informed of any contagious or infectious illness contracted by the children and will inform parents/ carers of any infectious illness, which has been present in the Nursery. If a child has been exposed to an infectious illness, parents are asked to discuss the incubation period with the Manager so that the dates during which the child should stay at home can be determined.

Staff will inform parents/carers of any minor symptoms of illness observed in their child when the child is collected. They will also contact parents/carers immediately in case

of any vomiting, fever or prolonged diarrhoea and may request parents/ carers to collect their child if they have a fever exceeding 38°C, severe diarrhoea or vomiting or are showing signs of distress or discomfort.

If a child has been absent through illness, he/she should stay at home until they are able to participate in a normal nursery day, including outdoor play.

For a complete list of the illnesses that require exclusion from the Nursery, please refer to the procedure section of this document.

Medication Policy

At **HappyWoods Nursery** we promote the good health of children attending Nursery and take necessary steps to prevent the spread of infection (see Sickness and Illness and Infection control policies). If a child requires medicine, we will obtain information about the child's needs for this and will ensure this information is kept up to date.

We follow strict guidelines when dealing with medication of any kind in the Nursery and these are set out below.

Medication Prescribed by A Doctor, Dentist, Nurse or Pharmacist

(Medicines containing aspirin will only be given if prescribed by a doctor)

- Prescription medicine will only be given when prescribed by the above and for the person named on the bottle for the dosage stated.
- Medicines must be in their original containers with their instructions printed in English.
- Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff who will then note the details of the administration on the appropriate form and another member of staff will check these details.
- Those with parental responsibility must give prior written permission for the administration of each and every medication. However, we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances:
 - - a.** The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed.
 - b.** The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed.
 - c.** Parents must notify us **IMMEDIATELY** if the child's circumstances change, e.g. a dose has been given at home, or a change in strength or dose needs to be given.
- The Nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by written instructions from a relevant health professional such as a letter from a doctor or dentist.
- The parent must be asked when the child has last been given the medication before coming to Nursery and the staff member must record this information on the medication form. Similarly, when the child is picked up, the parent must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times.
- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication)
- If the child refuses to take the appropriate medication, then a note will be made on the form.
- Where medication is 'essential' or may have side effects, discussion with the parent will take place to establish the appropriate response.

Non-Prescription Medication (these will not usually be administered)

- The Nursery will not administer any non-prescription medication.

- The Nursery will only administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought
- If the Nursery feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse nursery care until the child is seen by a medical practitioner.
- If a child needs liquid paracetamol or similar medication during their time at Nursery, such medication will be treated as prescription medication with the Nursery providing one specific type of medication.
- On registration, parents will be asked if they would like to fill out a medication consent to their child being given a specific type of liquid paracetamol or antihistamine in particular circumstances such as an increase in the child's temperature or a wasp or bee sting.

This form will state the dose to be given, the circumstances in which this can be given, e.g. the temperature increase of their child, the specific brand name or type of non-prescription medication and a signed statement to say that this may be administered in an emergency if the Nursery **CANNOT** contact the parent

- An emergency Nursery supply of fever relief (e.g. Calpol) and antihistamines (e.g. Piriton) will be stored on site. This will be checked at regular intervals by the designated trained first aider to make sure that it complies with any instructions for storage and is still in date.
- If a child does exhibit the symptoms for which consent has been given to give non-prescription medication during the day, the Nursery will make every attempt to contact the child's parents. Where parents cannot be contacted then the Nursery Manager will take the decision as to whether the child is safe to have this medication based on the time the child has been in the Nursery, the circumstances surrounding the need for this medication and the medical history of the child on their registration form
- Giving non-prescription medication will be a last resort and the Nursery staff will use other methods first to try and alleviate the symptoms (where appropriate). The child will be closely monitored until the parents collect the child
- For any non-prescription cream for skin conditions, e.g. Sudocrem, prior written permission must be obtained from the parent, and the onus is on the parent to provide the cream which should be clearly labelled with the child's name
- If any child is brought to the Nursery in a condition in which he/she may require medication sometime during the day, the Manager will decide if the child is fit to be left at the Nursery. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form
- As with any kind of medication, staff will ensure that the parent is informed of any non-prescription medicines given to the child whilst at the Nursery, together with the times and dosage given
- The Nursery **DOES NOT** administer any medication unless prior written consent is given for each and every medicine.

| Disease/Illness | Minimal Exclusion Period |
|--|--|
| Antibiotics Prescribed | First 2 days at home |
| Fever | If sent home ill, Child must be off for 24 hours |
| Vomiting | 48 hours once free from symptoms |
| Conjunctivitis | Until redness and discharge have gone |
| Diarrhoea | 48 hours once free from symptoms. |
| Chickenpox | 7 Days from appearance of rash |
| Gastroenteritis, Food poisoning, Salmonellas & dysentery | Until authorised by doctor |
| Infective hepatitis | 7 Days from onset of jaundice |
| Measles | 5-7 days from appearance of rash |
| Meningococcal infection | Until fully recovered from illness |
| Mumps | Until all swelling has gone, usually about 10 days |
| Pertussis (Whooping Cough) | 21 days from the beginning of symptoms |
| Rubella (German measles) | 10 days from appearance of rash |
| Shingles | 7 days from appearance of rash |
| Scarlet fever & streptococcal Infection of throat | With appropriate medical treatment, no less than three days from start of treatment. |
| Threadworm | Until treated |
| Tonsillitis | At least 48 hours after starting Antibiotics |
| Tuberculosis | Until declared free from infection by doctor |
| Typhoid fever | Until declared free from infection by doctor |
| Impetigo | Until skin has completely healed |
| Pediculosis (lice) | Until appropriate treatment has been given |
| Ringworm of scalp | Until cured |
| Ringworm of body | Seldom needs exclusion |
| Scabies | Until treatment is complete |
| Covid19 | Until free from symptoms |

CHILDREN'S CLOTHING

Children should wear comfortable safe and suitable clothes that they can manage on their own as their independence increases. e.g. avoiding belts on trousers that cannot be undone when they need to go to toilet.

Protective wear is provided for messy activities e.g. Clay, water play, painting but we cannot guarantee that clothing will be completely safe.

For younger children, and for children who are being toilet trained, where a change of clothing is essential parents must bring an extra set of clearly labelled clothing.

It is important that all children's clothes be labelled, so that they can be recognised quickly and returned to their owner promptly.

JEWELLERY POLICY

Jewellery other than ear studs should not be worn as a matter of Health and Safety. Hooped or dangling earrings, bracelet and necklaces can get caught in equipment and cause injury and harm the child.

PUSH CHAIRS POLICY

The Nursery supplies a dry and clean area at the front of the Nursery for push chairs.

All parents/ guardians are responsible for folding and storing their push chairs. The Nursery is not responsible for any missing push chairs, or any items left in this area, i.e. rain cover, blankets, toys ...etc

MEALS AND SNACKS MANAGEMENT POLICY

HappyWoods Nursery we ensure that mealtimes are a happy and enjoyable social occasion for staff and children alike. We also ensure that the children appreciate the benefits of food, healthy eating as well as the learning experience.

The Nursery offers a choice of hot lunches, freshly prepared on site by the Nursery's qualified cook. It includes a vegetarian option, followed by healthy desert

Fresh water and milk are available for the children all day. All meals are in accordance with Ofsted requirement . Pack lunch is not allowed due to

NAPPY CHANGING POLICY

Parents are asked to supply nappies, wet wipes and any other creams their children will need. Children wearing nappies will be changed mid-way through each session to keep them comfortable and avoid nappy rash.

They will also be changed as necessary if they have soiled or are considered to be wet. It is vital that nappy changing is carried out both safely and hygienically to prevent the risk of possible infection and keep them comfortable and avoid nappy rash.

TOILET TRAINING POLICY

When a child starts to show signs that they are becoming aware of their bodily functions we will arrange a convenient time to meet with the parent/s and discuss their plans on toilet training their child. It is unusual for a child to be ready to be toilet trained much before their second birthday and for some children it can be a lot later.

SLEEP POLICY

HappyWoods Nursery identifies the importance of offering children a quiet area where they may relax and have a sleep during the day. After lunch, individual sleeping mats will be provided for those older children who wish to nap.

We will endeavour to follow a child's timetable, and, in the case of younger children, we will try to implement the routine they have at home.

Late Collection and Non-Collection of Children Policy

At **HappyWoods Nursery** we have morning, afternoon and all-day sessions. Parents are able to collect their child from the Nursery flexibly within this time period. We ask them to be no later than the session end time, for example if they attend the morning session, we expect children to be collected no later than **13.00pm**, and afternoon or all-day session no later than **18.00pm**. We understand that some parents may arrive earlier to collect their child, which is acceptable. However, the full fees still remain in place for the allocated session times.

We give parents information about the procedures to follow if they expect to be late. These include:

- Calling the Nursery as soon as possible to advise of their situation and expected time of arrival.
- Agreeing a safety password with the Nursery in advance to be used by anyone collecting a child who is not the parent (designated adult).
- Asking a designated adult to collect their child wherever possible.
- Informing the Nursery of this person's identity so the Nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation.
- If the designated person is not known to the Nursery staff, the parent must provide a detailed description of this person, including their date of birth where known, as we are unable to give the child to any person under the age of eighteen. This designated person must know the individual child's safety password in order for the Nursery to release the child into their care. This is the responsibility of the parent.:
- The Nursery Manager will be informed that a child has not been collected
- The Manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the Manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the Manager will try the emergency contacts shown on the child's records
- The Manager or staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the Nursery will plan to meet required staff ratios. If the parents have still not collected the child, the Manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on the late collection form.
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team.
- The Nursery will inform Ofsted as soon as convenient within 14 days.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort, and reassure the child during the process
- In order to provide this additional care a late fee of **£1.00 per minute, minimum of £15.00** will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal Nursery hours may incur.

Parents must provide the following items:

- Formula milk
- Disposable nappies
- Baby wipes
- Any cream you wish to be used
- two sets of spare clothes (that are clearly labelled)
- Comfortable indoor shoes