

Parent/carer Information Booklet



Settling in procedure:

We offer 6 settling sessions which start from 1 hour, we then increase the amount of time each session lasts over the remainder settles. We would like you to stay with your child for the first trial session. It will help you and your child to get to know us. You can stay at nursery and watch how your child is on our CCTV system. We gently build up the time that you leave your child over the next few sessions until they are ready to start nursery.

We do understand the anxiety that parents feel when they leave their child. We urge you to discuss any feelings you have with us. A good parent/carer relationship is one of our main objectives. Please don't hesitate to phone the nursery during the day, as many times as you want, we will be happy to reassure you. We will contact you if we are unable to settle your child.

Once your child starts nursery you will be given daily verbal feedback. Charts in the lobby display practical issues such as how much your child has eaten or slept during the day, babies receive a written daily record.

We operate an open door policy to parents whose child is here, which means you can come in and peep at any time you like, however, please remember your child may get upset if they see you and they are not going home.

Dropping off and collecting children:

As we have an open door policy you can drop and collect your child at any time throughout their session. Please be aware that dropping your child off after their actual start time could be disruptive for them as it may be hard for them to settle in to the routine. When you do drop off your child please let us know any information that you think we may need to ensure your child enjoys their day at nursery. If someone other than yourself will be collecting your child from nursery please let us know. We would need a description of the person collecting, a password and ideally a picture this could be sent by email. If your child is not going to attend nursery on their day for any reason or will be in later, could you please let us know by 9am.

Under no circumstances will your child be allowed to leave the premises with persons not authorised to collect them on that day. Any persons under the age of 16 years old must also not collect your child - even if you, as a parent/carer give them permission.

Each child has their own peg and cloth peg bag, this helps with their sense of belonging, please provide at least 3 sets of spare clothes for your child ensuring they are clearly labelled and appropriate for the season we are in! Please bring in wellington boots in the winter or rainy weather for your child but they will also need indoor shoes

Food and Drink:

We prepare all meals on our premises, we have a well equipped kitchen, and we do supply breakfast, lunch, tea and snacks for all children. If your child is still on formula milk then we do ask you to supply this. We provide fresh water/milk and fruit throughout the day. We do cater for all dietary/allergy requirements.

What you need to bring for children who are under 12 months:

- Nappy Cream if you would like an alternative to be used (we supply sudocreme)
- Any comforters your child uses
- 3 sets of spare clothes
- Photos of close family for our family board, this helps with the settling in procedure
- Formula milk, or any alternative we provide cows/soya milk

What you need to bring in for a child who are over 12 months:

- Nappy cream if you would like an alternative to be used (we supply sudocreme)
- Any comforters if used
- 3 spare changes of clothes
- Photos of close family for family board

Please note the nursery has a **NO NUT** policy due to allergies

WE CANNOT ACCEPT RESPONSIBILTY FOR LOSS OF ANY ITEMS

Accidents:

Children can have occasional accidents! For most accidents that may occur a little reassurance, cuddle and a cold compress will be all that is required. All our staff have undertaken paediatric first aid training, and are alert and vigilant in the care and safety of all children. However in the unlikely event of a more serious accident you will be contacted immediately, if required an ambulance would be called and your child would be taken to the hospital, again you would be kept informed at all times. All accidents however minor will be recorded on an accident form, you will be asked to sign the form when collecting your child, if your child has had a bump to the head you will be telephoned about the accident and explained what has happened, you do not need to collect your child unless we state otherwise, again the accident form will need to signed when you collect your child.

Sickness:

When your child first starts nursery, please be prepared for them to get coughs, colds as well as the odd tummy bug or two for the first month or so. This is nature's way for them to build up their immune system and then fight off any future illnesses. However it may mean that we have to ask you to come and collect your child. The nursery is a very busy environment and a child who is unwell may find it hard to cope with. We understand some employers may not like you leaving work, but we would need you to come as soon as possible, or arrange for someone else to pick them up.

If your child is unwell, for the health of the other children/staff please do not send them in to nursery. Please inform us of any contagious diseases if your child does catch one!

If your child has been sick or has diarrhoea they must not return to nursery until 48 hours from the last bout. If your child has been prescribed antibiotics then you also must keep them home for 48 hours for the medication to start working, after this they can come back to nursery, you will be asked to fill out a medication form, letting us know when and how much to be administered.

Please ask for our policy on various child ailments.

We do have exclusion periods for various illnesses and receive advice from the local health protection agency about these exclusion periods. We cannot make exceptions to these periods.

Administration of medicine:

We follow guidelines from Ofsted regarding administration of non-prescribed medicines e.g calpol, cough medicines, teething el etc. We are not permitted to administer any non-prescribed medicines unless you have given us consent to do so on the day.

This means:

You must let us know if your child has been unwell and therefore may need medicine during the day. You must fill out and sign a medication form for that specific day.

If your child develops a high temperature during the day, we cannot administer calpol to them until we have contacted you for permission. Once we have administered the calpol, if your child's temperature still does not start to come down after 40 minutes we will ring and ask you to collect your child from nursery.

If your child has had any calpol/neurofen on the morning of their session at nursery then they will NOT be able to come into nursery (unless for teething) we cannot administer another dose of calpol to your child.

If your child is asthmatic we would need an inhaler and spacer if used left at nursery at all times, you will sign a care plan form stating how much is to be administered and signs to look out for, this will be kept in the medication box in the office.

If your child needs an Epi-pen, we will need one at nursery at all times, a care plan form will be completed and kept in the office.

Fees:

Fees are due on the 1st of each month in advance. Fees are calculated over 51 weeks and divided by 12 months; any extra sessions will be added monthly to your invoice. If you pay by vouchers please inform us of the amounts and frequency of the vouchers that we would be expecting. Vouchers can take up to 10 days to clear an account, and just like any other payments they will be allocated to the invoice once they have cleared the bank.

If you drop off or collect your child after or before their session time (without pre agreement) then you will be charged a fee. Please remember if your child is booked in to nursery, you will be expected to pay for each session if your child attends or not. This includes all holidays including public bank holidays, sickness, and any closure due to conditions listed in parental agreement. Failure to make payments on time or be consistently late paying may result in late charges and your child's place be forfeit until your account is settled. If you are having a problem with paying your account, please speak to a member of management to see if alternative arrangements can be made.

Childcare vouchers:

Childcare employment vouchers are a scheme that means the first £55 a week (or £243 a month) of your childcare costs are taken off your gross (pre-tax) income. This means there's no tax or national insurance to pay on this part of your salary.

The vouchers cover childcare up to the age of fifteen, and they are usable with any nursery or child minder who is registered and regulated by Ofsted.

Unfortunately not all employers run a scheme; check with your personal department to see if yours does, however if they don't it's easy to persuade them as the scheme benefits them as well!

You can use as much of your salary as you want in return for vouchers, however if you're a couple, both of you can apply for the vouchers therefore doubling the amount you save.

In return the Inland Revenue website has a calculator to help you work out if this scheme is the best for you. Please speak to a member of management if you have any questions regarding these vouchers. Orchard day nursery is registered with various providers.

However if your employer uses a different company please let us know and we will register with them.

Ten things you might like to know about Tax-Free Childcare for children attending at Orchard.

1. You'll be able to open an online account

You'll be able to open an online account, which you can pay into to cover the cost of childcare with us as a registered provider. This will be done through the government website, *GOV.UK*.

Tax-Free Childcare will be introduced on 21 April 2017, and will then be gradually rolled out over 2017, with parents of children aged under four (on 31 August), and parents of disabled children aged under 17 able to enter the scheme first.

You'll be able to apply for all your children at the same time, when your youngest child becomes eligible. All eligible parents will be able to join the scheme by the end of 2017.

2. For every 80p you or someone else pays in, the government will top up an extra 20p

This is equivalent of the tax most people pay - 20% - which gives the scheme its name, 'tax-free'. The government will top up the account with 20% of childcare costs up to a total of £10,000 - the equivalent of up to £2,000 support per child per year (or £4,000 for disabled children).

3. The scheme will be available for children under the age of 12

It will also be available for children with disabilities under the age of 17, as their childcare costs can stay high throughout their teenage years.

4. To qualify, parents will have to be in work, and each earning at least £120 a week and not more than £100,000 each per year

The scheme is designed to be flexible for parents if, for example, they want to get back to work after the birth of a child or work part-time.

5. Any eligible working family can use the Tax-Free Childcare scheme - it doesn't rely on employers offering it

Tax-Free Childcare doesn't rely on employers offering the scheme, unlike the current scheme Employer-Supported Childcare. Any working family can use Tax-Free Childcare, provided they meet the eligibility requirements.

6. The scheme will be available for parents who are self-employed

Self-employed parents will be able to get support with childcare costs in Tax-Free Childcare, unlike the current scheme (Employer-Supported Childcare) which is not available to self-employed parents. To support newly self-employed parents, the government is introducing a

'start-up' period. During this, self-employed parents won't have to earn the minimum income level.

The scheme will be available to parents on paid sick leave and paid and unpaid statutory maternity, paternity and adoption leave.

7. If you currently receive Employer-Supported Childcare then you can continue to do so

You do not have to switch to Tax-Free Childcare if you do not wish to. Employer-Supported Childcare will continue to run. The current scheme will remain open to new entrants until April 2018. Parents already registered by this date will be able to continue using it for as long as their employer offers it.

However, Tax-Free Childcare will be open to more than twice as many parents as Employer-Supported Childcare.

Employers' workplace nurseries won't be affected by the introduction of Tax-Free Childcare.

8. Parents and others can pay money into their childcare account as and when they like

This gives you the flexibility to pay in more in some months, and less at other times. This means you can build up a balance in your account to use at times when you need more childcare than usual, for example, over the summer holidays.

It's also not just the parents who can pay into the account - if grandparents, other family members or employers want to pay in, they can.

9. The process will be as simple as possible for parents

The process will be as easy as possible for you. For example, you'll re-confirm your circumstances every 3 months using a simple online process; and there will be a simple log-in service where parents can view accounts for all of their children at once.

10. You'll be able to withdraw money from the account if you want to

If your circumstances change or you no longer want to pay into the account, then you'll be able to withdraw the money you have built up. If you do, the government will withdraw its corresponding contribution.

Early Education Grant Funding:

All 3 and 4 year olds are eligible for either 11 hours or 23 hours funding the term after their 3rd birthday. The amount received will be dependent on eligibility and availability as we may not be able to offer all funding.

We will provide funded only sessions between 8.00am-1.00pm or 1.00pm-6.00pm which are subject to availability and are reviewed on a termly basis.

If your child's sessions fall outside these hours and your booking pattern is more than 11/23 hours per week the funding will be incorporated in to your session times and fees.

The additional planned funding hours will help families by reducing the cost of childcare and will be available to:

- Families where both parents are working.
- Lone parents (sole parent in household) that are working.
- Those earning on average, a weekly minimum equivalent to 16 hours at national minimum wage.
- Those on a national living wage and earnings are less than £100,000 per year.
- Those parents who are self-employed.
- Parents on zero hours contracts who meet one of the above criteria.

We also offer the 2 year old funding, if your child is eligible for this then please speak to a member of management so these sessions can be incorporated into your child's usual nursery day or be used as standalone sessions (if available)

Early Years Foundation Stage:

What is the early year's framework and why do we have one?

The EYFS framework exists to support all professionals working in the EYFS to help your child, and was developed with a number of early years experts and parents.

In 2012 the framework was revised to make it clearer and easier to use, with more focus on the things that matter most. This framework also has a greater emphasis on your role in helping your child develop.

How your child will be learning:

The EYFS framework explains how and what your child will be learning to support their healthy development. Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through the 7 areas of learning and development.

Children should mostly develop the 3 prime areas first, these are:

- Communication and language
- Physical development
- Personal, social and emotional development

These prime areas are those most essential for your child's healthy development and future learning.

As children grow, the prime areas will help them to develop skills in specific areas, these are:

- Literacy

- Mathematics
- Understanding of the world
- Expressive arts and design

These 7 areas are used to plan your child's learning activities. The professionals teaching and supporting your child will make sure activities are suited to your child's unique needs. This is a little bit like a curriculum in a primary and secondary schools, but its suitable for very young children, and its designed to be flexible so that staff can follow your child's unique needs and interests.

What does it mean as a parent?

When your child starts at Orchard you will be given a form with some information about our online learning journal we use it's called Tapestry. This is to document their time and development while they are with us. This is a journal of observations, photographs and videos. This also helps the professionals to see where your child is progressing well within certain areas or flag up any areas where they may need extra help or support. You will be able to follow their development see observations/photos/videos from your telephone (download the app) computer or any tablet device. You and the child's keyworker and management are the only people that can see your child's journal, you set up a 4 digit pin number that will be unique to yourself, so you can access it at any time you like, you will receive emails to let you know that a new observation etc has been uploaded, each child will have a minimum of 3 observations etc a month done by their key person.

At some point between your child's 2nd and 3rd birthday, (a 2 year check is carried out) the key person working with your child will give you a written summary of how your child is progressing against 3 prime areas of learning. This check will highlight to you where your child is progressing well, and where if need be given a little extra support; this will also say how parents/carers/key person can work together on next stage of development. The checks will be read and discussed with yourself, then signed and sent off to your child's health visitor.

How you can help with your child's learning:

All the fun activities that you do with your child at home are important in supporting their learning and development, and have a really long lasting effect on your child's learning as they progress through school. At Orchard we do the following, we aim to increase the children's understanding and to encourage them to think and improve their language competence. We allow children to be creative, to explore and investigate materials and to be imaginative.

Through these planned activities the children will be learning some important mathematical, linguistic and scientific concepts. They will also be acquiring social skills through interaction with others. We actively promote children's learning to share, to take turns and to care for others. We use the outdoor space in all weathers as an extension of the classroom, offering all children experiences which support their learning through play. All of the above can also be implemented in everyday life with your child.

Ensuring your child's safety:

Much thought has been given to make sure your child is safe as possible. Within the EYFS there is a set of welfare standards that everyone must follow. These include the numbers of

staff required in a nursery, and things like administering medicines, risk assessments, staff suitability.

Quality:

You can find out the quality of your child's nursery and other early years providers in relation to the EYFS framework by checking what the government official inspection body for early years, Ofsted, has to say about it. You can find this information at:

www.ofsted.gov.uk/inspection-reports/find-inspection-report

Our last inspection in June 2017 we was rated "Outstanding" in all areas.

You can find the Early Years Foundation Stage which includes early learning goals at:

www-foundations.org.uk

Behaviour:

We do not have many rules at Orchard, but those we have are mainly for the safety of the children. We always expect a standard of acceptable behaviour in the nursery. We do not accept fighting, swearing or any other behaviour that could be hurtful to others. We make it clear to a children that they should never hit back and instead should use words (if able) to tell others that the behaviour is not appropriate by saying "please stop, I do not like that" and to express their needs of feelings. If this does not work, we encourage children to come to an adult to help them sort out the situation. At Orchard we feel it is important to teach the children to share, care for, and help each other. As parents/carers, we need your help to support us in this. All incidents will be discussed with the child/children so that they understand what they have done wrong and think of ways of improving their behaviour. In an event children break these rules, which they all will they are children! Then we move them away from situations and may if needed, take certain privileges away from them. If the situation does not improve then the parents/carers will be asked in to discuss the matter further.

Child protection:

We wish parents/carers to be aware we monitor any changes in a child's behaviour in the nursery. Any marks/bruises we find that are not related to nursery we will ask you about and these will be recorded. We have a responsibility to the child first and it is our duty of care in law to take action if we suspect that a child maybe suffering from abuse. The suspected abuse will be kept confidential in the nursery. However, it is our duty to notify social care of any suspected child abuse we feel is occurring.

Sickness and illness policy

Children should not be left at nursery if they are unwell. If a child is unwell then they will prefer to be at home with their parents/carers rather than at nursery with their peers. We will follow these procedures to ensure the welfare of all children within the nursery.

- If a child becomes ill during the nursery day, their parents/carers will be contacted and asked to pick up their child as soon as possible. During this time the child will be cared for in a quiet, calm area with their key person.
- Should a child have an infectious disease, such as an eye/ear infection or sickness and diarrhoea, they should not return to nursery until they have been clear for at least 48 hours.
- It is vital that we follow the advice given to us by our health protection agency and exclude specific contagious conditions, e.g sickness and diarrhoea, conjunctivitis and chicken pox to protect other children in the nursery. Illnesses of this nature are very contagious and it is exceedingly unfair to expose other children to the risk of infection.
- If a contagious infection is identified in the nursery, parents will be informed to enable them to spot the early signs of this illness. All equipment and resources that may have come into contact with a contagious child will be cleaned and sterilised thoroughly to reduce spread of infection.
- It is important that children are not subjected to the rigours of the nursery day, which requires socializing with other children and being part of a group setting, when they have first become ill and require a course of anti-biotics. Our policy, therefore is to exclude children on antibiotics for the first 48 hours of the course (unless this is part of an on-going care plan to treat individual medical conditions e.g Asthma and the child is not unwell)
- The nursery has the right to refuse admission of a child who is unwell. This decision will be taken by the manager/deputy and is non-negotiable.
- Information/posters about head lice are readily available and all parents are requested to regularly check their child's hair. If a parent finds their child has head lice we would be grateful if they could inform the nursery so that other parents can be alerted to check their child's hair.

Meningitis procedure

If a parent informs the nursery that their child has meningitis, the nursery manager/deputy should contact the infection control (IC) nurse for their area: 01273 403591 and also Ofsted. The IC nurse will give guidance and support in each individual case. If parents do not inform the nursery, we will be contacted directly by the IC nurse and the appropriate support will be given.

Transporting children to hospital procedure

- If the sickness is severe, call for an ambulance immediately. DO NOT attempt to transport the sick child in your own vehicle.
- Whilst waiting for an ambulance, contact the parents and arrange for them to meet you at the hospital.
- A senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and the child's comforter.

Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance

Please sign to say you have read and understood the sickness and illness policy:

Your name:.....

Signature:.....

Child's name:.....

Date:

(Keyperson to copy this page for parents and 1 for our records)