

# Egg Day Nursery

## Parent Handbook

### Welcome to Egg Day Nursery

This handbook contains information about the Nursery and how we work. We believe we have included everything you need to know but if you have any questions, please ask a member of staff.

### Opening Hours, Holidays and Closures

Nursery opening hours are as follows:

Days	Session	Times
Monday to Friday	Full Day	8.00am – 6.00pm
Monday to Friday	Morning	8.00am – 1.00pm
Monday to Friday	Afternoon	1.00pm – 6.00pm
Monday to Friday	School Day	9.00am to 4.00pm

The Nursery is closed on all Public & Bank Holidays. Please note that the Nursery will be closed from 5.00pm on 23rd December (or the first working day before) and will re-open at 8.00am on the first working day of the New Year.

If you are going to be late collecting your child please inform the Nursery as soon as possible. We reserved the right to impose a late pick up fee of £5 for the first half hour and £5 for every subsequent 15 minutes or part thereof beyond the child's registered times.

### Arrivals and Departures

Please make sure that a member of staff is aware that your child has arrived - we are required by OFSTED to record children's arrival and departure times for safety regulations. Please would parents respect the opening and closing times of the Nursery. We are not able to accept children into the Nursery before 8.00am under any circumstances and parents should not expect to gain access to the Nursery building before this time, even if staff are present.

There is a video entry system on the gate to the Nursery grounds. All parents and visitors are required to use this system to gain entry. The front door is also kept locked and will be opened by a member of staff.

When collecting your child please remember to make sure someone has recorded their departure time. Your child can only leave the Nursery with someone who is over 18 and known to the Nursery staff. In the event of an unknown person collecting your child it is important both they and the Nursery are given a password to ensure your child's safety, even if they are nominated as someone authorised to collect your child on their registration form.

### Our Day

Throughout the day we work to a routine that ensures that children are well cared for. The daily routines are displayed in the children's rooms. While certain activities will follow the routine, such as meal times, we like to allow flexibility in other parts of the routine so that we may respond to events happening around us.

## Meal Times and Snacks

Throughout the day we provide your child free access to water. We provide a hot lunch and 'high tea' to all children. Breakfast is available between 8am & 8.30am for a small charge. A healthy mid-morning and mid-afternoon snack is provided. All meals are freshly prepared on site by our own dedicated chef. Alternative menus are offered for those children on restricted diets. Please inform us 24 hours in advance if your child requires breakfast.

Weaning: We are happy to work in conjunction with parents during weaning. We can provide various home-made purees or you may wish to provide your own. Once your child is ready they can eat from the regular Nursery menu.

Babies' Bottles: Please bring all necessary bottles & formula (formula powder must be measured out into a container in advance – we are not allowed to measure out formula)

We offer a Food to Go! service to all parents. A variety of meals/purees can be ordered in advance for you to feed your child at home. There will be a charge for this service.

## Contacting Us

You can contact the Nursery by phoning the office on 01962 760125 or by email: [info@eggdaynursery.com](mailto:info@eggdaynursery.com)

We would appreciate it if you could let us know as early as possible when your child will be absent from Nursery. It helps us to carry out planned activities better if we are aware of which children will not be attending.

## The Staff

The Nursery staff work together to provide the very best in childcare. The majority of the staff hold childcare qualifications, others are working towards obtaining relevant qualifications. Wherever possible we aim to have the same members of staff working with the same groups of children all year round, although occasionally, because of staff absences it is sometimes necessary move staff around to maintain staffing ratios. In the event of a staff shortage, additional staff will be employed through reputable childcare agencies.

A complete list of staff members, their relevant qualifications and special areas of responsibility can be found on the display board and on our website. All our staff have completed an enhanced Criminal Records Bureau check.

## The Curriculum

### *Early Years Foundation Stage*

With all children we work within the "Early Years Foundation Stage" framework. The philosophy that underpins this framework is that children learn through interaction with others and the world around them, and a belief in the holistic nature of the development and learning process. The framework is based primarily upon two key elements:

#### *"The Four Aspects":*

- A Unique Child
- Positive Relationships
- Enabling Environments
- Learning and Development

*“Six areas of learning”:*

- Personal, Social and Emotional Development
- Communication, Language and Literacy;
- Problem Solving, Reasoning & Numeracy;
- Knowledge and understanding of the world;
- Physical Development;
- Creative Development.

## **Grouping of Children**

### *The Nest*

We aim to be flexible and responsive to babies' home routines and individual needs. When you first bring your baby to Nursery, staff will discuss your child's routine with you and negotiate the best routine within the structure of the Nursery.

### *Hatchlings*

The Hatchlings room provides children the opportunity to become more independent as they are crawling and walking confidently. They are still very much part of the baby unit and enjoy the secure and nurturing environment upstairs.

### *Fledglings*

This is our toddler room, which allows the children to 'stretch their legs' and become more adventurous. There is still the opportunity for sleep times downstairs and the room can be separated to create two smaller groups of children.

### *Chicks*

Our pre-school room builds upon the experiences gained earlier in the Nursery. The children begin to prepare for school and are encouraged to take on the role of being the eldest children.

The children are encouraged to take responsibility for themselves, have respect for others and their environment. There are structured group times but also plenty of times for free play.

Outdoor play is also an integral part of the children's' day, we aim to go outside as often as possible and only very extreme weather will keep us indoors. Please can you ensure that your child is adequately equipped for whatever the weather may bring, boots, hat gloves and coats in winter time, sun hats and sun cream in the summer time.

## **Moving up the Nursery**

As the time approaches for your child to move up through the Nursery the staff will discuss with you the best way and time for this to take place. The process is similar to starting at the Nursery - your child will make some introductory visits to the new room. Gradually the length and frequency of these visits will increase, working towards a permanent move when they are ready.

## **Nursery Registration and Inspection**

The Nursery is registered by Ofsted. We are also registered to provide free Early Years Education to eligible 3 & 4 year olds.

Ofsted inspects us regularly. The Certificate of registration is displayed on the parent's information board. We are expecting to receive our first inspection in Autumn 2010 and a copy of the inspection report will be available on request or on the website at [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

## **Policies and Procedures**

As part of the registration process we are required to prepare a number of policies for the smooth running of the Nursery. A complete set of policies is available for you to read on the parent's information board and on our website.

Our policies are intended to act as guidelines for good practice and are in place to ensure the well being of the children. However they are considered to be working documents and as such are subject to change to meet the demands of changing conditions or attitudes.

### **Allocation of Nursery Places**

A waiting list of parents seeking a place in Nursery is maintained throughout the year. Generally places are allocated on first come first served basis, however, where the demand is greater than availability places will be allocated at the discretion of the Nursery and Business Manager.

Where it has not been possible to offer the places requested your details will be placed on a waiting list for increased sessions, if and when any vacancies become available these will be offered on a first come first served basis.

### **Additional Sessions**

If you require a one-off additional session you may book via our website. Charges vary for this service. If you need to cancel a booking, please inform the Nursery as soon as possible. Any booking cancelled less than 48 hours in advance will be refunded less 50% of the session fee and any booking cancelled less than 24 hours in advance will not be refunded.

### **Withdrawal of Children from the Nursery**

If you wish to withdraw your child from the Nursery, or reduce the number of sessions attended, four week's written notice is required.

### **Settling into Nursery**

We would recommend that you help your child to settle into the Nursery by attending some introductory visits. This will involve a few visits, initially with you present, then gradually leaving your child with us for longer time periods. Each child is different and some children will find it easier to settle into Nursery than others. It is therefore important that the introductory period is negotiated individually.

### **Parking and Dropping Off/Picking Up**

We operate a one way system for parents/guardians using Stockbridge Road, we ask that you enter the road at the bottom by the Coach & Horses Pub and exit at the top onto the A30. There is to be absolutely no turning in the road. This policy is part of the parental contract and is in place for the safety of your children and local residents, we ask that you respect it. The Nursery has no parking of its own. Stockbridge Road currently has no parking restrictions and therefore parents may park on the side of the road or in the lay by opposite the Nursery when dropping off/collecting children. Please park considerately.

### **Childhood Illness**

Children who are ill should not be brought into the Nursery. The day is too demanding for a sick child and they will be more prone to infections and communicable diseases. You would also be placing other children and staff at risk. If a child becomes ill while in Nursery we will notify you and ask you to collect your child as soon as possible. It is therefore very important that you advise us of any changes to your contact details as soon as they occur. A list of childhood diseases and their exclusion periods is detailed in this handbook.

### **Administration of Medicine**

If your child needs prescribed medicine while in Nursery you will need to complete a medication form at the beginning of each day and to sign it when you collect your child to ensure that you are aware of the medicine given to your child on that day. We do not administer non-prescribed medicine.

However if you provide your consent, in an emergency and/or if parents/guardians cannot be contacted, 1 dose of liquid paracetamol can be administered.

### Childhood Illnesses and Exclusion Periods

Illness	Recommended Period to be Kept Away from Nursery	Comments
Chicken Pox	For five days from onset of the rash	It is not necessary to wait until spots have healed or crusted
Conjunctivitis	None	Maybe viral or bacterial. Latter needs treatment
Diarrhoea and/or Vomiting (with or without a specific diagnosis)	Whilst ill and for 48 hours after last episode of diarrhoea or vomiting	
German Measles (Rubella)	For five days from onset of rash	
'Flu (Influenza)	None – just whilst ill	
Hand, Foot and Mouth Disease	None	
Head Lice (Nits)	None	Best method is combing eggs and lice from the hair.
Impetigo	Until lesions are crusted or healed	Antibiotic treatment by mouth may speed healing.
Measles	For five days from onset of rash	
Mumps	For five days from onset of swollen glands	
Ringworm (Tinea)	None	Proper treatment by GP is important
Salmonella	Whilst ill and for 48 hours after last episode of diarrhoea or vomiting	
Scabies	Until treated	Treatment should include entire household
Scarlet Fever	Five days from commencing antibiotics	
Shingles	None	Exclude only if the rash is weeping and cannot easily be covered
Threadworms	None	Treatment of entire household is recommended
Tonsillitis	None	In most cases is caused by viruses and does not need an antibiotic. Streptococcal infections are the exception
Tuberculosis	Communicable Disease Control Service will advise	
Warts and Verrucae	None	Verruca socks are NOT recommended
Whooping Cough (Pertussis)	Five days from commencing antibiotics	Non-infectious coughing may continue for many weeks

## **Accidents & Incidents**

Staff hold a recognised first aid certificate that specialises in care of babies and young children; these are renewed every three years.

Although every effort is made to ensure your child is kept safe, accidents do happen. If a child is involved in an accident, emergency first aid treatment will be given, an assessment of the child's condition made. Accounts of all incidents and accidents and treatment given will be recorded in the accident and incident book. When you arrive to collect your child you will be informed of the accident/incident and asked to read and sign the accident and incident book. Should a child be involved in an accident/incident that requires hospital treatment you will be informed immediately and arrangements made to meet you at the hospital. In all instances where it is felt necessary to take a child to hospital an ambulance will be called. Please inform Nursery staff if your child has had an accident at home.

## **Child Protection & Safeguarding**

We are required by law to inform the relevant agencies of any concerns that we have about a child who is or may be at risk of harm. Should this occur you would be informed by the Nursery Manager of our concerns and the actions to be taken. Nursery staff will then support you and your child in any way possible. Nursery staff have received Child Protection training which is regularly renewed.

## **Home Toys and Personal Belongings**

The need for children to bring something from home to Nursery is a very important stage in children's development and because of this we are happy to allow children to do so. However, it is important that anything that is brought from home is clearly marked with your child's name. Many of the toys that children have at home can also be found in Nursery and it would be impossible for the staff to keep track of an individual toy; we therefore cannot take any responsibility for these home toys. Anything found in Nursery that isn't recognised as being a Nursery toy will be placed in the tray in the entrance hall. It is your responsibility to check this from time to time for anything that might belong to your child. Please mark all items clearly, in permanent ink, iron on, or dishwasher proof labels.

## **Children's Personal Clothing**

Please could you send your child to Nursery with at least one complete set of spare clothing (more if they are being toilet trained) which are clearly marked with your child's name. Please try to refrain from leaving plastic carrier bags on pegs where children can reach them. Please do not send your child to Nursery in their 'best' clothes. Although aprons are used, there may be times when paint etc. will get onto their clothing.

## **Parent/Guardian Involvement**

Parents/guardians are more than welcome into the Nursery at any time and are free to spend as much time as is needed to ensure that their child is settled and happy.

All children will have a 'Home/Nursery' book which can be used for staff and parents to communicate with each other, when there may not be time for a chat. The babies will have their daily routine written into the book every day by staff. In the other rooms a member of staff will be available at the end of sessions to tell you how your child has slept & fed and what activities they have taken part in. Each child has been allocated a key worker, but because of staff shift patterns you may not see your child's key worker every day.

We try to keep parents as up to date with what is going on in the Nursery as is possible. We do this via our newsletter, available on our website or putting up posters and notices. You may also visit the news and events page of our website. Please take the time to read these as they contain important pieces of information.

Parent meetings will be held twice a year, in the weeks leading up to Christmas and towards the end of the summer term. These will be offered on an appointment basis and will be an opportunity for you to discuss your child's progress with his/her key worker and to share any thoughts or concerns you may have.

### **Compliments, Comments and Complaints**

We are always happy to listen to any compliments, comments or complaints you may have about the Nursery.

#### *stage 1*

If any parent should have cause for complaint or any queries regarding the care or education of their child they should in the first instance take it up with the child's key person or the Head of Under 2s / Head of 2 to 5 year olds.

#### *stage 2*

If the issue remains unresolved and there is not have a satisfactory outcome, then the Nursery Manager should be contacted. These concerns must be presented in writing to the Nursery Manager. The Nursery Manager will then investigate the complaint and report back to the parent within three days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

(Most complaints will be resolved informally at stage 1 or 2.)

#### *stage 3*

If the matter is still not resolved a formal meeting should be held between the Nursery Manager, parent and the senior staff member to ensure that it is dealt with sufficiently. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

#### *stage 4*

If the matter cannot be resolved to their satisfaction, or at any time within the process, parents have the right to raise the matter with Ofsted directly:

Ofsted Southern Regional Centre  
Freshford House  
Redcliffe Way  
Bristol BS1 6NL  
08456 014772

A record of complaints will be kept in the Nursery. Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by parties the involved.

In case of a complaint relating to Safeguarding Children, please refer to the Safeguarding Policy.

There are compliments, comment and complaint slips in the folder on the parent information boards, please use these to record any thoughts you may have about the Nursery.

## Fees

Nursery fees from 1st January to 31st December 2010 are:

Age group	Full Day	Half Day	School Day
3 months to 2 years	£43	£28	N/A
2 years 1 month to 3 years	£40	£24	N/A
3 years 1 month to 5 years	£36	£20	£33

Information on the collection of fees will be given to you at the beginning of your contracted period.

If your child is absent from Nursery on days where sessions have been booked, (whether because of illness, holiday or unplanned changes to arrangements), full fees must still be paid.

The signed submission of the Nursery's Terms and Conditions is considered to be acceptance of the offer of a Nursery place, if you should then fail to take up the place offered without providing 4 weeks' notice you will be liable for one month's fees in lieu of notice.

## Financial Support for Childcare

### *Childcare Vouchers*

The Nursery is registered to accept childcare vouchers. To find out more please contact your employer and/or the Nursery Manager.

### *LEA Early Years Education Funding*

This is provided from the DCFS through the Hampshire County Council and is claimed for on your behalf. You will be asked to sign a declaration that confirms that your child is attending this particular setting. All children are entitled to this funding from the term following their third birthday.

Currently a child is entitled to 15 hours/week over 38 weeks of the year.

## Baby Sitting Services

The Nursery does not provide a babysitting service outside of our operational hours. If a parent/guardian should decide to employ current or past employees for babysitting, it is their responsibility to ensure the suitability of the individual concerned. The Nursery does not accept any liability for an individual's conduct outside of their contractual commitment with the Nursery.

## Diary Dates

Below are some dates for your diary. This list is not exhaustive and parents should check the web page, newsletters and notice boards for up to date information.

Monday	8th	March	2010	Nursery Opens
Sunday	14th	March	2010	Open Day 10am to 1pm
Friday	2nd	April	2010	Nursery closed - Good Friday
Monday	5th	April	2010	Nursery closed - Easter Monday
Monday	3rd	May	2010	Nursery closed - May Bank Holiday
Monday	31st	May	2010	Nursery closed - Spring Bank Holiday
Monday	30th	August	2010	Nursery closed - August Bank Holiday
Thursday	23 <sup>rd</sup>	December	2010	Nursery closes at 5pm for Christmas Holidays
Tuesday	4 <sup>th</sup>	January	2011	Nursery re-opens at 8am

