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# Acorns 2 Oaks Limited

## Canterbury and Peppermint Nurseries

### Parent's Handbook

#### Welcome to our Nurseries

Our aim is to provide child-care services that improve the well-being of children and families and enhance the atmosphere of our local community by creating a thriving, safe and secure family environment where our children can grow and flourish.

Our Team is committed to offering a high-quality nursery service to the community and families living within the Broad Green and Valley Park area, our secure premises and trusted staff will endeavour to take the greatest care of your child while they are with us and ensure that our facilities are kept to the highest standard possible.

We strive to achieve the highest standards in the quality of child care and education. Our staff are motivated to enhance a child's creativeness, ability to work with hands-on activities and learning through play.

Please visit our website [www.acorns2oaksnurseries.net](http://www.acorns2oaksnurseries.net) for information, resources and latest nursery news.

#### **OUR QUALITY AND INCLUSIVITY STATEMENT**

The Staff and Managers of our Nurseries have the welfare of your child at the centre of everything we do. We are committed to creating a welcoming atmosphere with an open door policy to help parents feel comfortable and able to discuss any issues and concerns they may have about the welfare of their children. We will keep parents fully informed of all matters relating to their child/children attending the Nursery. We are committed to ensuring that our children feel valued and cared for in accordance with their individual needs.

## **COMPLIMENTS AND COMPLAINTS PROCEDURE**

The Staff and Managers of our Nurseries put a high value on building positive working relationships with all of the families who have children in our care. With this in view, we would invite parents and carers to work with us in the following way:

- If there is something which concerns you about the well-being of your child whilst they are in our care, we would ask that in the first instance you speak in confidence to their Key Carer and/or Room Leader as appropriate. This worker will then bring your concern to the attention of the Nursery Manager at the earliest opportunity. The Nursery team will then work together to help to solve the problem.
- If your concern is such that you feel the need to speak directly to the Nursery Manager, this will be made possible, following which a confidential discussion may take place between all relevant staff and the parent/carer.
- If your concern is still not resolved, then we would ask that you put it in writing, following which further relevant action will be taken by agreement.

At all times, the welfare of your child will be paramount. Where you feel that your child has benefited in a specific way from attending our Nursery, we would invite you to put your compliments in our Comments Box, possibly for inclusion in our Newsletter (with prior permission).

If you feel the Nursery has not satisfied your complaint, you can contact OFSTED at Clive House, 70 Petty France, London, SW1H 9EX. TEL: 0300 123 1231

## **ACORNS 2 OAKS LIMITED POLICIES AND PROCEDURES**

The following can be obtained from either of the Nursery Offices or via our Nursery website: [www.acorns2oaksnurseries.net](http://www.acorns2oaksnurseries.net)

- *Administration of Medicines*
- *Biting Policy*
- *Child Sickness*
- *Collection of Children and Missing Child*
- *Complaints*
- *Curriculum*
- *Data Protection Policy*
- *Diversity and Equalities*
- *Early Years Special Educational Needs and Disability*
- *Environmental*
- *Head Lice*
- *Health and Safety*
- *Inclusion*
- *Packed Lunch (& Guide)*
- *Safeguarding*
- *Technology and Communications*

### **ADMITTANCE**

Peppermint care for children 20 months to 5 years and Canterbury cares for children from 15 months to 5 years. Parents are asked to produce their child's Birth Certificate when accepting a place at the Nursery.

- Peppermint Nursery & Canterbury Nursery operate term-time, opening 38 weeks of the year.

### **ABSENCES**

It is important that the Nursery is notified if your child is to be absent as we need to know how many children are going to be in the building at any given time. This can be done by calling the Nursery before 9am.

### **CLOSURES**

Peppermint & Canterbury are open term-time only. Both Nurseries are closed on statutory holidays (Bank Holidays) and for 5 training days each year. Notice of these training dates will be provided to Parents at the beginning of each new school year, At times it may be necessary to close the Nurseries due to severe weather conditions.

***Canterbury is open from 8.00 am to 6.00 pm***

There are a range of sessions available, mornings, afternoons as well as day care. Please contact reception for further information.

***Peppermint is open from 9 am to 4.00 pm***

AM session is 9am to 12pm; PM session is 12.00pm to 3.00pm

**Canterbury and Peppermint both provide 30 hour spaces:** 9am – 3pm Monday-Friday

Due to Insurance purposes, Children cannot be accepted before 8.00 a.m. The latest they may be picked up is at 6.00 p.m. (Canterbury Road)

**LATE FEES**

**Canterbury Nursery and Peppermint Nursery** – Parents may be subject to a late charge of £1 per minute after the first 5 minutes from the child's allocated collection time. For example – if you are 15 minutes late you will be asked to pay a £10 late fee.

**FEES:** See Parent/Carer Agreement for fees

**MEALS AND DIET:** See Packed Lunch Policy and Guide

**FIRE DRILL**

We carry out regular fire drills. We evacuate the premises by the safest route to our main assembly point, from there, parents will be telephoned to collect their children if it is necessary. See our fire evacuation drill displayed at every nursery fire exit.

**ARRIVAL AND DEPARTURE PROCEDURES**

Within our daily schedule we will try to accommodate your needs as far as possible but this will always depend on level of demand. Please ensure that you are on time for dropping off and collection. Whilst you are on the premises with your child, you are responsible for their wellbeing at all times. We ask you to adhere to the following procedures:

***Canterbury***

Parents are asked to wait outside the building until staff open the door. Five parents at a time will be let in. Parents are asked to remove their children's coats and bags before bringing them into the room for hand over to the keypersons. Please use this time to convey any information to the staff.

## ***Peppermint***

Parents are asked to wait outside the building until 9am when staff will open the main front door.

**2 Year old Room:** Parents are asked to bring their children into the Nursery, remove coats and bags and bring them into the room.

**3 and 4 Year old Room:** Parents are asked to bring their children into the foyer area say “Good Bye” and handover their child at the Nursery door.

## **UNIFORM**

We ask that uniform is worn by all children. We believe that the uniform gives the children a sense of belonging, supports transition and school readiness, is practical in terms of health and safety and is cost effective for the parents/carers.

The uniform consists of:

- White or Green Polo Shirt
- Grey Trousers, Joggers, Leggings, shorts or pinafore dress
- Green Sweatshirt or Cardigan
- Green School Dresses (warmer months only)
- Sensible Footwear

## **CLOTHING AND PERSONAL PROPERTY**

ALL belongings must be marked with your child’s name. THIS IS VERY IMPORTANT. Personal items are left at the Nursery at the owner’s own risk. Coats, hats and scarves should be hung on hooks provided. At Canterbury Nursery footwear is placed in the tie-bag and hung up.

Parents are asked to refrain from putting belts and buckles on their children’s clothing as they may find it difficult to use the toilet. Parents are asked to provide a change of clothing for their child while they attend Nursery or several in the case of a baby or toddler who is potty-training. For younger children, Parents must provide nappies, nappy cream, wipes and formula milk for their children these must be handed to your child’s Keyperson.

Children are involved in activities throughout the day and it is the responsibility of the parents to provide suitable clothing for their child. We will provide protective aprons for messy play activities but our Nurseries will not be responsible for any damaged clothes. Dirty clothes will be placed on your child’s coat peg for collection. We will also make every effort to care for your child’s hair and skin in accordance with your own personal, ethnic and cultural requirements. You will be given the opportunity to discuss this when you first register with us.

**Items of Value:** Children are not to bring jewellery, money or other valuables to the Nursery as we cannot accept responsibility for their safe-keeping; nor are they to bring sweets, chocolate, chewing-gum or drinks. Refreshments are supplied at snack time.

## **CURRICULUM**

The Staff and Managers of our Nurseries are committed to working with you to enable your child to grow and flourish in our Nursery, so that they have the best possible chance to recognise their own individual talents and strengths.

We work within the Early Years Foundation Stage curriculum which is specifically designed to link the home and nursery environment in the most positive way.

The curriculum comprises of two groups of areas, which are the PRIME areas: Physical, Personal Social and Emotional Development, Communication and Language. SPECIFIC areas: Mathematics, Understanding of the World, Expressive Arts and Design, Literacy.

## **WORKING IN PARTNERSHIP WITH PARENTS AND CARERS**

### **Aim:**

- To support and enhance the development of your child/children and to value the important contribution parents and carers make towards their child's learning.
- To provide support and guidance to parents as educators.

### **Objectives:**

- To provide parents/carers with information about our Nursery before their child starts to attend.
- To work with parents/carers in building up the profile of the child's development and needs as soon as the child starts to attend our Nursery.
- To provide opportunities for parents/carers to discuss their child's progress.
- To provide guidance, advice and resources to support home learning.
- To provide regular written reports to parents/carers giving details of the child's progress.

### **Operating Policy**

- Parents/carers will be invited to bring their child to a Nursery session during which they can play and have any questions or queries answered by the staff team.
- Each family will be given a Parent Handbook, Admissions Pack, the Curriculum and other useful information relating to the Nursery.
- When the child starts Nursery, a member of staff will talk to the parents about their child and will use this information to complete a profile sheet. Any additional needs, health problems, etc. will be noted at this time.
- Parents will have access to information regarding the curriculum activities and events through regular newsletters and written information placed on the parents' notice board.

## **Programme of Work**

- The Parents' notice board will be updated on a regular basis.
- The Parent Handbook will be reviewed and updated regularly.
- We will also produce regular newsletters.

## **Planning, Recording and Assessment**

- Staff will complete reports on each child and will be available to discuss these with parents if necessary. These reports will be used to provide advice to parents/carers to support learning at home.

A Parents and Carers Evening will be held twice a year to provide all families with an additional opportunity to discuss their child's progress with staff.

## **Sickness and Accidents**

Any child suffering from a doubtful rash, sore, infected discharge from the eyes, sickness or diarrhoea, should be kept at home until a doctor has verified that the symptoms have disappeared.

Should a child become sick at the Nursery, every effort will be made to contact the parents. Please ensure that you indicate where you can be contacted during Nursery hours.

The Manager reserves the right to remove a child to hospital in an emergency. Medicines are not administered at the Nursery unless they are prescribed by a doctor or pharmacist with a clear prescription label, and if the child's guardian is prepared to complete the written instructions for the drug, dose and timings required.

If a child is prescribed antibiotics a minimum of 48hrs must pass after administration of the first dose before the child returns to the nursery.

**TEMPERATURE REDUCING MEDICATION:** In the event of your child running a high temperature, we advise via telephone call asking you to collect and we can administer a dose of Calpol while we wait for you.

**ANTIHISTAMINE MEDICATION:** In the event of your child presenting an allergic reaction/requiring emergency antihistamine, we advise via telephone call asking you to collect and we can administer a dose of Piriton/Claritin while we wait for you.

Our Nurseries have the right to refuse your child admission for a period of time if staff feels your child is unwell. This is for the benefit of your child and others your child may be in contact with. Other than as outlined in the Parent Agreement, fees for this period are not refundable. If your fees are due and your child is unwell, please telephone and advise us when you will be able to make the payment.

We ask that you please inform us of any accidents that your child may have outside

the Nursery as we will inform you of any accident your child may have whilst at the Nursery. Parents may be asked to complete an incident form upon arrival to nursery in the case where an accident has taken place outside of nursery, i.e. a bump or graze from a trip or fall on route. You are required to sign the Accident Form after the information has been passed on to you.

We are obliged to inform MASH of any concerns we have about any child in our care; this is a requirement of our registration.

Other Sickness policies obtainable from our Nursery offices or on our website:

### **Administration of Medicines**

### **Children Sickness Policy**

**Accident and Incident Recording:** If a child has to be taken to hospital, an ambulance will be called and one member of staff will attend with the child at all times. Parents will be kept informed of this happening.

A record of any accident or incident will be noted in the Accident/Incident Book. Details will include:

- Child/adult's name.
- Date, place and time of the accident or incident.
- Details of what happened.
- Action taken, treatment given and any medical aid sought.
- Details of any witnesses.
- Name of the person dealing with the incident or accident.

Parents and carers will be advised of the accident or incident on picking up their child and asked to sign the record. A copy of the accident or incident form will be issued to the parent.

### **Communicable Diseases**

The UK Health Security Agency provide guidance to indicate the time period a child should not attend a setting to reduce the risk of transmission during the infectious stage. We are required by legislation to adhere to this guidance and ask parents & carers to do the same.

The guidance below only covers the most common childhood illnesses. Should you have any queries, please contact the Early Years Manager for clarification or visit our Nursery website for the governments full guidance

**[www.acorns2oaksnurseries.net/child-and-staff-sickness/](http://www.acorns2oaksnurseries.net/child-and-staff-sickness/)**

**Should I keep my child off school?**

<b>YES</b>	<b>Until...</b>
Chickenpox	at least 5 days from the onset of the rash and until all blisters have crusted over
Diarrhoea and Vomiting	48 hours after their last episode
Cold and Flu-like illness (including COVID-19)	they no longer have a high temperature and feel well enough to attend. Follow the national guidance if they've tested positive for COVID-19.
Impetigo	their sores have crusted and healed, or 48 hours after they started antibiotics
Measles	4 days after the rash first appeared
Mumps	5 days after the swelling started
Scabies	they've had their first treatment
Scarlet Fever	24 hours after they started taking antibiotics
Whooping Cough	48 hours after they started taking antibiotics
<b>NO - but make sure you let the nursery know about...</b>	
Hand, foot and mouth Threadworms	Glandular fever Slapped cheek
	Head lice
	Tonsillitis

## **PARENTAL INVOLVEMENT POLICY**

We will welcome parents at all times to discuss our work or take part in child activities and in order to maintain our commitment to parents we will:

- Keep you informed of opening times, procedures, activities, programmes, fees and menus.
- Be consistent to enable you to plan with confidence with peace of mind.
- Share and discuss child achievements, experiences, progress and friendship.
- Organise regular meetings to involve you in decisions about the running of our Nursery.
- Listen to your views and concerns to ensure that we continue to meet both your own and your child's needs.
- Where you are dissatisfied with the Nursery, you are welcome at all times to discuss your concerns with the Manager. If this cannot be initially resolved, then a complaints policy is in operation for you to take your complaint further. If you feel that you cannot discuss an issue with the Nursery Manager, you can address your concern to a representative of the Management Board.

## **CHILD PROTECTION POLICY**

### ***Our first duty is the protection of the child.***

- All staff will undergo Safeguarding training, in particular in learning to recognise signs of abuse and methods of supporting a child who has been abused.
- If any member of staff has any reason to suspect the abuse or neglect of a child, they must bring this to the attention of the Co-ordinator and/or the Centre Manager.
- Confidentiality is essential in all areas of work but especially with regard to Child Protection and, as such, will be shared only with those who need to know.
- All concerns of staff or volunteers must be reported to the person in charge and must be recorded at once.
- If a member of staff suspects a child is being abused, they should report it to either the Nursery Manager or Deputy.

### ***Acorns 2 Oaks Limited ensures safe working practices, i.e.:***

- Children are always supervised.
- Staff work in a way which minimises opportunity to work unobserved (2 staff at all times).
- There are clear boundaries for outdoor play.
- If serious abuse is suspected, the Nursery Manager must contact the Child Protection team, Duty Social Worker team and, if necessary (after discussion with Social Services) the Police.

- We will operate our Child Protection Policy and Procedures in line with Croydon Borough Council CSPC (Croydon Safeguarding Children Partnership) Guidelines.
- The obligation of all workers is to report suspicions; we must not attempt to investigate or resolve situations ourselves.
- All concerns, however trivial they may appear, must be recorded.
- A child who wishes to confide in a member of staff must be informed, in a way which the child can understand, that the member of staff has legal obligations to report any allegations of abuse. Children must not be misled or let down by a false promise of total confidentiality that cannot be kept.
- Any decision to deny parents access to records must be made only after seeking the advice and agreement of: Social Services, The Police, Chairperson of Acorns 2 Oaks Ltd Management Board

**Acorns 2 Oaks Ltd has adopted the Croydon Borough Council Standards in Child Protection Document as part of our overall policy which can be obtained from the Nursery Administrator or from our Nursery website.  
Acorns 2 Oaks Ltd policies and protocol adhere to OFSTED requirements and regulations.**