

# TERMS and CONDITIONS



In order to maintain the high standards of the Nursery, it is important that Parents/ Carers read the following Terms and Conditions and adhere to them

## ABSENCE

Please inform us if your child is going to be absent from the Nursery. Full fees will be paid for any period of absence (sickness or holidays etc.) as staff wages and other running costs have to be met at all times. If your child is ill in hospital, you will not be required to pay fees providing you can produce a valid medical certificate to cover the period of hospitalisation.

## ATTENDANCE

An additional fee will be charged if your child is brought earlier or collected later than the agreed time.

## BABIES

Parents of babies will need to bring their milk feeds already prepared in bottles. As your baby grows, baby food and then Nursery meals will be gradually introduced.

The Nursery will supply nappies while babies are in the Nursery care.

## BIRTHDAYS

Birthdays are very important to young children. If Parents wish, a cake may be sent in and will be used after fruit at snacktime.

## CLOTHING

A complete set of clothing should be provided for each child in case of accident (i.e. child gets wet in the waterplay etc.). Please include socks and underwear. Nursery overalls will be provided for messy activities.

To help your child gain their independence, please dress them in clothes that they are able to remove themselves when going to the toilet (There will always be someone to help if necessary). Please ensure that all clothing is clearly marked with the child's name.

All clothing and personal articles are brought into the Nursery at the owner's risk.

## EXTRA HOURS

Occasional days or extra hours are subject to availability and are to be negotiated on each occasion.

## FEES

Fees are payable in full, in advance, either weekly or monthly (your choice), on the first day of the week or month that your child attends. Fees are payable in cash, by cheque (supported by bank cheque card) made payable to 'Burton Latimer Day Nursery' or 'BLDN', or by standing order.

## NO FEES - NO ADMISSION

Fees paid are non-returnable. Bank Holidays are NOT charged for and full-time rates will be reduced on a pro-rata basis. Any increase in fees will be notified to Parents 28 days before they come into force.

## HOURS

The Nursery opens between 8am and 6pm Monday to Friday for 52 weeks of the year, closing only for Bank Holidays.

## INFORMATION AND DATA PROTECTION

Personal information provided to us about you or your children will only be used in conjunction with the Nursery's activities. It will include passing on various data to local and central government. From time to time, we will ask you to check that the information is up to date. Please advise us, as soon as possible, of any changes to the information you have supplied on the Application and Health forms, to enable our records to be updated. You have the right to view any personal information that we hold about you or your child/children.

## MEALS

Breakfast can be provided, if required, for children booked into, and arriving at, the Nursery before 8.30am. Lunch is included for all Full-Time and Full-Day places. Lunch for Part-Time places is subject to availability. We provide a nutritious diet and encourage children to eat a variety of foods. A menu is published each week and displayed on the Parent's notice board. Morning and afternoon sessions are punctuated with snacks (usually fresh fruit) and drinks of milk or juice. Tea is provided for all children booked into the Nursery beyond 5pm. The children are encouraged to feed themselves as they become able.

## NOTICE

14 days notice is required, in writing, if you wish to cancel a confirmed booking, reduce an existing booking or withdraw your child from the Nursery. If notice is not given, usual fees will be charged for a 2-week period.

## PARKING AT HIGH STREET PREMISES

There is strictly no parking on Nursery property for Parent's cars at our High Street premises. When delivering or collecting your children please do not park, blocking the entrance to the property to the immediate left of the Nursery.

## PROBLEMS

If your child has any problems in the Nursery, please do not hesitate to discuss these with us.

## REST

Facilities are provided for any child to have a sleep if they so wish.

## SESSIONS

Sessions are as indicated on the current Scale of Fees. There is no minimum number of sessions.

## STANDARDS

Burton Latimer Day Nursery aims to comply fully with the 'National Standards for Under Eights Day Care'. Regular inspections are carried out by Ofsted, the Fire Service and Environmental Health Department.

## VALUABLES

Please could you ensure that children do not bring jewellery, money or other valuables to the Nursery. They are not permitted to bring sweets, chocolate, chewing gum, pop or any other type of snacks or confectionery.

## POLICY STATEMENTS

### ADMISSIONS

Providing space permits, admission into the Nursery is open to all, in accordance with our equal opportunities policy. All applications for the admission of children with special needs will be considered sympathetically. Where our facilities provide effectively for such children, the application will be treated no less favourably than applications for other children.

### EQUAL OPPORTUNITIES

At Burton Latimer Day Nursery, the educational programme and working practices promote equality of access and opportunity for all children to learn and make progress whatever their age, gender, attainment, ethnicity, special educational need or competence in English. We believe that the Nursery's activities should be open to all children and families, and to all adults committed to their welfare. We aim to ensure that all who wish to work in, or volunteer to help with, our Nursery have an equal chance to do so.

### PARENTS AS PARTNERS

Burton Latimer Day Nursery aims to involve Parents by keeping them fully informed about the general operation and constraints of the Nursery and by welcoming them as contributors to the fullest extent possible.

### HEALTH

Children will not be admitted into the Nursery if they are unwell or if there is a possibility that they may cause the spread of infection. Any child suffering from a rash of doubtful origin, sore throat, discharge from the eyes or nose, or diarrhoea should be kept at home until a doctor has certified that the child is well enough to return to the Nursery.

We reserve the right to remove a child to hospital in an emergency, or to contact the child's doctor if both the Parents and the other nominated person are unobtainable.

### A CHILD BEING ILL AT THE NURSERY

In the event of a child being ill at the Nursery, the most senior member of staff will make a professional judgement as to whether a Parent or emergency contact should be immediately informed. If there is any doubt regarding the seriousness of the situation, a Parent or emergency contact will always be informed.

### ADMINISTRATION OF MEDICATION

Nursery staff are able to administer both prescribed and non-prescribed medication to children attending the Nursery, providing Parents comply with the following rules:-

1. Any medication, which is held or administered, must be for a named child.
2. Non-prescribed medication must be labelled by the Parent for their child.
3. Prescribed medication cannot be accepted for administration if labelled "as directed".
4. A new Nursery medication form must be completed each day by the Parent giving written permission and detailed instructions ("if needed" is not acceptable). Receipt of and return to Parents of medication must be recorded, on the form, with the Parent's signature. The times and dosages will be recorded, on the form, by the person administering the medication. Staff will observe and note a child's reaction to medication and write details on the form. In the event of a medication form being completed, but no medication being required, this will be indicated on the form that will be filed in the medication folder.

### SAFETY

The safety of children (and adults) within the Nursery is of paramount importance. Staff will ensure that all safety procedures in place are implemented. If it is necessary for a child to be collected from the Nursery by anyone other than the Parent or Guardian, the Nursery must be informed, in writing, and this information will then be recorded in the Nursery Communication Book in the office.

### CHILD PROTECTION

If at any time, a member of staff becomes concerned about the welfare of a child in his/her care, he/she is obliged to report such concerns to Social Services. At all times the welfare of the child will be the first consideration. Staff will endeavour to offer positive support to the family at such a time. The Nursery will follow the procedures set out in the booklets 'Recognition and Referral of Possible Child Abuse' published by Northamptonshire Area Child Protection Committee and 'What to do if you're worried a Child is being Abused' published by the Department of Health. Copies of both publications are available in our office for Parents to view. The nominated person to co-ordinate Child Protection issues is Joan Griffiths. Nursery staff will be kept up to date with Child Protection procedures at regular intervals.

### DISCIPLINE AND MODIFYING UNACCEPTABLE BEHAVIOUR

Children within the Nursery have to learn what is an acceptable level of behaviour, and what is not. Unacceptable behaviour will be modified by possibly withdrawing the child from a particular activity to one where there is less likelihood of the behaviour continuing. Nursery staff will ensure that their response to unacceptable conduct is applied consistently, so that children have the security of knowing what is expected of them and can build up a code of positive behaviour. Any behaviour problems will be handled with the staff taking into account the individual child's level of understanding and development. Staff will be aware that some kinds of behaviour may arise from a child's special needs. On no account will any member of staff physically discipline a child.

Parents are always informed where serious disciplinary problems have arisen (such as repeated biting) to enable us to work together to seek a solution.

# TERMS and CONDITIONS (cont)



## **SPECIAL NEEDS**

Burton Latimer Day Nursery aims to have regard to the DfES Code of Practice on the Identification and Assessment of Special Educational Needs, to provide a welcome and appropriate learning opportunities for all children.

1. Children with special needs, like all children, are admitted to the Nursery with close consultation between parents, senior management and the keyworker.
2. The Nursery's system of observation, record keeping and assessment by fully qualified and experienced staff enables us to monitor children's needs and their progression on an individual basis. Regular reviews, usually termly, are undertaken to ensure children's individual requirements are met.
3. Every child admitted to the Nursery has their own keyworker, and for those over 2, is assigned to a 'family group'. This ensures continuity of care and plenty of adult time and individual attention. The keyworker works closely with Parents to share information on children's individual needs and progression.

The Nursery Manager and Deputy Manager are available at every session for consultation or discussion.

4. The Special Educational Needs Co-ordinator (SENCO) at Burton Latimer Day Nursery is Joan Griffiths. Her role is to take responsibility within the Nursery for co-ordinating day-to-day provision of education for children with special educational needs.
5. If it is felt that a child's needs cannot be met within the Nursery without the support of a one-to-one worker, funding will be sought whenever possible.
6. The Nursery welcomes and works closely with staff from outside agencies, including therapists, health visitors, psychologists, social workers, paediatricians and Portage workers, to meet children's specific needs.
7. The staff within the Nursery attends, whenever possible, in-service training on special needs.
8. Any information gained by the Nursery about the children and their families will remain strictly confidential.

## **STUDENT PLACEMENT**

We recognise that the quality and variety of work which goes on within the Nursery makes it an ideal place for students of childcare and education. Students are welcomed into the Nursery on the following conditions:-

1. That the students respect that the needs of the children are paramount.
2. Students will be assigned to a senior nursery nurse or key-worker. However, they will be ultimately in the charge of the most senior member of staff on duty.
3. Students must be engaged in a childcare course that provides necessary background information on children's development and knowledge of appropriate activities.
4. Any information gained by the students about the children, families or any other adults within the Nursery must remain strictly confidential. Surnames of children will not be used in written observations.
5. Students will not have unrestricted access to children.

## **DEALING WITH COMPLAINTS**

In the event of anyone needing to complain regarding any aspect of the Nursery, this should, in the first instance, be directed to the proprietors, either verbally or in writing. Every such complaint will be recorded, fully investigated and a reply sent to the complainant.

Having completed the above procedure, if the complainant is still not satisfied, contact can be made with OFSTED's Early Years Directorate, The Frontage, Queen Street, Nottingham NG1 2AR, who will further investigate. Their telephone number is 0845 601 4772.