



Merritime Nursery
H.M.S. Sultan

Parent Handbook
A guide to Nursery Policies

www.merritimenursery.co.uk

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Our Philosophy

Adventurous Beginnings Childcare is committed to provide a safe, caring, stimulating environment, to enable each child to develop at their own pace.

Our professional and dedicated staff team works in partnership with parents/carers to ensure that the children's needs are met.

Parents are encouraged to attend the setting to encourage more generous ratios.

We have an 'Open House' policy and encourage parents/carers to share their child's experiences.

We aim to ensure that all children feel included, secure and valued, by building positive relationships with parents.



Nursery Code of Conduct

To ensure your child's welfare and educational needs are met, it is important that parents/carers read and adhere to the following regulations. This is to maintain high standards within the nursery. Please be aware that personnel serving within H.M.S. Sultan will get priority over places.

- Hours of opening

The nursery is open between 07:30 and 18:00. We are open all year round **EXCEPT** Bank Holidays and the week between Christmas and New Year. The nursery will be staffed with a minimum of two members of staff at all times. At least one of these people will be a Supervisor, Deputy Manager or a Nursery Manager.

- Full Day session

Children will be welcome from 07:30 and must be collected before 18:00

- Morning session

Children will be welcome from 07:30 and must be collected by 13:00

- Afternoon session

Children will be welcome from 13:15 and must be collected by 18:00

Throughout your Child's day you have the opportunity to drop off your Child or Pick them up at any point in the session, provided that this is before the end of the day or session. Please talk to Nursery Managers to discuss alternative times. E.g. Starting at 08:00, 09:00, 10:00 11:00 Finishing at 14:00, 15:00, 16:00, 17:00

- Fees

A deposit of £25 will be required to secure a child's place; this will be refunded on your first month's bill. All fees are calculated monthly in advance for the exact number of sessions in that month. An invoice will be placed on your child's peg. There are a number of ways to pay, please see a member of our management team for more details. All notified holiday discounts/Bank Holidays/Government funding, will be automatically deducted from your account.

If you wish your child to leave the Nursery ONE month's notice in writing must be given, or one month's fees in lieu of notice.

- Holidays

The nursery is closed for all Public Bank Holidays of which there will be no charge we remain open during HMS Sultans three main leave periods, Easter, summer, Christmas. (Please note the nursery is closed the week between Christmas and New Year.)

You are entitled to holiday discount per annum. Please see a member of the management team for more details. Please ensure that you submit your leave dates with a minimum of one month notice in writing or via email. This condition is strictly adhered to at all times. This is to allow staff to book holidays and to aid the nursery planning. Holiday discount will only apply to block weeks; odd days or absence due to sickness do not qualify. Please see separate Holiday policy for terms and conditions.

- Age of admittance

The nursery cares for children aged three months to five years.

- Absence

Please advise the nursery if your child is to be absent on their regular day of attendance. Full fees are due if a child is absent due to sickness or for any other reason except notified holidays.

- Sickness

Children suffering from a rash, discharge from the eyes or suffering from sickness and diarrhoea should be kept at home until seen by a doctor. Once deemed fit they can return to Nursery. Please see the Dealing with Sick Children & Infectious diseases policy for further details. Medicines will only be administered if prescribed by a doctor. If necessary medication is required, the nursery will only administer the medicine if the Parent/Carer has completed a medication form. See medication policy for full details.

If a child becomes ill during Nursery Hours, every effort will be made to contact the Parents/Carers. Please ensure you inform the Managers of a change in emergency contact number if applicable. Adventurous Beginnings Childcare reserves the right to remove a child to hospital in an emergency.

- Personal property

All clothing should be clearly marked with your child's name.

Please provide soft-shoes or slippers for your child to wear inside.

Suitable clothing should be provided for cold/wet weather, i.e. Wellington Boots, Hooded Coat, hat, scarf and gloves. You will be requested by your child's key-Person to provide a Sun Hat and Sun Cream in warmer weather.

It is advisable to bring a bag containing a spare set of clothes in case your child needs changing. Nursery Spare Clothes are very limited.

You are advised not to let your child bring valuables into the Nursery in case they are broken or mislaid. The nursery will accept no responsibility for loss or damages.

- Outings

Staff will take the children outside the nursery to explore the varied surroundings. We have a wide range of wild life including Goats, Ducks, Squirrels and many Birds. Please see our Outings Policy for further details. Each child will only be permitted to go out if the parent/carer has agreed on the child's Application Form.

- Safety

For your safety and that of those around you please adhere to the speed restrictions within H.M.S. Sultan

Within the camp 20 m.p.h. Within Fort Rowner 5 m.p.h.

Failure to comply may result in you being banned from driving within H.M.S. Sultan.

Please park in the designated parking bays in the car park adjacent to the Nursery. It is important these regulations are adhered for the sake the users of the Nursery and the other users within Fort Rowner.



Settling in Policy

Once a Parent/Carer has registered their child at the Nursery and completed a Waiting List Application Form they will be encouraged to familiarise themselves with the nursery code of conduct and policies. They will be contacted to arrange times for Settling in Visits. This will be arranged fairly close to the start date.

During the initial visit Nursery Managers/Deputy Manager/Supervisor will provide Parents with an Application Form, this will ensure full details are provided. Any questions/queries regarding our policies along with other relevant information will be discussed at this point.

Settling in visits encourage the Parent/carer to discuss their feelings, requirements and any concerns they may have, with the staff in an informal manner. During this first visit the family will be introduced to a person who will be your initial point of contact.

Staff will complete a Child Information Record, which will act as reference material once the child has started Nursery, and will form the basis of their Learning Journeys. Feeding and sleeping routines, likes and dislikes, nappy/toileting habits and dietary requirements will be discussed.

Following this initial visit you will be invited back to the Nursery and encouraged to leave their child with the Nursery staff for a short period of time. Further visits can be arranged with your family's point of contact. There is no limit to the number of visits booked, but we suggest that two further visits should be sufficient. Hopefully this will reassure both parent and child, and will prepare them both for their first day. If you have advised us that your child has a familiar teddy/comforter then this may be helpful to bring it along on their first day.

Please remember we are all here to help /advise and support you, so please feel free to ask us questions.

Once a child begins Nursery Parents/Carers are welcome to telephone or visit to check on their progress. It is advisable that visits are kept short and infrequent, as this can be disruptive to all those involved in settling in to new routines.



Key person Policy

At Merritime Nursery our primary objective is to maintain continuity for all the children and their families attending our nursery, therefore we operate a key person system. In our experience in the day-to-day running of a nursery, the key person system has proven to be invaluable for the following reasons: -

- Stability and continuity of care for you and your child.
- Offering reassurance to new children and their parents.
- Partnerships between the parent and the key person enable confidential discussion.
- This person will be your main point of contact however all nursery staff will be happy to feedback on your child's development and progress on a daily basis or discuss any concerns with you. We make it our priority to know all children's needs.
- Staff can plan the appropriate curriculum for the children in their care. The key person will also monitor and keep confidential records of your child's developmental progress and achievements. These records are always available for you to see and contribute towards.
- Personal needs and requirements of each child and their families are dealt with effectively.

Upon starting our setting you will be introduced to a person as your point of contact for the first few weeks. We like to allow the children time to settle in and during this period we will observe any natural bonds that may be established with a particular staff member. This person will then be assigned as your child's Key person.

Adventurous Beginnings Childcare
Parents in Partnership Agreement

Everybody at Merritime Nursery welcomes you and We hope that together, we can make..... time here happy, safe and secure. We aim to meet children's educational needs through a carefully planned curriculum. In order that we can work in partnership, we ask you to enter into the following agreement. We undertake to make every effort to abide by its terms and ask you to do so as well.

Adventurous Beginnings Childcare Partnership Agreement	
<i>NURSERY STAFF UNDERTAKE TO</i>	<i>PARENTS AGREE TO</i>
Allow for a settling period, the length required for this depends on each individual child. We find this usually takes three sessions.	Attend Nursery with their child for the settling in time until he/she is happy to be left.
Provide an 'Open House' Nursery and you are welcome at any time.	Open House Policy
Maintain a daily attendance register and record reasons for absence.	Inform us for any reasons for absences.
Not allow anyone except you or a person authorised by you to take your child home.	Inform us if they cannot collect their child and tell us who will do so on their behalf.
Plan a programme of activities to meet your child's individual needs based on recorded observations.	Share their children's interest by talking to them about what they have been doing at Nursery.
Keep a contact register in case you are unavailable.	Provide us with names and telephone numbers of people we can contact in case of sickness or emergency and inform us of any changes.
Administer medicines prescribed by the doctor.	Provide us with written authorisation to do this.
To comfort children who become ill during the day, and inform you as soon as possible.	Keep a sick child at home and collect one who becomes ill from Nursery as soon as possible.
Advise you of any outbreak of infections, diseases or cases of Head Lice.	Inform us if their child has contracted an infectious disease or has Head Lice.

<i>NURSERY STAFF UNDERTAKE TO</i>	<i>PARENTS AGREE TO</i>
Hold regular progress meetings where we provide you with an update on your child's progress based on our records.	Tell us about their own observations and provide comments, which can then be added to the child's record.
Implement a policy of equal opportunities in the Nursery, help the children to learn about other cultures and aim to develop their tolerance and respect for race and religion, boys and girls will be treated equally and given equal access to all activities that are available.	Accept the policy of Equal Opportunities within the Nursery.
Keep a number of written policies in Nursery including: Equal Opportunities, Behaviour Management, Children's records and many more.....	Look at the Notice Boards and read the policies provided in your Parent Handbook. (You can request a copy from the setting or download a copy from the website)
Provide a place for an elected parent representative on the Nursery Steering Committee	Either vote or possibly stand for election themselves
Give you regular updates via newsletters, Facebook, email, notice boards or verbally about the events and plans we have in mind for your children. (Ensuring we adhere to our social networking and confidentiality Policy at all times.)	To regularly check for updates and contribute and comment if you would like to. (Ensuring we adhere to our social networking and confidentiality Policy at all times.)
Welcome feedback - both positive and negative if we are to monitor the service we provide.	Discuss or write comments on what we are providing whenever they feel prompted or requested to do so.
Encourage your child to experiment with a variety of materials and be creative. In doing this they may get messy - even though we recommend aprons!	Provide sensible clothing for busy babies/toddlers/preschooler.
Organise visits into the locality.	Give their consent for this to happen
Do our best always to be well staffed and equipped. This is an expensive exercise.	Pay fees promptly to keep costs down
<p>Signed.....Parent</p> <p>.....Nursery Manager/Deputy</p>	



Curriculum Policy

Curriculum Planning

Our Nursery offers a supportive curriculum to each child using Early Years Foundation Stage guidelines, affectionately known as EYFS. Activities that support and encourage children's social, emotional, physical and intellectual development are offered within the nursery, ensuring that each child is able to progress at their own pace and have their interests recognised. The planning is developed as staff note the children's current interests, enabling us to provide experiences, opportunities and materials to ensure that good quality learning is achieved. During our every day activities staff observe, record and encourage the children's communication skills, abilities, enthusiasm, likes and dislikes, and any difficulties or constraints that are faced, allowing us to suitably support them.

The observations recorded by staff are placed into the children's Learning Journeys and form an informative picture of the child's time at nursery. Each member of staff track the children's progress each term allowing us to focus on the child's next steps. EYFS is a combination of the former Birth to Three Matters framework, which celebrates babies and children by recognising their individuality, efforts and achievements, and the Early Learning Goals which describe the stepping-stones that pre-school children will take on their way towards the goals for each of the seven areas of learning. We look primarily at the three main areas of learning which build the foundations for the Specific areas.

The seven areas of learning are as follows: -

Prime areas: - Personal, Social and Emotional Development,
Communication and Language,
Physical Development

Specific Areas: - Understanding the World,
Mathematics,
Literacy,
Expressive Arts and Design

Each rooms planning is displayed on a board either just outside the room or as you walk in. If you would like a member of staff to explain them to you please ask. Staff use their planning sheets to record spontaneous moments as well as the outcome of planned

and unplanned activities. Recorded observations are displayed in each room under your child's name or photo within their family group. These observations help us to plan your child's next steps / Learning priority for the term ahead. Please feel free to read them, but please ensure they remain at nursery.

Children require a broad range of experiences to provide foundations upon which further learning can be built. It is these first hand experiences that develop curiosity and the willingness to learn. All plans will be on view for parents/carers to see and discuss with staff, Next Steps will be sent home each term allowing Parents/Carers to extend their child's learning environment at home if so wished.

Please share your child's experiences from home with us too. These can provide valuable information and can support and enhance their learning here at the setting.



Holiday Notification Policy

Each family is entitled to discounted holiday each year. Please see a member of the Nursery Management team for entitlement.

All holiday dates must be submitted in writing or via email, with a minimum notification period of one month. This is to be strictly adhered to, and there will be **NO** exceptions. To qualify for discount block weeks must be booked, odd days **will not** qualify.

Terms and conditions

Under 3 years

Holidays taken outside of published HMS Sultan leave periods will receive a 25% discount. Holidays taken within published HMS Sultan leave periods will qualify for 50% discount.

Over 3's

Children receiving Government funding will not receive holiday discount during term time. All holidays taken within published HMS Sultan leave dates will qualify for a 50% discount, 25% for any other dates.



This is an example of a Holiday Notification form that all Parents are required to complete, unless submitting dates via email, in order to ensure that Holiday discount can be allocated.

Adventurous Beginnings Childcare
Merritime Nursery Holiday Notification Form

Parent/Guardians Name.....Child's Name.....

Please state if your child will/will not be attending the nursery on the following H.M.S.

Sultan leave dates during

EASTER LEAVE - Mon 5th April - Fri 9th April Attending / Not Attending

Mon 12th April - Fri 16th April Attending / Not Attending

SUMMER LEAVE - Mon 9th August - Fri 13th August Attending / Not Attending

Mon 16th August - Fri 20th August Attending / Not Attending

Mon 23rd August - Tues 31st August Attending / Not Attending

Any other dates not attending.....

Three months notice of intended leave dates would be appreciated although a minimum of one months notice must be given in writing to ensure your discount.

Signatures

Parent/Guardian.....Manager/Deputy.....

Date

Date.....



Collection of Children Policy

If parents/carers who have been named on the Child's Application form are unable to collect for whatever reason, the following procedure will apply.

Firstly if an unknown person is to collect your child, you must inform a Nursery member of Staff as soon as possible. Full names, description of the persons to collect, Car details including registration number if applicable will be required. Photo identification will be required, and a password which will have been agreed by the Parents, Person collecting and a Staff member.

If the persons collecting do not have MOD passes then Nursery Management will have to inform Security staff on the gate of the impending visit. Upon arrival Security staff will telephone the Nursery to ensure the persons collecting are approved. Once Nursery Management have approved the visit they will be issued with Passes and allowed to continue their journey.

Once they have arrived at the front door, staff will request the Child's Full Name, Identification and Password and the person collecting will be asked to sign in our visitors register.

It is only once these procedures have been followed that the child/children concerned will be released from our care. If any of these points are not suitably completed, then Nursery staff will refuse the collection and will contact the parent/carer immediately for further verification.

If a parent/carer is thought to be under the influence of drugs or alcohol when collecting their child/children, staff have a duty of care to refuse to hand over the child. In this instance the Emergency contacts as detailed on the child's application form will be called. There should be a minimum of two. If there are no Emergency contacts or if they are unable to collect themselves, then staff have a duty of care to contact the emergency services, e.g. Police.

If a designated person is thought to be under the influence of drugs or alcohol, when collecting a child, then staff will contact the parents immediately. If parents/carers are unable to collect themselves, then staff have a duty of care to contact the emergency services, e.g. Police.



Procedures for failing to collect a child on time

Parents/Carers are to be aware that nursery hours are: -

07.30 - 18.00

As a setting we endeavour to be flexible wherever possible, and therefore kindly ask parents to adhere to the agreed pattern of attendance for their child.

Parents/Carers who are unable to collect their child at the end of the session should make every effort to inform nursery staff of their intended delay as soon as possible. If a parent/Carer is unable to collect the child then they should try to organise someone else to collect.

For any unauthorised late collection a £10 charge will be applied up to the first half an hour, then £10 for every half an hour thereafter.

This fee will be added to your account.

If you are any later than 18.00 hours then please be aware that two members of staff are required to stay with your child until you can collect them.

If after one hour no contact has been made or you have not collected your child, staff will call the emergency contacts as detailed on your child's Application form. There should be a minimum of two. If these contacts cannot be reached then staff will be required to contact the Police and Social Services according to our Procedure for a child who has not been collected.



Dealing with a Lost Child Policy

In the event of a child being lost the following procedures would take effect;

1. Remain calm and do not panic
2. Inform the Nursery Management team and explain the facts of the situation, e.g. what the child is wearing and where the child was last seen, and when.
3. All areas of the Nursery building are to be checked thoroughly.
4. Management team or Staff are to inform HQ1 Security staff who will in turn contact the Police explaining that a child has been lost giving them the child's full Name and description.
5. Management team or Staff members are to search all outside areas.
6. If the child has not been found within half an hour then the Management team will then inform Parents/Carers and have regular contact with them.
7. Once the child has been found then all staff members must be informed, the Parents and HQ1 Security staff who will in turn inform the police.
8. All details of the incident are to be recorded and signed by those first involved and counter signed by a member of the management team.



Behaviour Management Policy

Adventurous Beginnings Childcare has developed a Behaviour Management policy to ensure that every member of the Nursery will feel safe, secure, valued and respected within the nursery setting. We aim to achieve this by establishing clear boundaries together with a consistent approach from staff and Parents. We will endeavour to create an atmosphere that encourages good and positive behaviour.

In order to achieve a positive environment our aim is to ensure that the following criteria is met:-

- Praise and encourage good behaviour, which will promote the child's self-esteem.
- Ensure adults whom are in daily contact with the child set good examples at all times.
- Encourage children to show kindness and be willing to take turns/share with others around them.
- We will always make it clear that it is the behaviour that is not welcome within the environment and not the child.
- Staff will help children to understand why their actions are deemed unacceptable, and what effects it may have on others around them, by getting down to the child's eye level to explain any issues in a calm manor remembering the child's level of understanding and development.
- Children will always be encouraged to say sorry and will never be sent out of the room unless it will cause harm to themselves or others around them and they will never be left unattended in any situation.
- We have clear basic rules that all children will begin to understand, Our "High Five" rules are listed below:-

1. LISTENING EARS
2. LISTENING EYES
3. KIND HANDS
4. TURN TAKING/SHARING
5. QUIET VOICES
= HIGH FIVE

- We ensure that our rooms are age appropriate, organised and enjoyable to keep the child focused and to stimulate and encourage child's development.
- Children are encouraged to express their needs and emotions through the use of speech and language or visual aids to help with communication.
- Staff will always be friendly and approachable to parents/carers and their children at all times.
- If the unacceptable behaviour keeps occurring and the child/children have difficulty in following or understanding our basis rules then we will ensure that we support the child with their parents/carers involvement by following our Nursery Behaviour Procedure below to produce a positive outcome for the child and their family.

Our Nursery Procedure:-

1. We will arrange a meeting with parents/carers to discuss any concerns that we have and explain the ABCC Chart to them and ask for their support with the observations.
2. Staff and Parents will then start to observe the child/children within their environment at Home and Nursery using an ABCC Chart for a minimum of 2 weeks with the support of the Behaviour Management Co-Ordinator **Caroline Dodd**. This is done to see if we notice a pattern in behaviour to try and work out what is causing them to behave in the way that they do, e.g.:- lack of communication, attention seeking, he/she does not like the a particular child/adult.
3. We will then discuss the observations with all those involved to see if there is a pattern in the child's behaviour e.g. timings, routine etc... small measurable steps will then be made during the meeting and put onto a Behaviour Plan sheet which will explain What the Behaviour is?, What we think the child is trying to say? What can we change within our setting and the child's home? How we can teach new skills? And what Reinforcement are we going to use? This will then be dated and then reviewed on the date agreed.
4. If the Behaviour Plan does not work and the child's behaviour continues then outside agency support will be sourced with the parent's consents.

We ensure that all staff, students and volunteers have a clear understanding of the nursery policy and procedure; staff have a training to understand how we can create a positive environment for the children in our care.

The support from our team and our parents should help to create an atmosphere where the child can develop self-confidence, self-responsibility and feel free to play and learn without fear of being hurt or hindered.

Under no circumstance will there be any physical punishment such as shaking or smacking used or threatened. Physical restraint (such as RPI) will only be used to prevent physical injury to the children or adults, and would only be used following appropriate training via the child protection team at Services for young Children. Please see physical Handling Policy for further information. A child will never be left unattended outside of a room or be made to feel humiliated. Raised voices will only be used to attract a child's attention to prevent an accident from happening. Parents will be informed of any incidents on the same day.

All Staff are trained in Behaviour Management however our Behaviour Management

*Co-ordinator is **Caroline Dodd**.*



Biting Policy

Introduction

Evidence suggests that up to a quarter of all children will bite others at some stage. It is usually most common between the ages of 13 - 24 months. Here at Merritime Nursery we understand that this can be, and more than likely will be difficult for parents/carers, whether it is your child that has been bitten or is the biter.

Why do some Children bite?

This is a question that we would all like to know the answer to. Below are some suggestions that may help us to understand.

1. **Teething** - Biting relieves the pain for some children
2. **Exploration** - Babies and young Children like to explore using their senses and don't always know the difference between gnawing on a toy and biting someone or something.
3. **Attention** - Some Children will bite because it is a way of getting quick attention instantly even though it is negative attention.
4. **Frustration** - Some children will become frustrated because, they can not express themselves clearly through speech or other forms of communication, it may also be because they want to be independent and do things for themselves, also not being listened too and being over talked can lead to biting as a way of releasing this frustration.

Our Policy

If your child is bitten or is the biter, then we will follow our accident and incident procedure. Firstly we will identify why the incident occurred? We will look to see if there are any possible triggers which may have led to this incident happening, this may help us reduce the risk of this happening again. An Accident and Incident form will be filled out by the Staff member who deals with the situation and a witness if applicable. This will be presented to you or your nominated person to sign at home time. Confidentiality of the children involved will be maintained at all times.

The Incident may be an isolated one, but could also become a reoccurring one. Whether it is your child who is the biter or your child who is being bitten, we will endeavour to do our best to protect them and try and resolve the situation as calmly and quickly as possible. We want your child to be happy and content and have lots of fun at Nursery.

Our Behaviour Co-Ordinator **Caroline Dodd** will work alongside you and your child as well as their Key-person to try and find out why your child/children are biting or why they may be the target child.

Disciplinary procedures will also be introduced, below are some ideas on how we will deal with any possible triggers and how your child/children will be disciplined.

1. We will increase the level of supervision of the child that is biting, or the target child. This will help to comfort the target child and also support the child that is biting to express themselves in a different way.
2. We may buy duplicates of a favourite toy, book etc..... to try and stop disputes.
3. We will encourage your child to take part in a different activity, this may help them to release their frustrations that could be causing them to react in such a way or it will help the target child to become more relaxed away from the biter.
4. If your child is of an age where they can communicate and have a suitable understanding, then we will talk calmly to them to try and identify why it is happening?
5. We will also communicate with the parent/s to see if anything may have changed in their current situation away from the setting.
6. Praise will be given to the biter when they are able to resolve conflicts without biting.
7. Your child/children will not be forced to give eye contact during apologies, as this may make them feel uncomfortable.
8. Your child/children will not be forced to apologise as this may make them feel anxious or aggressive, but they will be encouraged to give apologies.
9. Children will be given some time away from the area the incident occurred, in order to allow them to think about what has happened and the consequences of their actions.
10. The child that has been bitten will be given attention, rather than giving it to the biter.

Treatment if the skin is broken

- ☺ Your Child will be comforted and reassured
- ☺ The wound will then be washed with warm soapy water and covered to stop the risk of any further infection.
- ☺ You will then be contacted immediately and advised to seek medical attention through your GP or Emergency departments under the Health Protection Agency Guidelines.

- ☺ When you or your nominated person collects your child you will be asked to complete the incident form which will have all relevant information written down. A copy of this form may be given to you upon request.

Treatment if skin is not broken

- ☺ Your child will be comforted and reassured.
- ☺ The bite mark will have a cold compress put on to it for a few minutes.
- ☺ A courtesy call will be made to you the parents, just to inform you of the injury before you or your nominated person collects.
- ☺ On collection of your child you will be asked to complete the incident form, which will have all the relevant information written down.

We ask that all parents/carers remember that the information on these forms is kept confidential and staff are not aloud to share any information on the other children involved.

We hope that you will all support us, as we will try to support you to resolve any situation that may occur.

Useful contacts

NHS Direct Number: - **111**
www.nhsdirect.nhs.uk

Health Protection Agency England & Wales:-
www.hpa.org.uk



Child Protection Policy

Adventurous Beginnings Childcare is dedicated to ensure that the welfare, safety and protection of all children are paramount at all times.

Aims

Our aims are to: -

- To create a happy and friendly environment, which encourages children to develop a positive self-image regardless of Race, Language, Religion, Culture or home background.
- We ensure that all children are treated as equals and encourage children to develop a sense of independence.
- Enable children to have the self-confidence and the vocabulary to resist inappropriate approaches.
- Promote and encourage satisfying relationships with their families, other adults and peers.

The legal framework for this work is: -

- The Rehabilitation of Offenders Act
- The Children Act 1989
- Human Rights Act 1998
- Data Protection Act 1984
- The Protection of Children Act 1999
- The Children (NI) Order
- The Children (Scotland) Order

Liaise with other bodies

We work within the Area Child Protection guidelines.

We have a copy of the Area Child Protection guidelines available for Staff and Parents to see. For parents it is situated in main corridor on the parent's notice board.

We notify the registration authority (OFSTED) of any incident or accident, and any changes in our arrangements, which affect the wellbeing of children.

We have procedures for contacting the local authority on Child Protection issues.

Records of the local NSPCC contacts are also kept.

If a report is to be made to the authorities, we act within the Area Child Protection guidance in deciding whether we must inform the child's parents at the same time. These records are signed and dated and kept in a separate confidential file.

Procedures for Recording and Reporting an Incident

If possible Nursery Managers/Deputy will speak to and listen to the child, reassuring them they are not at fault and will be respected at all times. All conversations will be recorded and signed by the Nursery Managers/Deputy.

Parents/Carers will be approached if Nursery Managers/Deputy feels it is safe for the child, and the concerns will be discussed.

If Nursery Managers/Deputy are not satisfied with the response from the child's parents, or feel it is detrimental to their safety, Social Services/Area Child Protection Office will be contacted immediately.

At all stages of the investigation, accurate records will be made by way of Incident Reports, Witness Statements and Interview records. All information will be passed onto Social Services/OFSTED/Area Child Protection Office.

All information will be kept confidential at all times.

All members of staff know the procedures for recording and reporting.

Informing Parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the local Area Child Protection committee does not allow this. This will usually be the case where the parent is the likely abuser. In these cases the investigating officers will inform parents.

Confidentiality

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information shared under the guidance of the Area Child Protection committee.

Support to Families

The Nursery takes every step in its power to build up trusting and supportive relations among families, staff and volunteers in the group.

The Nursery continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child only if appropriate under the guidance of the Area Child Protection Committee.

With the proviso that the care and safety of the child is paramount, we do all in our power to support and work with the child's family.

Both the nursery and parent's have a responsibility to protect children. The Nursery will discuss with parents their concerns where appropriate and will keep records of concerns. In situations where an urgent action needs to be taken to protect the child the concerns will be referred to Social Services/Area Child Protection Office immediately.

All Staff/Volunteers/Students will not be left alone or expected to tend to a child's personal needs until they are Police checked by the Criminal records Bureau. Nursery partners must be satisfied with the outcome of this check and feel the person is confident with the duties required to fulfil their role in offering High Quality Childcare within the Nursery.

We have a copy of the '**What to do if your worried a child is being abused**' guidelines based on the '**Area Child Protection Guidelines, a Safeguarding Policy and a Whistle blowing policy**'. These are available for parents and staff to see and are situated on a notice board in the main corridor along with our named Child Protection Officer **Vanessa Nimmo-Cameron** and Deputy Child protection officer **Maria Fields**

Contact Details: -

Social Services: **02392 200132 / 432000**

OFSTED: **0300 123 3155**

HCC Children's Services child protection line: **0845 603 5620**

Out of hours line: **0845 600 4555**

Hampshire Police: **0845 045 4545**

NSPCC Child Protection Helpline: **0808 800 5000**

Child line: **0800 1111**

Criminal Record Bureau: -

TMG DBS

3 Wilford Business Park

Ruddington Lane

Nottingham

NG11 7EP



SAFEGUARDING POLICY

Introduction

Here at Merritime Nursery we believe it is unacceptable for a child or young person to experience abuse of any kind, we have a responsibility to safeguard and protect the welfare of the children and young people in our setting at all times, all complaints, allegations and suspicions are taken very seriously.

As much as we will endeavour to keep confidentiality we cannot always promise this as the matter of concern may develop in a way that this cannot be honoured, however we will always adhere to the Information Sharing Protocol in accordance with the CAF (Common Assessment Framework.)

Children and families from all cultures may be subject to abuse and neglect, and as professionals we should be sensitive to differing family patterns and lifestyles; however as a setting we must also be clear that abuse cannot be condoned for religious or cultural reasons.

What is Safeguarding and what does it mean?

The government have defined the term Safeguarding Children as:

- ☺ Protecting Children from Maltreatment
- ☺ Preventing the impairment of Children's Health and Development
- ☺ Ensuring that Children are growing up in safe and effective care.

Safeguarding is where we do everything in our power to stop anything else from happening to the children and young people in our care, to achieve this the staff of Merritime Nursery are made aware of and involved in the making of this policy, and adhere to the aims and objectives at all times

As a Nursery team we all share the responsibility for Safeguarding all children and young people in our care...

Our Aims and Objectives

- ☺ To provide a safe environment for all children to achieve optimum life chances.
- ☺ To ensure all staff are CRB checked (Criminal Records Bureau Certificated); these are reviewed annually but renewed every 3 years.
- ☺ To ensure all staff are trained and educated in safeguarding matters, ensuring they are made aware of the recording and reporting protocol and what to do if they are worried about a child in their care confidently.
(A copy of what to do if worried is attached at the back of this policy.)
- ☺ To maintain confidentiality when needed.
- ☺ We carry out risk assessments and daily opening and closing checklist to avoid any hazards.
- ☺ All Students and Volunteers DO NOT work unsupervised and are made aware of all our policies and procedures on their initial inductions which is signed by a member of management and the Student/ Volunteer.
- ☺ We undertake security measures which are adhered to at all times, ensuring that all visitors sign in and out of our visitors register and they are accompanied by a staff member at all times to protect all staff and children in our setting.
- ☺ If a parent or carer is unknown to a staff member they will be asked to wait outside the nursery until they are identified by another staff member they are known by. If someone else arrives to collect a child but they are not recognised at all by any staff member and they are not on the child's emergency contact list then the same procedure is followed and the Parent of the child is contacted immediately.
If the parent does not answer a call the child is not let out of our care until we have permission from the child's legal guardian.
- ☺ We ensure that all our policies and procedures are reviewed and updated where needed annually and that any new policies are introduced to all parents/carers and staff members. (All our current policies and procedures are available to download on our website)
- ☺ We endeavour to support and supervise where needed ensuring we are never too busy to help any Child, parent/carers or staff member within our setting.

- ☺ Accident and Incident forms are completed for any minor or major injuries sustained At Nursery or Away from Nursery, these are in place to protect you /your child and the staff of Merritime Nursery ensuring high standards of Safeguarding at all times.
As a parent of Merritime Nursery you have a duty to share any information on accidents that have occurred away from the setting.
The forms are a legal and important document which can be used as evidence in accordance with the CP forms to back up any concerns a staff member may have about a child's welfare.
- ☺ We ensure that we notify OFSTED of any major accident or incident that may effect the safeguarding of all children.

Guidelines

Physical Abuse

- ☺ Any sign of a mark or injury to a child when coming into nursery will be recorded immediately
- ☺ If appropriate, the incident will be brought to the attention of the Parent/Carer; this will be recorded and discussed with the staff member/s involved and the CPO/Deputy CPO.
- ☺ Should the staff involved in the discussion not be satisfied regarding the injury and reason behind the injury then the CPO/Deputy CPO will seek advice and notify Social Services and the Local Authority.
- ☺ All information will be kept confidential, with the team working on the situation.

Sexual Abuse

- ☺ Action will be taken if the staff witness occasions, where a child shows signs of sexual activity through words, play, drawings or inappropriate knowledge of sexual behaviour.
- ☺ Observations will be reported and recorded with the CPO /Deputy CPO
- ☺ Social Services and the Local Authority will be notified of any incident.

Emotional Abuse

- ☺ Action will be taken, if the persistent ill treatment of a child has a severe or adverse effect on the behaviour and emotional development of a child.
- ☺ Observations will be carried out and dated, and will be reported and recorded with the CPO/Deputy CPO.

Neglect

- ☺ Action will be taken at any sign of neglect, i.e. Exposure to any kind of danger, cold or starvation that results in the failure of the child to thrive and develop.
- ☺ Concerns will be recorded and discussed with the Parent/Carer, staff member involved and the CPO/Deputy CPO.

- ☺ Should the staff involved not be satisfied with reasons given in the discussion then CPO/Deputy CPO will seek advice and notify Social Services and the Local Authority.

Child Protection Officer

VANESSA NIMMO-CAMERON

Deputy Child Protection Officer

MARIA FIELDS

Useful public contacts

Child line: 0800 1111

NSPCC: 0808 800 5000

Children's social care Hants Direct: 0845 603 5620

Data Protection Helpline: 0303 123 1113

OFSTED: 0300 123 1231

Staff only contacts

LADO (Local Authority Designated Officer)
01962 876364

Children's social care out of hours: 08456 004 555

Children's social care Hants Direct: 01329 225379



Inclusion Policy Incorporating Special Needs

What is a Special Educational Need (SEN)?

- Learning Difficulty
- Special Provision
- 20% of Children
- Makes little or no progress
- Continues working at a curriculum level substantially below children of a similar age
- Emotional or behavioural difficulties
- Sensory or physical needs
- Ongoing communication or interaction difficulties

Our Nursery aims to have regard to the DfEE Code of Practice on special educational needs and also to the guidelines supplied to private and voluntary providers of Nursery and Pre-school education. We aim to provide welcoming, appropriate learning opportunities for all children and offer continuous support to Parents and Carers.

- Children with special needs, like all other children, are admitted to the Nursery after consultation between parents, management and the child's key-Person.
- Our aim is to provide for the developmental needs of each child in the Nursery.
- All children in the Nursery, irrespective of their special needs, are encouraged wherever possible and appropriate to participate in all activities.
- Our system of observation and record keeping, which operates in conjunction with parents, enables us to monitor children's needs and progress on an individual basis.
- The needs and progress of children who have special educational needs are monitored by our special educational needs co-ordinator (SENCO) who also ensures that accurate records are being kept. **Vanessa Nimmo-Cameron** is our nominated SENCO.
- Our key-Person system ensures that each adult is especially responsible for, and close to, their own groups, so each child receive plenty of adult time and attention.
- We work closely with the parents of all the children in the Nursery to ensure that we draw upon the knowledge and expertise of parents in planning provision for the child, and that the child's progress and achievements are shared and discussed with parents on a regular basis, and parents know the identity of the Nursery's special educational needs co-ordinator.

- Our staff attends whenever possible in-service training on special needs arranged by the Pre-school Learning Alliance and other professional bodies.

In advance of a child with special needs admission to the Nursery we will meet with the parents/carers to discuss practical needs and confidentiality issues including the involvement of other external agencies.

We would discuss with parents matters such as diet, skin and hair care, routines, special words, comforters, family names, religion, health and medical conditions, likes and dislikes.

We will review staffing levels and look at equipment needs and access arrangements before a child starts. Any necessary adaptations would be talked through with parents to ensure a chair bound child could gain access.

We will record such discussions and note any action to be taken if there is difficulty meeting the needs of individual children. This is likely to require sensitive communication with parents and the possible involvement of other agencies for advice and assistance. Provision of general adaptations would be discussed prior to admission with all staff being aware of limitations in terms of height of tables etc. Toilet adaptations would also need to be considered.

Our SENCO has attended training arranged by various professional bodies on the fundamental principles of the Code of Practice (1994) for the Identification and Assessment of Special Educational Needs and on the five stages leading towards statement in the Code. Our SENCO will work in cooperation with our nominated equal opportunities coordinator to ensure positive images both in activities and posters. Staff will raise awareness of the whole Nursery through topics etc.

Assessment: If concerns arose from the usual observations carried out at Nursery, the first step would be for the key person to discuss these with, and seek advice from the SENCO. A meeting would be arranged with the parents/carers to share views and seek permission to work on a one to one basis with the child for a set period of time. This would enable further evidence gathering to take place before contacting the relevant agencies.

Record Keeping - The usual documentation will be used together with records of conversations, meetings and any Individual Educational Plans (IEP's) and Evaluations

Broad and balanced curriculum - A child with special needs will be given the opportunity to participate fully in the Nursery curriculum. It will be adapted to suit that Child's individual needs/wants or if a child feels able to participate in the organisation, they will be encouraged to do that.

Resources - External bodies will be contacted to provide additional funding and equipment needed to be able to support the child within the setting.

Links - The SENCO Mrs Vanessa Nimmo- Cameron has links with relevant agencies for advice and support and contact details are available to both staff and parents/carers.

Review - Policies and procedures for special needs will be reviewed annually or more frequently as required following training, new guidance or experience gained.

All Staff have had basic Makaton Training which was held within our setting by our Area INCO.



Inclusion Policy incorporating Equal Opportunities

The Pre -School Learning Alliance is committed to helping Pre-Schools provide equality of opportunity for all children and families and take positive action to eliminate discrimination in all areas of their work. As a member of the alliance, Merritime Nursery works in accordance with all relevant legislation, including: -

- Disability Discrimination Act 1995
- Race Relations Act 1976
- Sex Discrimination Act 1986
- Children Act 1989

We believe that the group's activities should be available to all children and families, and to adults committed to their welfare and care. We aim to ensure that all that wish to work in, or volunteer to help in, our pre-school have an equal chance.

Employment

All vacancies will be advertised. The Nursery will appoint the best person for each job and will treat all applicants and all those appointed fairly.

Commitment to implementing the group's Equal Opportunities Policy will form part of the job description for all workers.

The Nursery recognises that many different types of family group do and can successfully love and care for children. The Nursery aims to offer support to all families/Carers.

Festivals

Our aim is to show respectful awareness of all the major events in the lives of the children and families in the Nursery, and in our society as a whole, and to welcome the diversity of backgrounds from which they come.

In order to achieve this:

- We aim to acknowledge all the festivals, which are celebrated in our area and/or by the families involved in the Nursery.

- Without indoctrination in any specific faith, children will be made aware of the festivals which are being celebrated by their own families or others, and will be introduced where appropriate to the stories behind the festivals.
- Before introducing a festival with which the adults in the Nursery are not themselves familiar, appropriate advice will be sought from parents and other people who are familiar with that festival.
- Children and families who celebrate at home festivals with which the rest of the Nursery is not familiar will be invited to share their festival with the rest of the group, if they themselves wish to do so.
- Children will become familiar with and enjoy taking part in a range of festivals, together with the stories, celebrations and special food and clothing they involve, as part of the diversity of life.

The Curriculum

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children the opportunities to develop in an environment free from prejudice and discrimination. Management of resources within the Nursery will ensure that both girls and boys have full access to all kinds of activities and equipment and are equally encouraged to enjoy and learn from them.

Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Resources

These will be chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multi-racial society.

Materials will be selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and by using images and words, which reflect positively the contribution of all members of society.

Special Needs

The Nursery recognises that children have a wide range of needs which differ from time to time, and will consider what part it can play in meeting these needs as they arise.

Planning for Nursery meetings and events will take into account the needs of people with special educational needs and disabilities.

Discriminatory Behaviour/Remarks

Any discriminatory language, behaviour or remarks by children, parents or any other adults are unacceptable in the Nursery.

Our response will aim to demonstrate support for the victim(s), to help those responsible to understand and overcome their prejudices and to make it clear that such behaviour/remarks will not be tolerated.

Language

Basic information, written and spoken, will be clearly communicated in as many languages as are necessary and possible.

Bilingual/multilingual children and adults are an asset to the whole group. Parents will be encouraged to speak to children in their first language at home.

Children and parents who have English as a second or additional language will be valued and their languages recognised and respected in the Nursery.

Food

Working in partnership with parents, children's medical, cultural and dietary needs will be met.

Meetings

The Nursery will make every effort to ensure that the time, place and conduct of meetings, enable the majority of parents to attend so that all families have an equal opportunity to be involved in and informed about the Nursery.



Physical Handling Policy

Adventurous Beginnings Childcare have produced a Physical Handling Policy to ensure all staff within the setting aim to help children to take responsibility for their own behaviour this can be done by being a positive role model, plan a range of interesting and challenging activities, setting and enforcing appropriate boundaries and expectations and positive feedback.

There are three types of Physical Handling-

Positive handling

The positive use of touch is a normal part of Staffs interaction with the Children. This is achieved by:

- Giving Guidance (Hand over hand)
- Providing Emotional Support (Comforting a distressed child)
- Physical Care (First Aid or Toileting)

Physical Intervention

Physical intervention is used in appropriate ways, when ensuring the Childs safety whilst in our care:

- Mechanical (Doors, Locks, Windows etc...)
- Environmental (Stair gates, Highchairs etc...)

Restrictive Physical Intervention

RPI will only be used when trying to control Childs movements using the correct use of physical handling.

- When the child is injuring themselves,
- Injuring others
- Damaging Property
- Rare situations of Danger e.g. running out into the road

Other strategies will be used first to try and calm the situation, for example: talking to the child involved, removing other children from the situation or assessing the environment for reasons why the incident may have occurred, if these strategies fail then RPI will be used for the Childs best interests.

How RPI is to be used?

When using RPI staff will be aware of the different types of restrictive physical intervention that can and cannot be used and who should use RPI:

- Aim for side-by-side contact ensuring there is no gap with the child, avoid positioning themselves in front or behind to reduce the risk of being harmed in anyway.
- The adult needs to keep their back as straight as possible.
- Staff will hold the children by their long bones avoiding grasping at the joints.
- Staff will be aware that no restriction to the Childs ability to breath. For example NEVER hold a child around the chest or stomach.
- Staff will avoid lifting children so that harm is not caused to them or others.
- Staff allowed to use RPI is those who know the child well or in extreme cases all staff. All staff will or has received training and support in Behaviour Management.
- There will always be at least 2 members of staff involved in any RPI situation.

Recording and Reporting RPI

RPI will always be recorded within 24 hours of the incident. Staff will make sure that it is recorded on our incident form and if there are any injuries to staff or others these will be recorded on our accident forms.

After using RPI. Management will inform the Parent by Phone or Letter and the local authority will be informed.

Parents will have a copy of the recorded incident form.

After the situation a Risk Assessments will be made and an individual behaviour plan will be developed to support the child.

Anyone with concerns when RPI has been used must use the settings usual complaints procedure.

Management are always available to discuss any concerns you may have.



Bereavement Policy

At Merritime Nursery we believe that bereavement and loss are an inevitable part of Living and Growing, it can also be very upsetting and some people find it hard to deal with. The loss of someone can have a profound effect on the way different people grieve.

GRIEF NEVER GOES AWAY YOU JUST LEARN TO BUILD A LIFE AROUND IT.

As Early years practitioners we are here to support everyone who is a part of our setting. We are not experts on bereavement but we may be able to help by just listening to the Child, Young Person, Staff Member or Parent/Carer. Giving everyone the opportunity to be able to talk and express their feelings may help.

Our Nursery ethos is based on openness and mutual support which we hope will provide a framework in which these experiences can be realised in an enriching manner.

Please do not suffer alone, we might be able to help or have some useful contacts that may help you or others.

Signs of behaviour change to look out for:

- Bouts of violence
- Emotional outbursts
- Not eating
- Not sleeping
- Emotional withdrawal
- Regression to a younger age or stage of development
- Physical illnesses such as stomach ache

In event of bereavement the Nursery will follow the procedure below:

1. We will identify a named Bereavement contact at the time of a loss (This is normally a member of The Management Team) this person will collect any information or resources in order to support everyone who may suffer from the loss.

2. The Bereavement contact will work in partnership with the staff to co-ordinate the nurseries response and be fundamental in liaising with everyone involved in the current loss.
3. All staff will be informed in a manner deemed appropriate by either the Management Team or the Bereavement Contact.
4. By creating a list of people to be told the Nursery can be sure that no one close to the situation will find out by chance.
5. All Children will be informed by their own parents if they feel it is necessary for them to know.
6. Staff will ask the Parents/Carers what has been said so that we can say the same to the child should they ask us. This is so we can be sure not to upset anybody by saying something wrong.
7. Staff will be consistent in there practice, ensuring that everyone's routine is not disturbed especially that of a child or young person.
8. We will endeavour to keep in contact with the bereaved families and the Bereavement contact will be the point of contact for further information e.g. Funeral etc...
9. The Bereavement contact will inform everyone of any arrangement and organise the sending of a card/flowers.
10. We will respect the wishes of the bereaved family on Attendance of a funeral and or other forms of remembering and an arrangement will be made and agreed by the Nursery Staff and Parents on attending or possible closure of the Nursery.
11. There will be ongoing support for all who need it and the anniversary of any loss will always be remembered.

Please take some time to have a look at our remembering tree situated behind the Nursery.

Some useful information/activities for everyone which may help support your feeling and memories:

☺ Telling a Story

- Use Puppets
- Use Toys
- Use Stories
- Use Playdough

☺ Expressing Feelings

- Mad Box (use for bashing/smashing)
- Feelings Biscuits (Ask the children to decorate it how they feeling?)
- Water balloons
- Emotion cards/Cushions

☺ Remembering

- Memory box
- Memory Jar
- Photo Album
- Memory bracelets
- Memory board

☺ Coping Strategies

- Sad Box
- Worry doll
- Handprints
- Special dates
- Remembering party

There is also other outside help one in particular called Simon Says Child Bereavement Support (www.simonsays.org.uk)

Simon Says works closely in practical and creative ways to support children and young people in Hampshire, they offer:

- Running telephone helpline (02380 647550)
- Offer support groups for children (up to 11 years)
- Offer support groups for young people (11-18 years)
- Provide written information and resources.
- Provide a befriending service
- Recommending counsellors who specialise in child bereavement, if the need.
- Offer support, training and advice to schools and other professional services working with and supporting bereaved children and young people.

Other support available:

- Child Bereavement Network (www.childhoodbereavementnetwork.org.uk)
- Child Bereavement Trust (www.childbereavement.org.uk)
- Winston's wish (www.winstonswish.org.uk)
- Cruse Bereavement Care (www.crusebereavementcare.org.uk & www.rd4u.org.uk)
- Compassionate friends (www.tcf.org.uk)
- Notabilis (www.Notabilis.org.uk)
- Grief Encounter (www.griefencounter.org.uk)
- Hampshire Educational Psychology



Confidentiality Policy

The Nursery's work with children and families will sometimes bring us into contact with confidential information.

To ensure that all those using and working in the Nursery can do so with confidence, we will respect confidentiality in the following ways: -

1. Parents will have ready access to the files and records of their own children, but will not have access to information about any other child.
2. Staff will not discuss individual children, other than for purposes of curriculum planning/group management, with anyone other than the parents/carers of that child.
3. Information given by parents/carers to the Nursery Managers/Deputy/Supervisor or key Person will not be passed onto other adults without their permission.
4. Personal details will be kept in locked filing cabinet for only the management team and the child's key worker to see unless permission is given from the parent.
5. Issues to do with employment of staff, whether paid or unpaid, will remain confidential to the people directly involved in making personal decisions.
6. Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared with the group except with the child's key Person/supervisor, Deputy Manager and owner.
7. Students training within the nursery will be advised of our confidentiality policy and will be required to respect it.
8. All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well being of the child.

Please see also our policy on Child Protection/Safeguarding and Social Networking.



Critical incident Policy

Definition of a critical incident

A Critical incident is any incident or sequence of events which overwhelms the normal coping mechanisms of our running nursery or your home life.

It is when something happens that we have no control over, that is Significant, Serious, Dangerous, and Scary or has exposed Children, Staff and Parents to Risk or Hazard.

Emergency situations usually come with little or no warning and often result in confusion and/or devastation.

At Merritime Nursery we try to ensure that all Health & Safety measures are carried out to a high standard and that we operate effectively and support all children, staff and parents in the event of a critical incident occurring. In trying to achieve this we ask that everyone adheres to all our policies and procedures.

Critical incidents that may be experienced and affect the running of the nursery may include:

- ☺ Adverse weather conditions such as Snow, Heat Waves or Floods
- ☺ Heating system failure
- ☺ Fire, bomb threat/ explosion or terrorism attacks
- ☺ Burglary
- ☺ Abduction or threatened abduction of a child.
- ☺ Death of a staff member, child or parent or a close relative.
- ☺ Assault on a staff member.
- ☺ Serious illness or incident
- ☺ And/or any other incident that may effect the care of the children in our setting.

We will make every effort to keep the Nursery open, but in exceptional circumstances, as described above we may need to close at short notice.

We will contact all Parents via Phone, email or Text and we will also publish it on our website and the SFYC website for schools and nursery closures.

In the event of an emergency evacuation/closure our primary care will be the children and staff's safety first before any contact is made with you or the Childs primary carer, once everyone is safe we will then contact you immediately.

Our Procedure

In the event of an emergency this list of steps that we may need to follow:

- All children and staff will be escorted from the building to the assembly point using the safest and nearest exits.
- A staff member from each room will take their room registers out with them and the Management team will take the staff and student & Volunteer registers and emergency contact list with them.
- Under NO circumstances will personal belongings of Children, Staff, Students or Volunteers be collected before any evacuation.
- Our nominated staff members will check the premises (Vanessa, Claire or Emma) if it is safe and does not put anyone in any danger. They will also collect any registers and contact details if this was not managed before.
- The registers will be called to ensure that every child, staff member, student & volunteer is accounted for.
- If any person is missing the surrounding area and building will be checked if safe, if they are not found then further action will be taken as stated below.
- The police will be called immediately if someone is missing after emergency closure or evacuation, abduction or threatened abduction, assault on a staff member or anyone on the premises, burglary or a serious accident.
- The police will be given as many details as possible including all details of the people/children involved in any of the above situations and any details including car registrations family situations etc...
- A member of Management will then contact the Childs main Parent/Carer to inform them of our current situation.
- Everyone will try to remain calm and focused and ensure that all children are kept safe, calm and reassured.
- All children will be kept in our care until they have been safely collected.
- All Parents are requested to inform the Nursery of any potential custody battles or family concerns as soon as they arise so that staff are able to support their needs as much as we can.
- If the absent parent arrives to collect their child, the nursery cannot restrict access unless a court order is in place. However the safety of the child is and will always be our main priority and our collection policy will be followed at all times.
- All Parents and Carers will be kept up to date with any developments on any of the above situations if they arise.

Important Numbers

Emergency services: 999 or 112 or 111

OFSTED : 03001231231

Sultan Emergency services: 2222

Child protection: 08456035620

Reviewed 14/05/2014



Procedures for ensuring supervision of volunteers and students

Volunteers and students are welcomed at Merritime nursery as we feel we can offer the opportunity for them to experience the everyday needs of the children and their parents. It is extremely important to gain experience and understanding of a working nursery, especially if you feel you may want to pursue this as your career.

To ensure the safety of everyone within the nursery we have developed working practises that must be adhered to at all times.

A qualified member of staff, who will be there to guide, support and direct you through your training, will always accompany volunteers and students.

- *All volunteers/students will be required to complete an Induction Form to ensure that they are aware of the Nursery layout and procedures.*
- *All Volunteers/Students will be given/shown a Nursery Handbook containing all our Policies. It is important that this is read thoroughly, however the Nursery Managers/Deputy will go through these on your first day.*
- *Volunteers or students will never be left alone with any child.*
- *A qualified member of staff must always deal with the children's personal needs. However if you are approached by a child and asked to take them to the toilet please inform a member of staff immediately.*
- *If your studies require you to be involved with the children's toileting or nappy changing, the Nursery Managers/Deputy will be happy to explain the correct procedures and observe you carrying out the process.*

Never be afraid to ask questions.



Play Equipment and Toys

The toys and equipment in Nursery provide opportunities for children, with adult help, to develop new skills and concepts in the course of their play and exploration.

The equipment we provide:

- is appropriate for the ages and developmental stages of each individual child.
- offers challenges to developing their independence, physical, social, personal and intellectual skills, in accordance with the Early Years Foundation Stage.
- features positive images of people, both male and female, from a range of ethnic and cultural groups, with and without disabilities.
- includes a range of raw materials, which can be used in a variety of ways and encourages an open-ended approach to creativity and problem solving.
- will enable children, with adult support, to develop individual potential and move towards required learning goals.
-
- conforms to all relevant safety regulations and is sound and well made.
- Staff check all toys and equipment at the start of each session, and report and record any defects to nursery management.



Paddling Pool Policy

Whenever the Paddling Pool is in use the children will receive strict supervision at all times.

There will be a minimum of two staff present at all times when this activity is in use. Usual Group ratios will apply otherwise.

All children should be supplied with a spare t-shirt or suitable swimming attire.

Sun hats will need to be worn at all times, and sun cream will be applied before the activity begins.

Children will be dried with towels, which will be provided by the nursery and then redressed as quickly as possible.

The paddling pool will be filled at the beginning of each day, and will be emptied at the end of each day, unless required sooner.



Sun Protection Policy

During the summer months the following steps are taken to protect the children from the sun

Staff try to ensure that the children are not exposed to the sun when it is at its hottest. The most preferable times of the day for outside play are either first thing in the morning or late afternoon, however the Pre-School and Owls run a free flow system allowing your child to choose when they would like to go into the garden. So it is essential that parents provide Sun hats and sun cream, which need to be labelled. It is not nursery policy to provide sunhat's or sun creams due to allergies and Health & Safety.

Children who do not have suitable sun hats or sun cream will not be permitted to leave the building.

Sun cream will be applied 30-60 minutes before outside play commences and will be re-applied straight after water play. Please advise staff if you have already applied cream before your child has come to nursery. Staff will record every time they apply sun protection to your children.

Babies will be kept in the shade as much as possible however shade will be provided in each garden by using a Gazebo/Parasol.

We also advise staff to take the necessary precautions.

Drinking water is available at all times for your child.



Mobile phone and Photographic images Policy for Parents/Visitors

Mobile phones play an increasing part in everyone's lives, but **Adventurous Beginnings Childcare** believe that in order to fully ensure the protection of all Children and Staff in its care, certain procedures for the use of mobile phones need to be abided by.

Procedures to be followed: -

1. The use of personal mobile phones and cameras are prohibited within all areas where children are present.
2. Mobile phones and cameras must remain in bags or about your person. Should your mobile phone ring, please ignore it or leave the building to take the call. If the call must be answered please ask a member of staff to escort you to the office or staff room.
3. If you are waiting for an important phone call, you can leave your mobile phone in the office with management. Alternatively please make sure that any one who may need to contact you has the Nursery phone number.

If a parent/visitor or staff member is caught in possession of a mobile phone outside the designated areas, they will be asked to leave the Nursery building immediately and escorted off the premises.

Please see our Safeguarding and Social Networking Policies for additional information.

Legal Framework

Primary Legislation

- Children's Act (1989 s47)
- Protection of Children Act (1999)
- Data Protection Act (1998)
- The Children Act (Every Child Matters) (2004)
- Safeguarding Vulnerable Groups Act (2006)

Further Guidance

- Working together to safeguard Children (revised HMG 2006)
- What to do if you're worried a child is being Abused (HMG 2006)



Outings Policy

Adventurous Beginnings Childcare carries out risk assessments on outings, so we can ensure that all areas are safe and suitable for all the children and staff.

Staff will take the children outside the nursery to explore the varied surroundings. We have a wide range of wild life including Goats, Ducks, Squirrels and many Birds.

Important points to remember

We will endeavour to keep the staff child ratios at all times. Age related Ratios are as follows:

- 0-2 Years - One adult to 3 Children
- 2-3 Years - One adult to Four Children
- 4-8 Years - One adult to Six Children

Staff must ensure that they take the outings bag and the Nursery non-camera phone with them.

Children will always be asked to hold hands until we reach our destination of play and we will always ensure that Road Safety is adhered to.

Staff members must complete an outings register before the outing commences, with all children's names, staff names, date, time out, and mobile phone number this will be taken on the outing and room registers will be left in the Office.

Should a problem occur whilst on an outing, the staff member must ensure that they phone the nursery immediately, and a member of management will join them on the outing or decide on action to be taken.

If at any time a child goes missing, we will follow the missing child policy.

Only children whose parents have given consent will be taken on outings. Evidence of this is on their individual application forms.



Dealing with Sick children & Infectious Diseases

As a nursery we are here to ensure that the welfare of all the children and staff is maintained to a high standard. If a child becomes unwell at home, they will not be permitted to attend their usual sessions until they have been treated or symptoms have cleared. It is the parents/carers responsibility to inform the nursery of any absence and the reason for it. If the child becomes unwell whilst at nursery, parents will be contacted immediately and must collect their child as soon as possible. Staff will do their best to comfort the child and administer aid if necessary, but it must be realised that there are no provisions for children who are ill at the nursery.

If medical assistance is required, then First aid will be administered by a trained appointed person until the arrival of the emergency services, as long as parents have given their permission on the Child's Application form. Nursery Managers will contact Parents/carers immediately. If a parent has refused permission for the emergency services to be called then the parents will be called immediately.

Should a child need to be taken to hospital they will be accompanied by a member of staff who will have the child's Application form containing personal details and medical contacts. Meanwhile management at Nursery will contact parents/carers to inform them of the situation. Staff will remain with the child until parents/carers arrive at the hospital.

In the case of an emergency staff will call the emergency services on **SULTAN 2222**. Staff must give clear details as to the nature of the emergency, and the location i.e.

Merritime Nursery,
Building 107,
Fort Rowner,
H.M.S. Sultan,

Parents/carers will be informed of any outbreaks of infectious diseases within the nursery. It is parent/carers responsibility to notify the nursery if their child is infectious, and may only return to nursery when advised by a doctor.

Extreme cases or outbreaks (e.g. Gastro-enteritis) should be reported to the local Environmental Health Department for advice.

When to send your child back to Nursery following an Illness

Vomiting/Sickness	When a child has not been sick for 24 hours
Diarrhoea	48 hours from child's first normal stool
Head Lice	Following recommended treatment
Conjunctivitis	24 hours from on-set of treatment
Raised temperature	when the child's temperature has returned to normal and has remained stable for at least 24 hours.
Chicken Pox	When all the Childs spots have scabbed over and there are no more signs of any blistering. Your child will be checked by a member of management on their return.
Hand, Foot and Mouth	Children who are unwell should be kept off until their symptoms have subsided and they are feeling better, Symptoms generally go away between 5/10 Days.
Impetigo	Children should be kept away from nursery until lesions are crusted or healed. Antibiotic treatment may reduce the infected period.
Ringworm	Children should be kept away from nursery until treatment has commenced.



Head Lice Policy

If a member of staff notices that a child has Head Lice, parents will be notified as soon as possible by phone, or when they collect their child.

We will then ask you to treat your child with recommended lotions/treatments, which can be purchased from pharmacies locally.

Please then treat your child and inspect ALL other family members and treat them if necessary, before returning your child to nursery.

If a child attends nursery and after discussions with staff they continue to be sent into nursery with Head Lice, it may be necessary to contact OFSTED for further advice as this may be seen as a Child Protection issue/Safeguarding. This is in the best interest of all children and staff alike.

We would recommend that long hair be tied up to prevent Lice from spreading.

Please remember to follow the instruction enclosed with the treatment. Washing clothing and bed linen will kill live lice and can help to stop re-infection. A temperature setting of at least 50 degrees is optimum. Lice that fall off are unlikely to survive more than 24 hours.

Please be aware that Head Lice can be difficult to control, so please be vigilant until they are clear from nursery. If you notice that your child has Head Lice, please inform Nursery staff immediately.



Medication Policy

Adventurous Beginnings Childcare will only administer prescribed medication.

It is in the interest of the child's health that a medication policy is adhered to. Although, Calpol and such other pain relievers may reduce fever and discomfort, it is not our policy to administer these medicines. Any child presenting these symptoms should remain at home and seek medical attention.

Any child requiring administration of a prescribed medicine will require a medication form. Parents must complete the form including name of medication, time & dose to be given and sign their consent. Only the Partners and the Deputy Manager will administer medication. Once medication has been administered the Partners / Deputy Manager will sign the form to confirm administration and will require a witness to countersign. Parents will be asked to sign the form in recognition of the doses given.

All medicines should only be brought into the setting when essential; this is where it could be detrimental to the child's health if the medicine were not administered during the child's day. As our policy states we will only accept medicines that have been prescribed by a doctor, dentist, nurse prescriber or pharmacist prescriber.

Our setting will never accept medicines that have not been prescribed or taken out of the original container; we will also never make changes to the dosage as stated on the medicine instructions.

Children on short-term medicine will be required to have a medicine report form, which will be used to obtain permission to administer medication on a daily basis until the course has finished or parent/carer advises otherwise. One form is used per medicine.

Children on long-term medication such as ongoing use of creams or asthma etc... will also be required to have a medication form as above but this will be an ongoing medication report form which will be reviewed every 6 months or sooner if parents advise of any changes in the child's condition.

If staff are asked to administer prescribed medicines, which requires technical/medical knowledge then individual training will be needed. Training will need to be arranged through the child's own doctor as practices can be specific to individual child concerned. Teething Gels and Granules are acceptable.

Reviewed 19/05/2014



Asthma Policy

If a child with Asthma joins our nursery, or is diagnosed during their time with us, these are the procedures we will follow. Asthma is a common childhood complaint and Nursery staff will work with you and your family to ensure that your child enjoys a full and active Nursery programme. If you are aware of any triggers that could affect your child's health, please ensure that you inform Nursery staff so we can minimise their exposure to the trigger.

Firstly we will ask the carers about their child's Asthma symptoms, how to recognise when their symptoms are getting worse, and how to help them take their reliever medicine. This information will be recorded on an Asthma Record including Parent/Carer contact details.

Staff working with your child will be informed of the details disclosed as detailed above, and receive appropriate Asthma training.

All medications will be stored in the medicine cabinet in the Nursery Office or if symptoms are severe then medication will be kept in the child's room in a designated first aid box.

Ongoing Asthma Medication forms will be completed if your child requires their medication at regular times. This will be reviewed every six months or sooner if you tell us about a change in their condition/medication. Daily Asthma Medication forms will be completed upon arrival every morning if you inform us that your child requires their medication on this occasion. As usual you will be required to sign the medication forms upon collecting your child, taking note of the times the medication was administered. As per our Medication Policy, only Nursery Management will administer the medication as required.

If a child leaves the Nursery on an outing, e.g. walk; staff will be required to take the medication with them.



Accident Reporting Procedures

Following an accident involving your child the following procedures will be carried out: -

Staff will assess the child's condition and decide if treatment is required.

Upon initial assessment staff will report the accident to the most senior member of staff or Partners.

A designated First Aider will carry out any treatment required.

Upon completion of the initial assessment and treatment, an Accident Form will be completed. If the accident is more serious Parents/Carers will be contacted immediately. Please note that First Aid is exactly that, and not Professional Medical attention.

Upon arriving to collect your child, you will be informed of the accident and asked to read and sign the accident form. If we fail to inform you on the same day for whatever reason, every effort will be made to contact you by telephone as soon as possible. You will then be required to read and sign the Accident Form on your next visit.

If you do not collect your child, we will report the accident to their carer and they will be asked to read and sign the Accident form and report the information to you upon returning your child.

Written permission for Professional Medical advice or Assistance will be required for your child, should their injury/condition require professional medical attention or an ambulance. Staff will contact you immediately and advise you of their condition, and where they are going. A senior member of staff will be with your child until you can get there. The staff member will have their Application form detailing their medical history and any allergies. It is vital that you let us know of any update information as soon as possible.

Please note that all accidents are reviewed monthly.



Accident Reporting Procedures for Accidents that have occurred at Nursery

Following an accident involving your child the following procedures will be carried out: -

1. Staff will assess the child's condition and decide if treatment is required.
2. Upon initial assessment staff will report the accident to the most senior member of staff or Partners.
3. A designated First Aider will carry out any treatment required.
4. Upon completion of the initial assessment and treatment, an Accident Form for Accidents that have occurred at Nursery, will be completed. If the accident is serious Parents/Carers will be contacted immediately.
5. Upon arriving to collect your child, you will be informed of the accident and asked to read and sign the accident form. If we fail to inform you on the same day for whatever reason, every effort will be made to contact you by telephone as soon as possible. You will then be required to read and sign the Accident Form on your next visit.
6. If you do not collect your child, we will report the accident to their carer and they will be asked to read and sign the Accident form and report the information to you upon returning your child.



Accident Reporting Procedures for Accidents that have occurred away from Nursery

If your child has been involved in an accident away from nursery that has caused any injury, or visible marks, please ensure that you tell a member of staff as soon as you arrive at nursery. Staff will ask you to complete an Accident Report record, for accidents that have occurred away from nursery.

If your child is found to have any injuries or visible marks whilst in our care and we are not aware of any accidents that have occurred, staff will complete an accident form for injuries that have occurred at Nursery. The time and place of the accident will state unknown, and the 'Details' section, will describe the injury, or mark present. Staff will then record who discovered the mark/injury and when.

You will be asked to sign the form as usual when you collect your child. If you know that this was a previous injury caused away from nursery, please advise the staff. They will record this in the 'Any other information' section.



COMPLAINTS PROCEDURE

If you have any complaints or comments to make regarding your child's care and well being during their time at nursery, we ask you to follow the procedures stated below.

- 1, If you wish to complain or comment on the care your child has received; you should approach the Nursery managers in the first instance.
- 2, If you wish to make your concerns official they will be recorded on a complaints form including action to be taken and the signatures of both Parent/Guardian and the Nursery Managers.
- 3, Once enquiries have been made by the Nursery Managers the Parents/Carer will be contacted to discuss the findings and to resolve the matter in hand.
- 4, The final stage will be recorded on the complaint form and both parties will be invited to comment and sign.
- 5, A written account of the findings and any action taken as a result of the complaint, will be supplied to the Parent/Carer within 28 days.

Ofsted complaints and Enforcement contact Details:-

0300 1231231