



YMCA
DAY NURSERY
PART OF YMCA NORTH TYNESIDE



Parents Information Pack

Dear Parents/Carers,

We are happy to share with you key information relating to the care of your child(ren) whilst at YMCA Day Nursery.

Working in partnership with you is of key importance to us. The information you will find enclosed is taken from our extensive policies which are in place to keep all children in our care safe. Should you wish to see a full copy of a policy please don't hesitate to speak to me.

All practitioners adhere to our policies at all times.

Kind regards

Ian Pearson
Nursery Manager

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1. Safeguarding

YMCA Day Nursery recognises that safeguarding is the responsibility of everyone within our organisation and therefore ensures that procedures are in place so that each person understands their responsibilities and are regularly trained to keep their knowledge current.

We understand that all staff have a duty of care towards the children attending the setting and this duty brings with it the responsibility to ensure that all efforts are made to protect and safeguard all children.

Children attending the nursery have a right to feel safe and secure, staff in partnership with parents/carers and other professionals have a responsibility to act on any concerns they may have regarding a child's welfare and wellbeing which includes being in the setting.

2. Absent Children

We appreciate that from time to time children may be absent from **YMCA Day Nursery** and that this can be for various reasons such as holiday, illness and family commitments. However, in order to maintain accurate records we ask that the following procedures are adhered to. This is to ensure that we continue to work and maintain high standards of communication with our families and are able to safeguard the children that attend the setting.

Attendance is recorded daily on room registers where children are signed in and out by parents.

Please contact the nursery if your child(ren) is not going to be attending for whatever reason.

3. Babysitting

It is not uncommon for nursery staff to be approached by parents to make private babysitting arrangements. However we believe that staff (including volunteer, students or apprentice) offering this service outside of work is **NOT** appropriate as it blurs professional to personal boundaries, has far reaching consequences in terms of Safeguarding, public liability and confidentiality.



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In line with current Safeguarding recommendations, staff who are currently employed at YMCA Day Nursery are not able to babysit for children outside of the setting under any circumstances.

YMCA Day Nursery has a duty to safeguard all children and staff. Therefore it is our policy that we do not allow current employees to privately care for children away from the nursery setting, as a safeguarding precaution.

4. Creative activities

At **YMCA Day Nursery** we offer our children free access to a wide range of creative activities and resources throughout the day. These activities will be child centred and not restricted by an adult's input. This greatly assists in developing confident well rounded children, who understand that whatever they have worked hard to produce is really appreciated. The child's individual efforts are always celebrated as a means of developing their confidence and self-esteem.

Children should be given the freedom to create through their own interpretations so that the work produced is individual to each child.

This means the adult must allow the child to think for themselves about what they would like to do and what they want to create. For example if the child wishes to produce a purple elephant then that is fine. If the adult wishes to show the child a picture of an elephant so they know what one really looks like, this is also fine, but ultimately what the child chooses to make is entirely up to them.

Each child's perception of themselves, family and the world around them differs, therefore when taking part in a creative activity, a child should never be told their interpretation is wrong or what it is meant to look like.

Children should be made aware that creative activities/resources can be interlinked i.e. paint and collage materials can be used together to make a picture if they wish. Staff should not stop children combining these materials if they are seen to be "making a mess". However adults can support the children in making choices on material they use so they don't use too much at the same time.

There should never be an emphasis on the end product being perfect, the benefit of the activity should be the process not the end result looking good.

Pre-school children should be encouraged to see an activity through, having chosen it, in order to develop their concentration span.

Practitioners will not draw for the children, as this gives them a false sense of perfection. The use of work sheets/colouring sheets are also not permitted for this reason.



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5. Compliments, Concerns and complaints

At **YMCA Day Nursery** we believe that children and parents are entitled to expect courtesy and a prompt, careful response to their needs and wishes. We welcome feedback and where we need to make a change, our aim is to work in partnership with parents and carers so that concerns can be resolved quickly.

If you have a compliment, suggestion or idea, please feel free to approach any member of staff or the nursery manager. Suggestion forms are available in the reception area of the nursery for suggestions to be made. These can be completed and returned to the nursery manager or deputy.

We will also carry out an annual conversation seeking parent's comments and feedback.

6. Drop off and Collection

Parents/Carers will gain access to nursery by ringing the doorbell and wait for staff to answer the door.

Parents/carers must not hold the door or let anyone else into the nursery. Please wait at the lobby door and a member of staff on duty will let you in.

Please take your child to their relevant room and assist the staff in settling them ready to say goodbye. Parents/Carers need to ensure that they always hand their child over to a member of staff. A bag with all their personal belongings are kept on the child's pegs (nappies, wipes, spare clothes and weather relevant clothing).

Your Child's room will have a daily chart and it is your responsibility to ensure your child is signed in and you record the person collecting your child(ren) that day. Please ensure this is completed, this will prevent staff having to interrupt your day, by calling you to find out who is collecting.

Please inform staff of any change of collection time or person collecting your child, as well as any issues regarding your child's well being that will be relevant to the day ahead.

If your child has had an accident or injury away from the setting, please remember to allow enough time to fill in a Home Incident form. Parents should inform us of



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accidents and incidents even if there isn't a mark so we can observe the child throughout the day.

When you are ready to leave, please always say goodbye to your child.

Please note no access to the Nursery will be granted before it's published opening time.

Collection procedures:

Whilst your child is in our care we shall do our utmost to provide a secure environment. Therefore it is also very important that our procedures for collection of children are clearly known by all parents/carers.

Please ensure that both parents/carers (if relevant) are known and recognised by staff as well as the relatives or friends that you nominate to collect your child. If the staff member has not met you before they will ask you to wait outside while they find a member of staff who can confirm who you are.

Please notify us of any changes in family circumstances which may affect permission to collect, particularly in the case of separated parents/carers. Please tell us on a daily basis who will be collecting if this will vary.

If we have had no notification to the collecting person we will ring the parent before allowing the person to collect. The person will be asked to wait in a safe place (reception area) while we do this.

If your circumstances change during the day a telephone call to the Nursery Management is acceptable to notify us that somebody else will be collecting, however this person must know your password.

No parents/carers clearly under the influence of drugs or alcohol will be permitted to collect their child. In this instance we will retain the child and call the relevant services e.g. social care.

Parents/carers who are running late should contact the Nursery as soon as possible.

If no one has contacted us to alert us of any lateness and the Nursery is closing we will contact the emergency contacts listed.

If we cannot contact anyone to collect the child after half an hour of the Nursery closing we will follow our Late Collection Procedure.



7. Key worker

At **YMCA Day Nursery** each child will be allocated a key worker and a secondary key worker.

The key worker is responsible for each of their key children. They will help to settle their key child when they start the setting by getting to know them and their parents. The key worker is responsible for their key children's routines such as feeding, nappy changing, toilet training and sleep times.

The key worker is responsible for completing observations, assessments and yearly reports.

8. Medication

At **YMCA Day Nursery** we want to ensure that the children in our care are well and thriving, however we understand that sometimes due to illness that children will need medication. With this in mind we will administer **prescribed OR over the counter** medicines. This means that a qualified medical professional has recommended that it is in the best interest for your child to take this medicine.

Prescribed medicine must be in the original packaging and have the pharmacy label on it; containing the child's name and date it was prescribed. If the date is not recent then we cannot administer the medication as this could be an indication it is old and was prescribed for other reasons.

Children taken prescribed medication ie Antibiotics cannot return to nursery until 24 hours after the first dosage taken. This is to ensure they do not have an allergic reaction, the antibiotics have started to work and the child is feeling better on return to the setting.

Over the counter medication (non prescription) must only be administered to the child with their parents/carers permission. The medication must still be checked by staff to ensure it is suitable for the child's age and reason for administering. This could be antihistamine, eye drops for conjunctivitis etc.

If we deem a child to be too poorly to attend nursery, whether or not we have medication for them, we will call to ask their parent/carer to collect them as we believe that on these occasions the child is better at home than being in the busy nursery environment. Staff ratios do not permit staff members to give a sick child sole 1:1 care throughout the day.



Dealing with high Temperatures

If a child develops a high temperature 38 degrees or above staff must call parents to seek permission to administer calpol and to ensure calpol has not been administered at home earlier in the day. If permission is given then the parent will be informed that the child's temperature will be checked again in 45 minutes after the administration of the calpol and if the temperature hasn't reduced then the child will need to be collected from the nursery.

9. Mobile phones and other electronic devices

The use of personal mobile phone/ipads/ipods in YMCA Day Nursery is totally prohibited.

To further support this policy we ask parents and visitors to also refrain from using their mobile devices whilst in the setting. Visitors to the nursery will be requested to leave their phones in the manager's office for the duration of their visit.

If a member of staff witnesses a visitor or parent using their phone they must ask them to stop or leave the building to take a call. Please do not be offended if asked to finish a phone call before entering the setting.

10. Parents and Carers as Partners

At YMCA Day Nursery we recognise that nobody knows and understands your child(ren) better than the parents / carers and so we want to work with the parents /carers as partners during the child's time at Nursery. We will seek to do this by:

- Ensuring parents / carers are informed regularly about their child's progress via many means including daily sheets, newsletters and parents evenings.
- Making sure we are looking after children in accordance to parents/carers wishes.
- Involving parents / carers in shared record keeping about their own child.
- Showing parents how to access and use Tapestry for looking at their child's development and submitting things themselves.
- Keeping up to date records of parent's / carer's details, ensuring confidentiality is maintained.
- Ensuring parents / carers are fully informed of our policies and procedures.



- Making sure that all parents / carers are aware of the systems for registering complaints, queries or suggestions and the address and phone number for OFSTED.
- Ensuring all parents / carers are informed of any parent / carer meetings and that they are accessible to all.
- Inviting all parents / carers to contribute from their own skills, knowledge and interests to the activities of the nursery.
- Welcoming parents / carers to the nursery and to ensure there is a two way exchange of information, knowledge and expertise.
- Undertaking a formal evaluation by questionnaire at least annually.
- Holding events to which parents / carers are invited, and ensuring these happen at different times to allow as many parents / carers as possible to attend.
- Sharing information with parents / carers about other children's services they may be interested in.
- Ensuring that the office open door policy is promoted to encourage staff and parents / carers to communicate freely with senior staff and the nursery management.
- Working together to support children with SEN.
- Working together to share information between different settings if the child attends more than one, including sharing progress reports.

11. Payments of nursery fees

At **YMCA Day Nursery** parents are required to pay for nursery fees and meals on the **first** of the month for the month ahead.

Payments are checked regularly and the nursery manager will inform parents of late payments.

Informal reminder:

The nursery manager will email/speak to parents about the outstanding nursery fees

Formal reminder:

Parents will be sent a **First Formal Reminder** letter or email of late payments and will be requested that parents pay the fee.

If parents still fail to pay the nursery manager will take action and set up a **Payment Meeting** with parents to work out the best solution to pay nursery fees.



If payments end up in arrears the nursery manager will work with the parents to put a payment plan in place.

The nursery manager has the right to refuse the care of children in the setting if payments are not made.

The nursery manager may freeze a child's place so further arrears do not build up.

Final Formal Reminder:

The nursery manager will issue a final formal reminder for parents to pay the outstanding amount.

If parents fail to make any further nursery payments the nursery manager will revoke the child's space and parents will be requested to pay the remaining fees.

If fees are not paid and a child's place is revoked/a child is taken out of nursery, the nursery manager will seek the support of a debt collection agency to collect the remaining nursery fees.

12. Sick Children and Injuries

Children should not be brought into nursery if they are unwell. Children will not be able to remain in Nursery if they are unwell or fall ill as the nursery is not a suitable environment for a poorly child and the illness presented due to staff ratios not allowing 1-1 care.

If a child's illness is infectious, it may present a risk to other children and staff. Parents/carers will be informed immediately and asked to collect their child if a member of staff has any concerns about the wellbeing of the child. The most common reasons are:

- They develop a high temperature (38°C or above).
- They have **2 bouts of diarrhoea** and/or **2 bouts of vomiting**. (Children cannot return until 48 hours after the last bout of sickness and/or diarrhoea).
- They have a fall/bump in which they have received an injury (e.g. egg on head).
- They have a contagious infection

If a child becomes ill whilst at nursery, staff will inform the manager immediately. The manager or child's key worker will contact the parent/carer of the child. Staff



will give the child comfort and/or necessary first aid whilst waiting for the parents / carers to arrive.

Exclusion Period for Illness / Communicable Diseases

This information is a guide. For more information please see your GP.

Infection / illness	Exclusion	Notes
Antibiotics prescribed	24 hours from first dose of antibiotics.	Medicine forms to be filled in at nursery
Athletes foot	None	None
Chicken pox	5 days from onset of rash	Children can only return once spots have healed over.
Cold sores (herpes simplex virus)	None	Many healthy children & adults have this virus at some point without getting a sore
Conjunctivitis	None	None
Coughs, colds & sore throats	None	Can come in if they are well enough. They will not be admitted if they are unwell or have severe coughing fits
Diarrhea & vomiting	48 hours from last bout	None
E coli	Seek medical advice	Seek medical advice as it depends on the type
Flu (influenza)	None	Flu is most contagious just before the onset of symptoms, if they are well then they can come in.
German measles (rubella)	5 days from onset of rash	The child is most infectious before the diagnosis is made. Most children are immunized
Glandular fever	None	The child can return when they are better
Hand, foot & mouth	None	As long as the child is well



Head lice	None	Please use a treatment advised by pharmacist & let the nursery know so we can inform other parents
Hepatitis	Seek medical advice	The child can return when well enough and on medical advice
Impetigo	3-5 days	Highly contagious, child can return when lesions have crusted or healed
Measles	7 days from onset of rash	Very contagious
Meningitis	Seek medical advice	They can return when advised to by a doctor
Mumps	7 days	Most children have had immunization, 7 days from onset of rash
Plantar warts	None	Should be treated & covered
Poliomyelitis	Seek medical advice	Can return to nursery when cleared by doctor
Ring worm (body)	Until cleared	Ensure treatment is given
Ring worm (scalp)	Until cleared	Easily treated, see your GP or pharmacist
Scabies	24 hours	24 hours after treatment is started – fill in medicine form at nursery
Scarlet fever	24 hours	24 hours from treatment – fill in medicine form at nursery
Slapped cheek disease	None (unless member of staff is pregnant)	Until recovered – please be aware that this disease can be harmful to expectant mothers
Temperature	None	Child can return when well enough



Threadworms	None	Prompt treatment for the whole family. Please inform the nursery
Tonsillitis	None	Seek medical advice as antibiotics may be given. Child can return when well enough
Tuberculosis	Seek medical advice	Can return when cleared by a doctor. Consult with local health authority
Typhoid fever	Seek medical advice	Can return when advised to by doctor
Whooping cough	5 days from start of antibiotics	Seek medical advice. Non-infectious coughing may continue for many weeks

13. Sun Safety

At **YMCA Day Nursery** it is vital that we keep the children safe at all times, therefore we have adopted a very easy sun safety procedure, to ensure children are protected from the sun while playing outside. Vitamin D from sunshine is essential for children's development so we do not propose that children are kept inside during the summer months. However, it is important that we protect children from over exposure when we are outside for long periods.

The U.V rating can be checked online to ensure that children are being fully protected from the sun.

We ask that each parent brings in the following:

- Sun cream of at least SPF 50 (if a parent refuses a child to wear SPF 50 they must sign a consent form to agree they want their child to wear a lesser SPF). All sun cream will be labeled with children's names and kept in their room out of reach of children.
- A sun hat with a brim that protects the child's face from constant sun exposure, we find baseball caps are a good choice

Children should be dressed appropriately to play out in the sunshine so we ask that parents avoid strappy dresses and tops and provide the children with clothing that covers their shoulders and the tops of their arms.



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Despite the warm weather children will still be running and climbing so appropriate footwear must be provided. Flip flops are not suitable footwear for a nursery day.

14. Tapestry, Planning, Assessment and Impact

At **YMCA Day Nursery** we use an online system called Tapestry to record and store all observations and assessments relating to each child.

This is a safe and secure system and one that enables parents and carers to access their child's learning journey at any time. They can share it with their child, family and friends at home and also post any comments and photographs of their own, helping to create a fully holistic view of the child and strengthen the parent partnership.

At YMCA Day Nursery the child's key worker is responsible for keeping each individual child's Learning Journey up to date. Unique child profiles are updated constantly and reviewed regularly; they contain an overview of a child and their achievements whilst at nursery.

Children's learning journeys will be completed using Tapestry, an online learning journal system.

Communication with Parents

This is of paramount importance, ensuring parents are involved in their child's development.

By using Tapestry parents are able to comment on observations and we strongly encourage parents to upload images or videos of what they do as a family outside of nursery.

It is the role of the key worker and room leads to ensure daily feedback is detailed about what an individual child has done whilst at nursery.

Parents are invited to attend our termly stay and play sessions allowing them to gain an insight into what their child does whilst attending nursery. We have two parents evenings per year allowing parents to sit and have a conversation with their child's key worker about their child's development and to express any concerns they may have.



During the settling process staff explain and inform parents why we observe their child's learning and development and what our approach is to uploading observations. When completing observations Key workers will add a "home learning idea" encouraging parents/carers to do activities with their child which complements the experiences they have had in nursery.

15. Two year Progress check

At **YMCA Day Nursery** we will monitor the progress of all two year olds by carrying out the Two Year Progress Check, in accordance with The Early Years Foundation Stage and with the North Tyneside Council's Two Year Progress Check document.

The new Early Years Foundation Stage (EYFS) requires practitioners to complete a progress check on all children between the ages of 2-3. The aims of this check are;

- Review the child's development in the 3 prime areas.
- To share this with parents to ensure they have a clear picture of their child's development
- To identify a child's needs and plan activities to meet them in the setting.
- To give parents ideas on how this can be developed at home
- To listen to the voice of the child

You will receive a copy of the completed check and asked to sign a copy to remain on file in the nursery. You will also be given a spare copy which we ask you to share with your health visitor.

16. Late collection of Children

This policy is for the protection of children who have been left at **YMCA Day Nursery** over the agreed collection time or once the nursery has closed after 6pm.

The nursery has a duty of care to the children and parents to ensure that collection of children is made at the agreed time or within normal nursery opening hours of 7.30am-6pm.

Late collection causes additional overhead costs for the nursery and potentially unnecessary distress to a child.



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Children remaining in our care after agreed session times (1pm or 6pm) must be supervised by a minimum of two members of staff.

Our morning session ends at 1pm and children must be collected no later than 1pm so that staff can maintain the ratio of the room due to the afternoon session beginning at 1pm.

YMCA Day Nursery closes at 6pm and children must be collected no later than 6pm.

If parents wish to receive detailed feedback, we ask if they could arrive 10 minutes before we close so we can hand over appropriately and staff are not under pressure to rush handovers.

We appreciate that sometimes there may be circumstances beyond parent/carer control affecting the prompt collection of your child. If you know you are going to be late collecting the child in our care please call at the earliest opportunity to inform the manager/deputy manager/senior member of staff that you are running late or there are new arrangements for the collection. Please note that a late collection fee will still be chargeable, unless agreed otherwise, for example in exceptional circumstances, with the nursery manager.

A £10 charge will be applied after 6.10pm

If your child(ren) remains uncollected 10 minutes over the set time the Nursery Manager will be made aware of the situation.

Once you arrive to collect your child a staff member will ask you to sign a late collection form, stating the time collected and the reason for being late. The manager will then apply charges above to an invoice for the late collection.

If your child(ren) remains uncollected 30 minutes over the set time and parents/carers and emergency contacts can not be reached and have not made contact since being called, the senior member of staff will contact the local authority's Front Door Service for advice on their next course of action.

Unreasonable and / or persistent lateness may regrettably result in the nursery terminating your child's place.