

Puddle Ducks Nursery Policy

First Aid/ Accident/ Illness/ Emergency/ Health

- Children are supervised at all times however accidents may occur.
- First access/ make judgement about the situation, if in doubt, ask for a second opinion from another employee/colleague.
- If first aid is appropriate then use it. First aid box is situated in all the toilet areas and are checked and kept up to date.
- If the incident seems serious then contact 999.
- Retrieve any medical information from the child's file (in their individual room) to assist the ambulance crew/hospital staff. Also note the child's D.O.B. doctor's details etc.. This may be useful.
- Always inform the child's parent (s)/guardian.
- Fill in the accident book (this should include details of the incident, treatment given and who gave it).
- Children who have sickness or diarrhoea in the last 48 hours or have an infectious illness must be kept at home to protect the remaining children (this includes head lice). We must have a written record of contact numbers of parent's/guardian or nominated adult. Every effort will be taken to try and contact them.
- If children in nursery are exposed to a communicable disease parent's/ carers will be informed and we ask parents' /carers to inform us if their child has been in contact with an infectious disease so that appropriate steps can be made.
- If a child is well enough to come to nursery but is taking medicine prescribed by the child's doctor the nursery staff will administrate this only if the parent/carer has given written permission. We also ask parent's to write down the relevant last dose and amount. Staff will enter the medicine given, into the medication book and parent/carer will be asked to sign this at then end of their child's session. Prescribed medicines must be clearly labelled and placed in a safe place away from the reach of children.
- All parent's/carers will be given a medication form to complete before the child starts nursery making staff aware of any special health conditions including dietary needs, allergies so appropriate care can be made available.
- If a child becomes unwell whilst at nursery we provide a quiet place for them to lie down. They will be observed and the parent/carer will be contacted to collect them from nursery. If the parent/authorised person can not be contacted and the staff become seriously concerned

and suspect that emergency treatment is required an ambulance will be called. A member of staff will accompany the child and stay with them until a parent/carer arrives.

- Children and staff are required to wash their hands after using the toilet and before eating. Running water, soap and paper towels are available. Tissues are available and will be used hygienically. We also provide toothpaste for children to clean their teeth after meals.
- We provide anti bacterial hand wash for children to use after handling the nursery pets.
- Nursery provides hand sanitizer throughout the nursery for use by parents/carers, staff and children.
- Staff are required to wear tabards when dealing with food.
- Rubber gloves are available when clearing up bodily fluids.
- Foods and snacks are prepared according to Food Hygiene regulations. Babies feeds are kept in the fridge and the temperature is recorded twice daily.
- All staff handling food holds a Basic Food Health and Hygiene certificate. We provide tongs for staff to use when serving food.
- Children are offered water and/or milk during snack and meal times to promote healthy living. (As stated in our healthy food policy and health, hygiene and safety policy).
- For the safety of your child and others we ask children not to wear necklaces, bracelets and rings and only to wear small stud earrings.

Missing Child

First look in obvious places (consult with other staff within immediate area).

Extend search if necessary, consult other staff in the building, and search the building thoroughly.

Contact senior member of staff.

Contact Police.

Contact parent (s)/Guardian

Child Left at Nursery

- If a child is not collected at the end of the session a member of staff will try to contact an authorised person.

If the nursery were unable to contact an authorised person after waiting for one hour Social Services would be contacted to collect the child.

Referral to children's services - Duty Telephone line -

Contact: 01291635669

Confidentiality

Staff are careful with the information we have. They never discuss a child's/parent's details with anyone outside of the nursery (this includes names, addresses and phone numbers etc...).

Equality Issues

- Employees are obliged to ensure that policies relating to equality issues are applied with, as well, of course, as the requirements of the law. All members of staff, children, parent's, customers and any person who comes into contact with the employee has the right to be treated with fairness and equity. All staff will always promote equality of opportunity and access for all children and seek to develop anti-discriminatory and positive attitudes to those who are disadvantaged.
- Prejudice against people with disabilities, or who suffer social or economical disadvantage, racism or sexism have no place in our environment, where we seek to enhance development through play.

Smoking at Work

- Smoking is not permitted at any time in the nursery or the "Puddle Ducks" Building.

Partnership with Parent's

- We actively encourage and support parents who wish to be involved in their child's life at Puddle Ducks. We believe their time with us should be an extended part of their life not a separate part. To help with this we aim to provide regular newsletters.
- We offer regular open parent sessions for parents/carers to join their child in a nursery session and look at their child's individual development "splash book".
- We offer opportunities for parents/carers to be part of our Eco Committee.
- We encourage children to participate in all free play activities. We supply overalls but some children do not like wearing them, so please bring your child in suitable clothing.
- We always play outside for fresh air everyday so we ask Parent/s/Carers to provide their child with all weather clothing, which must be labelled.
- During the summer months sun hats are provided but we ask all parents/carers to apply a high factor long lasting sun cream on their child before the start of their session.

- We ask all parent's to provide a waterproof coat and wellies labelled to be kept at nursery.
- Throughout the day we encourage the children to be aware of personal hygiene and ask parents to provide a toothbrush (hair brush and bobbles if allocable) which must be labelled to be kept in nursery.
- For the safety of your child and others we ask children not to wear necklaces, bracelets and rings and if necessary only to wear small stud earrings.
- The nursery promotes breast feeding and has quiet comfortable areas for parents to use.
- The nursery has a fully informative website.
- Nursery has a Facebook page which has up to date information for parents.

Payment of accounts

- Sessions are billed for monthly and we ask for parent's/carers to pay in advance (during the first week of the month.) If payments are not paid by 5th of each month a £20.00 charge will be incurred.
- Fees are payable for 51 weeks of the year as we do not charge when we are closed for 1 week over the Christmas period. Fees are calculated on a pro-rata basis over 12 months making each monthly payment equal. Full fees must be paid including any absences, holiday or child sickness.
- Any holidays must be in writing and all Bank Holidays are payable in full.
- We stress that no bills are to be changed by parent's. If there is a query or mistake please discuss with a senior member of staff.
- Any extra sessions will be added to the following months bill, we require 4 weeks notice to cancelling as you will be charged in full.
- All earlies and or lates which are booked will be charged to the following months invoice, we require 24 hours notice when booking these sessions.
- If the bill is unpaid a reminder will be sent out during the second week of the month. If the bill is still unpaid after two months then it will be taken out of our hands and passed onto the Debt Collection Bureau.
- We ask parent's/carers to give a months notice in writing if their child is to leave the nursery.
- If your cheque is returned to nursery from your bank you will be charged an admin fee of £30.00.

Employees

The nursery employs the best person for the job and treats all applicants fairly and all those appointed. All staff have the following:

- ★ A contract.
- ★ Child protection training
- ★ References x2
- ★ A police, social services health and character checks (CRB check)
- ★ Be paid an adequate wage.
- ★ Have sufficient training.
- ★ Participate in the nursery training.
- ★ Have read and understood all policies.
- ★ Most staff have completed the basic first aid course.

Complaints Procedure

- We like to feel we are fair and approachable and if you have a complaint we will try to deal with it. The following steps should be taken:
- First contact your child's base room supervisor.
- If this is not satisfactory then please speak to Mrs Julia Rennie (Proprietor) or Mrs Sarah Richards (Manager). If you prefer to do this outside nursery hours please arrange a convenient time.
- If this is not satisfactory please put your complaint in writing to the Manager. If your complaint is against the Manager please address your letter to Mrs Julia Rennie.
- Any complaints you do not wish to address direct to the nursery can be put in writing to.....

CSSIW

South East Region
 Government Buildings
 Rhydycar
 Merthyr Tydfil
 CF48 1UZ
 03000628757

Staff suspected of Child Abuse

If a member of staff is accused of child abuse the member of staff will see employment immediately

- Any parent/carer can, at any time, submit a complaint to CSSIW about any aspect of the registered childcare provision. When CSSIW receive a concern or complaint about a provider they look to see whether they are providing a safe service or if they are failing to meet the requirements and conditions of their registration. If they think they are not doing these things, they will carry out an immediate inspection or ensure this aspect is checked at the next scheduled inspection.

Parking

Parent's should pull into the car park at the front of the nursery using spaces appropriately. Parents should not park directly in front of the nursery door. We ask all parent's to abide with the one way system.

The Nest

Parent's/Guardians must provide:

- Enough made up feeds for their child's session plus 2 extra.
- A large bag of nappies to stay in nursery and then staff will inform you when they are running out. (If a parent requires their child to wear Terry Towelling we are happy to use these, however we do not have appropriate washing facilities and therefore will need to be returned home at the end of the session).
- A complete change of clothing (We provide bibs).
- A Comforter if needed.

Toilet Training

- We encourage and support children during the transition from nappies to toilet. We will help to follow the individual needs of each child.
- Changing of nappies, sleeping time, feeding time and any other individual needs of the child during the session can be discussed and arranged with the parent.
- We discourage the use of "Pull-Ups".

Different Children, Different Rooms, Different Needs

All the children are treated as individuals with individual needs and we try to accommodate this with their diet. If a child is unable to eat the food provided that session, where possible we offer an alternative. There is always bread and butter offered with their meal and no child is forced to eat. If we cannot offer an alternative we ask the parent's to provide food for their child.

Diaries - Red Books

Red books for the Nest (0-2years) will be filled in daily with the important part of your child's routine and a summary will be recorded on your child's last session of the week, to assist with communication needs and progress for each child.