



Acorns 2 Oaks Canterbury and Peppermint Centre Parent Handbook



CREATING FUTURES WITH HAPPY MEMORIES

*Peppermint Children's Centre
Franklin Way Valley Park
Croydon CR0 4YD
Tel: 020 8686 3766*

*Canterbury Children's Centre
Canterbury Road,
West Croydon CR0 3HH
Tel: 020 8683 2711*

Welcome to Peppermint/Canterbury Children’s Centre

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

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

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

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Equal Opportunities

Peppermint / Canterbury Children's Centre *aims to develop and manage an inclusive service for children and families, recognising and respecting diversity and creating opportunities for all. We have ensured that all areas of our setting are easily accessible to all.*

Admittance

Peppermint care for children 24 months to 5 years and Canterbury cares for children from 18 months to 5 years. Parents and carers are asked to produce their child's Birth Certificate when accepting a place at the Nursery.

Peppermint Nursery operates term-time, opening 38 weeks of the year. Canterbury Nursery operates full-time all year-round, bar 1 week at Christmas and August.

Absences

It is important that the Nursery is notified if your child is to be absent. This can be done by calling the Nurseries before 10.00 a.m.(contact numbers can be found on page 1 of this handbook)

Closures

The Nursery is open throughout the year except for statutory holidays (Bank Holidays) and four training days each year. The Nursery will also be closed for 1 week in August Bank Holiday and approximately 7 days at Christmas-time, depending on which day the holiday falls. The Nursery will close on Christmas Eve and New Year's Eve. Notice of training dates will be provided to Parents at the beginning of each new school year, The Nursery may also close due to severe weather conditions.

Outings

We will hold regular outings and events to which all the children, siblings and parents will be invited. Details will always be provided with good notice. All parents should sign an Outings Consent form when they confirm their child's place at the Nursery. If you have any queries, please contact a member of staff.

Items of Value

Children are not to bring jewellery, money or other valuables to the Nursery as we cannot accept responsibility for their safe-keeping; nor are they to bring sweets, chocolate, chewing-gum or drinks. Refreshments are supplied by the Nursery at breaks and lunch time.

Photos and Images

We will only include your child in photo or video images with your prior written permission. Images of your child may be used, with your written permission, after they have left the settings.

Schedule of Activities

Hours of opening are:

Canterbury 8.00 a.m. – 6.00 p.m.

Peppermint 8.00 a.m. – 5.00 p.m.

Within our daily schedule we will try to accommodate your needs as far as possible – but this will always depend on the level of demand in each age group Living and Learning space.

Breakfast will be served between 8.00 a.m. and 9.00 a.m. Any children arriving after 9.00 a.m. must have breakfast and then come to the Nursery. Please telephone the Nursery before 10 a.m. if your child is to be absent for any period of time as we need to know how many children are going to be in the building at any given time.

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

Parents may be subject to a late charge of £5.00 per 15minutes if the child is not collected by 6.00pm.

A full-time place would normally be for no more than 10 hours per day, unless in an emergency.

A half-time place covers a 5-hour period per day but additional hours/sessions may be purchased to extend this period where required – see fee structure.

Sessional places may be offered at the Manager's discretion and according to demand.

Parents are requested to strictly adhere to these times. If any person other than a parent is calling for a child, we must be informed who that person is in writing on a consent form and where possible we would like to be introduced to the person before collection is made. If this is not possible, a password should be given verbally to the person collecting your child and to the nursery manager who should be informed on that day, the password must not be written down.

A child release form should be filled in at the time of registration.

Arrival and Departure Procedures

Within our daily schedule we will try to accommodate your needs as far as possible – but this will always depend on level of demand.

Parents are asked to bring their children into the Nursery, remove coats and bags and bring them into the appropriate rooms. Say “Goodbye” and collect them by 12.45 p.m. if they are attending the morning session. If they are attending the afternoon session, parents must not bring their children before 1.15 p.m.

Children are to be collected promptly at 6.00 p.m as the Nursery is not insured before 8.00 a.m. or after 6.00 p.m. A late collection fee will apply on failure to collect your child promptly.

Parents are advised that they are responsible for their own child while they are on the premises at all times.

Our Quality and Inclusivity Statement

The Staff and Managers of Peppermint / Canterbury have the welfare of your child at the centre of everything we do.

Acorns 2 Oaks Ltd is committed to offering a high quality nursery service to the community of Broad Green. This means that we will take the greatest care of your child while they are with us, our staff team will be valued and our facilities kept to the highest standards possible. All staff who work on the premises are CRB checked this includes bank staff, work experience students and all other Professionals who work in partnership with the centre.

We are committed to creating a welcoming atmosphere with an open door policy to help parents feel comfortable and able to discuss any issues and concerns they may have about the welfare of their children.

We will keep parents fully informed of all matters relating to their child/children attending the Nursery. We are committed to ensuring that our children feel valued and cared for in accordance with their individual needs.

Sickness and Accidents

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

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

The Manager reserves the right to remove a child to hospital in an emergency. Medicines are not administered at the Nursery unless they are prescribed by a

doctor with a clear prescription label, and if the child's guardian is prepared to complete the written instructions for the drug, dose and timings required.

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

If a child has to be taken to hospital, one member of staff will attend with the child at all times. Another member of staff will notify the emergency services and the parents. The member of staff accompanying the child to hospital will have an emergency card with them and the child will only be moved in an ambulance and not a staff car.

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

We ask that you please inform us of any accidents that your child may have outside the Nursery as we will inform you of any accident your child may have whilst at the Nursery. You are required to sign the Accident Form after the information has been passed on to you.

We are obliged to inform the Croydon Area Child Protection Team of any concerns we have about any child in our care; this is a requirement of our registration.

Uniform

We ask that uniform is worn by 3 & 4 years olds, and for 2 year olds should the parent/carer wish. We believe that the uniform gives the children a sense of belonging, supports transition and school readiness, is practical in terms of health and safety and is cost effective for the parents/carers.

The uniform consists of:

- White or Green Polo Shirt
- Black Trousers, Joggers or Leggings
- Green Sweatshirt
- Green School Dresses (warmer months only)
- Sensible Footwear

Clothing and Personal Property

ALL belongings must be marked with your child's name. THIS IS VERY IMPORTANT. When the weather permits, children should be provided with pumps/slippers and tie-bags labelled with the child's name. Coats, hats and scarves should be hung on hooks provided and footwear placed in the tie-bag and hung up.

Parents are asked to refrain from putting belts and buckles on their children 's clothing as they may find it difficult to use the toilet.

Articles are left at the Nursery at the owner's own risk. Parents are asked to provide a change of clothing for their child while they attend Nursery – or several in the case of a baby or toddler who is potty-training. Children are involved in activities throughout the day and it is the responsibility of the parents to provide suitable clothing for their child. We will provide protective aprons for messy play activities but Peppermint / Canterbury Children Centre will not be responsible for any damaged clothes. Dirty clothes will be placed on your child's coat peg for collection.

Parents must provide nappies, nappy cream, wipes and formula milk for their children these must be handed to your child's Key person.

We will also make every effort to care for your child's hair and skin in accordance with your own personal, ethnic and cultural requirements. You will be given the opportunity to discuss this when you first register with us.

Fire Drill

We carry out regular fire drills. We evacuate the premises by the safest route to our main assembly point.

In the event of fire, our place of safety for the children which is Peppermint / Canterbury Park. From there, parents will be telephoned to collect their children if it is necessary

Meals and Diet

Food and mealtimes are important in any nursery setting as they provide a framework over which to structure the day. They are also an essential learning and development time. We believe that meal-times should be a happy, social time where different, healthy foods are tasted and eating skills can be developed.

We follow a four-weekly menu rotation. All of our menus include breakfast, a morning snack, afternoon snack a hot two-course lunch and a high tea. These are freshly cooked on site each day using fresh ingredients and fresh fruit and vegetables. Our menus are carefully planned to encompass a healthy and well-balanced diet, supporting the government's national healthy eating scheme for schools and nurseries.

Breakfast is provided between the hours of 8.00 to 9.00 this will consist of cereal, toast, yoghurt, fresh / dried fruit and the choice of milk or water. Full day care children will also be provided with lunch, am and pm snacks and tea. Snacks consist of fresh / dried fruit and the choice of milk or water. Tea

consists of a variety of savoury options; menus are displayed in each group room and on the parent notice board.

The children have their meals with their peers in the Nursery rooms. We respect each child's individual and cultural needs. Meal times are a social learning occasion and the children are allowed to eat at their own pace, we use fresh and additive-free foods and we support the and will cater for children with special dietary needs. If you have any queries, concerns or dislike of certain foods, please inform us.

We also celebrate your child's birthday whilst at Nursery but we ask that you provide the cake and party bags so that the children can take the cake home at the end of the session. ***The cake must be shop bought, with the ingredients listed on the packaging, and must contain no nuts.***

If your baby is drinking formula or special baby juices, please supply these, along with a sufficient supply of previously sterilised bottles. It is easier for staff to provide bottles on demand.

If you wish your child to eat baby food from jars or packet baby food, please supply these too. Foods will be stored in the fridge or milk kitchen as appropriate – please be sure to label them carefully with your child's name.

If your baby likes a dummy, please supply us with a few spares.

Fees

See Parent/Carer Agreement for fees.

Compliments and Complaints Procedure

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

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

- At all times, the welfare of your child will be paramount.
- Where you feel that your child has benefited in a specific way from attending our Nursery, we would invite you to put your compliments in our Comments Box, possibly for inclusion in our Newsletter (with prior permission).
- If you feel the Nursery has not satisfied your complaint, you can contact:

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD
TEL: **0300 123 1231**

Our Complaints Policy and Procedure, along with all our Policies, can be obtained from either of the Nursery Offices or online at www.acorns2oaksnurseries.net/home/policies

Curriculum

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

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

The curriculum comprises of two groups of areas, which are the PRIME and SPECIFIC areas:

PRIME AREAS of Learning

Personal Social & Emotional Development:

Children will be provided with experiences and support which will help them develop a positive sense of themselves and others, social skills, respect for others, and a positive disposition to learn. Children's emotional well-being will be supported to help them know themselves what they can do.

Communication and Language:

Children's learning and competence in communicating, speaking and listening, being read to and beginning to read and write will be supported and extended. Children will be provided with opportunity and encouragement to use their skills in a range of situations and for a range of purposes, and be supported in developing the confidence and disposition to do so.

Physical Development:

Babies and children's physical development will be encouraged through the provision of opportunities for them to be active and interactive and to improve their skills of co-ordination, control, manipulation and movement. Children will be supported in using all of their senses to learn about the world around them and to make connections between new information and what they already know. Children will be supported in developing and understanding the importance of physical activity and making healthy choices in relation to food.

SPECIFIC AREAS of Learning

Mathematics:

Children will be supported in developing their understanding of problem solving. Reasoning and Numeracy in a broad range of context in which they can explore, enjoy, learn, practise and talk about their development and understanding. This will provide them with opportunities to practise and extend their skills in these areas and gain confidence and competence in their use

Understanding the world:

Children will be supported in developing the knowledge, skills and understanding that helps them to make sense of the world. Their learning will be supported through offering opportunities to them to use a range of tools safely, encountering creatures, plants, objects and people in their natural environment and in real-life situations. To undertake practical experiments, and work with a range of materials.

Expressive Arts and Design:

Children's creativity, curiosity, exploration and play will be supported and extended by the provisions. Children will be provided with opportunities to explore and share their thoughts, ideas and feelings i.e. Through a variety of art, music, movement, dance, imaginative and role play activities, mathematics and design and technology.

Literacy:

Children will be supported to read and understand simple sentences. They will use phonic knowledge to decode regular words and read them aloud accurately. They will also read some common irregular words. They will demonstrate understanding when talking with others about what they have read. Children will use their phonic knowledge to write words in ways which match their spoken sounds. They will also write some irregular common words. They will write simple sentences which can be read by themselves and others. Some words will be spelt correctly and others are phonetically plausible.

Working in Partnership with Parents and Carers**Aim:**

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

Objectives:

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

Operating Policy

- Parents/carers will be invited to bring their child to a Nursery session during which they can play and have any questions or queries answered by the staff team.
- Each family will be given a Parent Handbook, Admissions Policy, the Curriculum and other useful information relating to the Nursery.

- When the child starts Nursery, a member of staff will talk to the parents about their child and will use this information to complete a profile sheet. Any additional needs, health problems, etc. will be noted at this time.
- Parents will have access to information regarding the curriculum activities and events through regular newsletters and written information placed on the parents' notice board.

Programme of Work

- The Parents' notice board will be updated on a regular basis.
- A description of each week's activities will be placed on the notice board.
- The Parent Handbook will be reviewed and updated regularly.
- We will also produce regular newsletters.

Planning, Recording and Assessment

- Staff will complete reports on each child and will be available to discuss these with parents if necessary. These reports will be used to provide advice to parents/carers to support learning at home.
- A Parents and Carers Evening will be held twice a year to provide all families with an additional opportunity to discuss their child's progress with staff.

Administration of Medicines Procedure

- Medicines will only be given to children with prior written parental permission and accompanying instructions – forms to be signed and dated (not pre-dated) and signed by staff. The child's first dosage of the day must be administered by the parent at home.
- Long-term medication can be logged weekly with parental consent.
- Medicines will not be administered unless they have been prescribed for that child by a G.P, Dentist, Nurse or Pharmacist.
- All medicines must be supplied in a container clearly labelled with the child's name and the correct dosage, date, times and expiry date.
- Emergency medication, i.e. asthma pumps, should be in the rooms, clearly labelled, on a high shelf (pre-school children will be encouraged to self-administer).
- A record will be kept stating the date and time the medicine is to be administered, the dose and name of medicine, the name of the child and the name of the member of staff who administered the particular dose.
- Medicines will be stored in an appropriately secure container, out of children's reach – either in the fridge, in the milk kitchen or in a locked cabinet in the Nursery Manager's office.
- Factor 50 sunscreen will be kept in the Nursery and will only be applied with parental consent. Parents can bring their own if they prefer.
- A secure staff medication cupboard will be kept in the staff room and details of any special medical conditions will be logged.

Accident and Incident Recording

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

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

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

Serious Accident/Incident

- Where a child sustains an injury which requires hospital attention, the parents/carers will be informed at once.
- The Nursery First-Aid Officer will stay with the child until professional medical staff can see to the needs of the child.
- The child will be treated in a way which is appropriate in line with Emergency First-Aid practice.
- Where the child requires immediate hospitalisation, a member of staff will accompany them until the parent/carer arrives. They will take the child's file with them.
- All details of the accident/incident will be recorded in detail in the Accident/Incident Book and reported to OFSTED and The Health and Safety Executive through a RIDDOR form.

If a child receives injuries such that they are hospitalised for more than 14 hours afterwards, the Health Protection Service will be notified as required.
If a child received into the Nursery has evidence of significant injury sustained elsewhere, this will also be recorded in the Accident and Incident Book.

Sick Children Procedure

We will undertake the following procedure when a child is ill in our Nursery. If a child is unwell, the first priority is to inform the parents.

We will then:

- take the child's temperature;
- make the child comfortable;
- take all possible steps to lower the temperature by tepid sponging, removal of outer garments and sips of water;
- monitor and note the child's temperature every 20 minutes, or until the parent/carer arrives;
- if a child has an infectious disease, other parents will be informed by a dated notice on the front of the door; if the infectious disease is a

reportable disease then OFSTED and The Health and Safety Executive will also be notified through a RIDDOR form;

- If a parent is not available to collect their sick child, the Nursery will contact the emergency numbers.
- We will ensure the Nursery has a copy of Health Matters to inform parents about exclusion times.
- If a child needs hospitalisation, the Manager will follow the procedure as outlined in Sickness and Accidents in the Parent Handbook.

Communicable Diseases

NOTICE TO PARENTS: Your child should not attend nursery if they are suffering from any of the following.

Our recommended minimum exclusion days in line with The Health Protection Agency are:

Chicken Pox	Until blisters are all crusted, or skin has healed.
Conjunctivitis	Until infection has cleared (the child can be readmitted to nursery once prescribed antibiotic drops have been administered for a minimum of 48 hrs)
Diarrhoea / Vomiting	For 48 hrs after symptoms have cleared.
German Measles/Rubella	For 9 days of as advised by your GP. Minimum of 5 days after rash appears.
Hand, Foot & Mouth	For 7 days, when blisters have disappeared.
Impetigo	Until spots have healed, following treatment of a least 5 days.
Measles	For 5 days after onset of rash
Mumps	For 9 days (after swelling has appeared).
Ringworm	When treatment has commenced
Scabies	Until after the treatment has been completed.
Scarlet Fever	For a minimum of 5 days (once antibiotics commenced)
Threadworm	When treatment has commenced.
Whooping Cough	For 28 days
Temperature	Until temperature is normal for 24 hrs or on the advice of a doctor.

All policies and procedures concur with OFSTED regulations and requirements.

Parental Involvement Policy

We will welcome parents at all times to discuss our work or take part in child activities. *Our commitment to parents:*

In order to maintain our commitment to parents we will:

- Keep you informed of opening times, procedures, activities, programmes, fees and menus.
- Be consistent to enable you to plan with confidence with peace of mind.
- Share and discuss child achievements, experiences, progress and friendship.
- Organise regular meetings to involve you in decisions about the running of our Nursery.
- Listen to your views and concerns to ensure that we continue to meet both your own and your child's needs.
- We will encourage you to be an active part of the Nursery and to join the Management Committee. This could be a specific role, i.e. Secretary, Chairperson, Treasurer or in a general supporting role.
- Where you are dissatisfied with the play setting, you are welcome at all times to discuss your concerns with the Manager.
- *(If this cannot be initially resolved, then a complaints policy is in operation for the parent/carer to take their complaint further. (See Complaints Procedure.))*
- If you feel that you cannot discuss an issue with the Nursery Manager, you can address your concern to a representative of the Management Board.

Child Protection Policy

Our first duty is the protection of the child.

- All staff will undergo training in Child Protection, in particular in learning to recognise signs of abuse and methods of supporting a child who has been abused.
- If any member of staff has any reason to suspect the abuse or neglect of a child, they must bring this to the attention of the Co-ordinator and/or the Centre Manager.
- Confidentiality is essential in all areas of work but especially with regard to Child Protection and, as such, will be shared only with those who need to know.

All concerns of staff or volunteers must be reported to the person in charge and must be recorded at once.

If a member of staff suspects a child is being abused, they should report it to either the Nursery Manager or Deputy.

Peppermint / Canterbury Children Centre ensures safe working practices, i.e.:

- Children are always supervised.
- Staff work in a way which minimises opportunity to work unobserved (2 staff at all times).
- There are clear boundaries for outdoor play.
- If serious abuse is suspected, the Nursery Manager must contact the Child Protection team, Duty Social Worker team and, if necessary (after discussion with Social Services) the Police.
- We will operate our Child Protection Policy and Procedures in line with Croydon Borough Council ACPC Guidelines.
- The obligation of all workers is to report suspicions; we must not attempt to investigate or resolve situations ourselves.
- All concerns, however trivial they may appear, must be recorded.
- A child who wishes to confide in a member of staff must be informed, in a way which the child can understand, that the member of staff has legal obligations to report any allegations of abuse. Children must not be misled or let down by a false promise of total confidentiality that cannot be kept.
- Any decision to deny parents access to records must be made only after seeking the advice and agreement of: Social Services, The Police, Chairperson of Acorns 2 Oaks Ltd Management Board

Acorns 2 Oaks Ltd has adopted the Croydon Borough Council Standards in Child Protection Document as part of our overall policy – a copy of which can be obtained from the Nursery Administrator or online at www.acorns2oaksnurseries.net/home/policies

Acorns 2 Oaks Ltd policies and protocol adhere to OFSTED requirements and regulations.