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Croydon, CR0 3HH
Tel 020 8683 2711
canterbury-admin@acorns2oaks.net



Franklin Way, Croydon, CR0 4YD
Tel 020 8686 8103/3766
Head Office: Option 1
Nursery: Option 2
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Acorns 2 Oaks Limited Canterbury and Peppermint Nurseries Parent's Handbook

Welcome to our Nurseries

Our aim is to provide child-care services that improve the well-being of children and families and 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 and Valley Park 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 strive 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.

OUR QUALITY AND INCLUSIVITY STATEMENT

The Staff and Managers of our Nurseries have the welfare of your child at the centre of everything we do. 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.

COMPLIMENTS AND COMPLAINTS PROCEDURE

The Staff and Managers of our Nurseries 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/carer.
- 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 at Clive House, 70 Petty France, London, SW1H 9EX. TEL: 0300 123 1231

ACORNS 2 OAKS LIMITED POLICIES AND PROCEDURES

The following can be obtained from either of the Nursery Offices or online at www.acorns2oaksnurseries.net/home/policies

- *Administration of Medicines*
- *Biting Policy*
- *Child Sickness*
- *Collection of Children and Missing Child*
- *Complaints*
- *Curriculum*
- *Data Protection Policy*
- *Diversity and Equalities*
- *Early Years Special Educational Needs and Disability*
- *Environmental*
- *Head Lice*
- *Health and Safety*
- *Inclusion*
- *Packed Lunch (& Guide)*
- *Safeguarding*
- *Technology and Communications*

ADMITTANCE

Peppermint care for children 24 months to 5 years and Canterbury cares for children from 18 months to 5 years. Parents 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 1 week in August.

ABSENCES

It is important that the Nursery is notified if your child is to be absent as we need to know how many children are going to be in the building at any given time. This can be done by calling the Nursery before 10.00 am.

CLOSURES

Canterbury Nursery is open throughout the year except for 1 week in August and approximately 7 days over the Christmas period. Peppermint is open term-time only. Both Nurseries are closed on statutory holidays (Bank Holidays) and for four training days each year, 1 per term. Notice of these training dates will be provided to Parents at the beginning of each new school year, At time it may be necessary to close the Nurseries due to severe weather conditions.

SCHEDULE OF ACTIVITIES

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.

Canterbury is open from 8.00 am to 6.00 pm

AM session is 9.15 am to 12.15 pm; PM session A is 12.45 pm to 3.45 pm; PM Session B is 1 pm to 6 pm

Day care session A is 8 am to 12.45pm; day care session B is 12.45pm to 6 pm

Breakfast will be served between 8.00 am and 9.00 am. Any children arriving after 9.00 am must have breakfast and then come to the Nursery.

Peppermint is open from 9 am to 4.00 pm

AM session is 9am to 12pm; PM session is 12.30pm to 3.30pm

Canterbury and Peppermint both provide 30 hour spaces: 9am – 3pm everyday

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. (Canterbury Road)

LATE FEES

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

Peppermint Nursery – Parents may be subject to a late charge of £1 per minute after the first 5 minutes from the child's allocated collection time.

FEES: See Parent/Carer Agreement for fees

MEALS AND DIET: See Packed Lunch Policy and Guide

FIRE DRILL

We carry out regular fire drills. We evacuate the premises by the safest route to our main assembly point, from there, parents will be telephoned to collect their children if it is necessary. See our fire evacuation drill displayed at every nursery fire exit.

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. Please ensure that you are on time for dropping off and collection. Whilst you are on the premises with your child, you are responsible for their wellbeing at all times. We ask you to adhere to the following procedures:

Canterbury

Parents are asked to wait outside the building until staff open the door. Five parents at a time will be let in. Parents are asked to remove their children's coats and bags before bringing them into the room for hand over to the keypersons. Please use this time to convey any information to the staff.

Peppermint

Parents are asked to wait outside the building until 9am when staff will open the main front door.

2 Year old Room: Parents are asked to bring their children into the Nursery, remove coats and bags and bring them into the room.

3 and 4 Year old Room: Parents are asked to bring their children into the foyer area say "Good Bye" and handover their child at the Nursery door.

Collection of children at Peppermint. All children are collected from the 3 and 4 Year old room and are invited in to collect their children from the room.

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
- Grey Trousers, Joggers, Leggings, shorts or pinafore dress
- Green Sweatshirt or Cardigan
- 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. Personal items are left at the Nursery at the owner's own risk. 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. 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. For younger children, Parents must provide nappies, nappy cream, wipes and formula milk for their children these must be handed to your child's Keyperson.

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 our Nurseries will not be responsible for any damaged clothes. Dirty clothes will be placed on your child's coat peg for collection. 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.

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.

CURRICULUM

The Staff and Managers of our Nurseries 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 areas: Physical, Personal Social and Emotional Development, Communication and Language. SPECIFIC areas: Mathematics, Understanding of the World, Expressive Arts and Design, Literacy.

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.

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.

Our Nurseries have 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. Parents may be asked to complete an incident form upon arrival to nursery in the case where an accident has taken place outside of nursery, i.e. a bump or graze from a trip or fall on route. 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 Single Point of Contact (SPOC) of any concerns we have about any child in our care; this is a requirement of our registration.

Other Sickness policies obtainable from our Nursery offices or on our website:

Administration of Medicines

Children Sickness Policy

Accident and Incident Recording: If a child has to be taken to hospital, an ambulance will be called and one member of staff will attend with the child at all times. Parents will be kept informed of this happening.

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

Communicable Diseases

Children should not attend Nursery if they are suffering from any of the following. Our recommended minimum exclusion days are detailed as follows, as per the Public Health England (PHE) Health Protection Agency.

The following list states only those conditions that require exclusion and is therefore not exhaustive. For further guidance, refer to “Guidance on infection control in schools and other childcare settings”, which can be found in the Nursery Offices and Staff Rooms.

PHE South London Health Protection Team are based at Floor 3C Skipton House, 80 London Road, London, SE1 6LH, and can be contacted on: 0344 326 2052

Infection/Condition	Exclusion period
Chicken pox	Five days from onset of rash and all the blisters have crusted over.
Diarrhoea	Whilst symptomatic and for 48 hours after the last symptoms.
Diphtheria	Exclusion is essential – return to Nursery is under direction from Health Protection Team (HPT).
Flu (influenza)	Until recovered.
German measles/rubella	Five days from onset of rash.
Hepatitis A	Seven days after onset of jaundice, or seven days after symptom onset if no jaundice.
Impetigo	Until lesions are crusted/healed or 48 hours after starting antibiotic treatment.
Measles	Four days from onset of rash and recovered.
Meningococcal meningitis, septicaemia or meningitis due to other bacteria	Until recovered.
Mumps	Five days after onset of swelling.
Scabies	Can return after first treatment.
Scarlet fever	Until 24 hours of appropriate antibiotic treatment completed.
Temperature	Until temperature is normal for 24 hours or on the advice of a doctor.
Tuberculosis	As per instruction from HPT.
Vomiting	Whilst symptomatic and for 48 hours after the last symptoms.
Whooping cough	Two days from starting antibiotic treatment, or 21 days from onset of symptoms if no antibiotics.
Temperature	Until temperature is normal for 24 hours or on the advice of a doctor.
Coughs and colds do not normally require exclusion unless they are severe or the child is distressed. Please seek medical advice if you are unsure or concerned.	
Exclusion does not normally apply to Conjunctivitis nor Hand, foot and mouth , however the HPT may consider exclusion in cases where a large number of children are affected.	

PARENTAL INVOLVEMENT POLICY

We will welcome parents at all times to discuss our work or take part in child activities and 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.
- Where you are dissatisfied with the Nursery, 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 you to take your complaint further. 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.

Acorns 2 Oaks Limited 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 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.