

Leaps & Bounds Nursery

Information Booklet



**23 Clarence Street
Paisley
PA1 1PX**

Telephone: - 0141 887 9955

**Childcare Providers for Children
Ages 6 weeks - 5 years**

Information Booklet

Welcome

Thank you for choosing Leaps & Bounds Nursery. We aim to provide a secure, caring and stimulating environment for your child and to make the introduction as smooth as possible. This welcome pack will give you information about nursery life. If you have any further questions, do not hesitate to ask. Each room will also supply details of their routines and practice. We ask you to complete the enclosed registration form and return it as soon as possible to secure a nursery place for your child. The standing order form should be completed and returned to your bank/building society.

Clothing

Always pack appropriate clothing in your child's bag i.e. a sunhat and sunscreen if it is hot and jacket and woolly hat in the winter. This means the staff can take the children out whenever possible.

You should also name clothes, as we tend to have lots of similar and even identical outfits. The nursery does not take responsibility for the loss of any un-named clothing. If we send your child home in nursery clothes, we would appreciate them returned as soon as possible. As the rooms can get hot, we advise you to always pack a t-shirt in the bag as well.

General Information & Fee Details

Leaps & Bounds Nursery is registered for children between the ages of 6 weeks to 5 years. These age groups are broken down to:

27 places 0 - 2 years

25 places 2 -3 years

32 places 3 - 5 years

Children will be served breakfast between 8am-9am, snacks and a two-course lunch will be served daily which is prepared with fresh produce on the premises. There will be milk/water served throughout the day and fresh fruit served twice each day at snacks.

A minimum stretch of three full days or five part-time sessions is suggested. Two weeks notice is required prior to a child changing hours or days. One month's notice is required in writing for a child being withdrawn from the Nursery. A deposit of £50.00 will be charged when a place is arranged. This will be reimbursed when the child leaves providing he/she has attended Nursery for at least 6 months.

Fees are calculated by the weekly amount - 2 free weeks = 50 / 12 and must be paid weekly/monthly in advance.

Should fees remain outstanding for two weeks the Nursery is under no obligation to keep your child's placement open.

All absences (including sickness) and Public Holidays must be paid for in full. Fees will be reviewed annually.

Holidays

The nursery is open all year except for the Paisley public holidays.

Easter Monday

First Monday in May

Last Monday in May

Paisley Fair Monday

Last Monday in September

Christmas Day

Boxing Day

New Years Day

2nd January

Hours of Opening

Hours of opening Monday - Friday from 7.30am until 6.00pm. We are open 52 weeks of the year.

Morning Session 7.30am - 1.00pm

Afternoon Session 1.00pm - 6.00pm

Settling in Policy

It is the policy of Leaps & Bounds Nursery to work closely with parents as they introduce their children to the nursery.

Due care and attention must be paid to each child's need for time to settle into any new group.

The length of time individual children need to become familiar with new surroundings will vary considerably.

When a child starts at Leaps & Bounds we are happy to receive phone calls from parents or carers.

We fully understand that they are concerned about their child's welfare and encourage them to check on their well-being. We will always be honest in our reporting.

The settling in procedure will be followed.

Settling period must be one full week of hourly sessions per day, you can choose from 10am or 2pm. Please arrange this prior to start date with a member of the management team.

Policy for Collecting Children

- Staff will expect each child to be collected by their Parent.
- If you make arrangements for someone else to collect your child you must notify staff **beforehand**.
- If anyone other than yourselves comes to collect your child without prior arrangements being made, staff will contact you for permission before handing your child over.
- A password system is in use and can be used at any time. If someone other than yourself is to collect your child, you must inform the collector of this password who can then repeat it to staff.
- If staff are concerned that you or the collector of your child is unable to take the child home safely (e.g. through drugs or alcohol), they will contact the emergency contact person named on your placement form. The Social Work Department may also be informed.
- If you are going to be late collecting your child please telephone the Nursery and inform us. Please note the nursery is only insured to hold children from 7.30am to 6.00pm**.
- If the collector becomes aggressive or abusive, staff will contact Management who will try to resolve the situation. As a last resort the Police may need to be contacted.

Parents must adhere to these times when collecting children. If your session finishes at 1pm your child must be collected before 1pm and not after. If your session starts at 1pm you will only be allowed to drop off after or at 1pm.

*****If the children are picked up out with session time's parents will be charged a penalty. *****

Confidentiality Policy

- All information you inform the Nursery of will be treated with confidence.
- Staff will not discuss any information known to them out-with the Nursery or with another Parent.
- All records are kept securely in the office and are only removed from there in the event of an emergency evacuation.
- Your personal details will not be passed on to other people without your knowledge or consent, except in Child Protection situations where it may be necessary to share information with all agencies that are involved.

Health and Safety

It is our policy to provide and maintain a safe and healthy environment for our children and employees. The health and safety committee assess risks and advise on procedures.

We regret that because of the risk of cross-infection, we cannot admit a child with a contagious condition. Enclosed you will find information regarding your child's health and infection control.

Nursery staff can only administer medication if a doctor prescribes the medication and a consent form has been signed and instructions given. The medication must be in date and for the illness that it was prescribed for.

- We have regular fire drills and staff training on safety issues.
- Staff hold certificates for emergency first aid and elementary food handling.
- **We request that children do not wear jewellery or hair accessories as it may catch on play equipment or choke small children and babies.**

Parental Involvement

At Leaps & Bounds, we pride ourselves on our partnership with our parents. When you collect your child you will be given information about his or her day. If you have any concerns please share them with the room staff or the manager.

There are specific policies and procedures describing our practise at Leaps & Bounds. Some are enclosed and you will find a copy of all the policies and procedures in a folder out at the parent's notice board.

We hold several parents evenings and social events throughout the year, this allows you to discuss your child's progress with the room supervisor and get to know the staff and other parents.

Parental Partnership Policy

Our Aim

Learning is optimised when home and nursery are able to work co-operatively. At Leaps & Bounds Nursery we seek to achieve this by promoting an environment where parents are an essential part of their child's development. Communication is of the utmost importance and we endeavour to have open lines of communication between parents, children and staff. If there are any aspects of our curriculum or routine a parent would like to know more about, the room staff or the manager should be contacted.

Child Protection Policy

Each and every child should be safe from any form of abuse and assault. Children, parents and staff are all involved in preventing children from developing bullying behaviour, being victimised by their peers or being abused by adults. We want our children to be safe, strong and free.

We aim to involve our parents and staff to reduce the risk of child abuse. We also aim to help the children to stay safe if faced with bullying or an inappropriate approach from an adult. In the case of bullying staff will intervene and if necessary adopt the child behaviour procedure. If any staff has reason to believe that a child is being mistreated in any way the following procedures will be taken as outlined by Renfrewshire Council's guidelines.

- Staff will report their suspicion immediately to management who will decide if there are grounds for concern following Renfrewshire Council guidelines.
- If necessary, Management will then inform the Education Department and contact the duty senior social worker in the local office.
- Staff will be confidential at all times.

Child Health Policy

The health of each child is naturally of paramount importance to both parents and staff at Leaps & Bounds. As a nursery that caters for the working parent, we are well aware of the difficulties involved when a child is ill. We therefore endeavour to minimise the disruption to working life as far as possible.

However, there are times when we must insist that the child be taken away and excluded until the symptoms have disappeared. The incubation and exclusion times for some common communicable diseases are attached.

Repeated sickness and diarrhoea requires 48 hours after the last attack before the infection is clear. We allow children with conjunctivitis to attend if they are undergoing treatment. Hand, foot and mouth disease is another infectious condition that requires immediate expulsion to control infection.

There is a list of recommended exclusion periods displayed in the front foyer of the nursery for common childhood illness

The nursery should be contacted before 11am if a child will not be attending due to illness. We should be informed of the outcome of any doctor's visits and if the condition is contagious.

Non Attendance Policy

Parents must notify the nursery before 11am if their child will not be present at nursery. If the nursery is not informed by 11am the nursery manager will phone all relevant phone numbers that where given until we receive a satisfactory response. If we cannot contact anyone we will contact social work

Additional Support for Learning

Where additional support is needed to help a child progress, staff will carry out careful observations to help find out different ways in which the child learns successfully and to identify particular needs. They also work closely with you and other professionals and agree an appropriate programme for the child.

Working together to promote positive behaviour

We endeavour to provide an environment where children are encouraged to co-operate with and respect each other, to share and to be considerate. We adopt a policy of positive reinforcement where good behaviour is rewarded with praise. Our child behaviour policy reflects this ethos.

Child Behaviour Policy

It is the policy of Leaps & Bounds Nursery to encourage social and acceptable behaviour. We follow a policy that is deemed to be fair to all.

Learning to follow the rules and the reasons for it is an integral part of each child's personal, social and emotional development. The safety of each child is of paramount importance and many of our ground rules reflect this. The rooms display a set of rules appropriate to the age of the children.

We encourage children to learn the differences between right and wrong, always promoting positive behaviour.

A child should be made aware it is the inappropriate behaviour that is not acceptable and not the child itself.

The Child Behaviour Procedure should be followed at all times. A copy of our positive behaviour policy is displayed in the nursery foyer.

Policy of Equality

It should be noted when reading this document and considering the care provided that every effort is made to treat each individual as a person in their own right, with equal rights and responsibilities to each other, individual, of a similar age, whether they be adult or child.

- Discrimination under sex, race, religion, colour, creed, marital status, ethnic or national origin or political belief has no place in the Nursery.

- Each adult and child will be treated as an individual and his or her thoughts and opinions respected.
- Any person believing that this policy is not being complied with should bring the matter to the attention of the Officer in Charge at the earliest opportunity.

Trips/Outings Policy

At Leaps & Bounds Nursery we see trips and outings are very beneficial to a child's all round development.

- Before embarking on a trip/outing we require you to sign a permission slip.
- Notice of outings and information regarding costs etc will be displayed on the notice board at least one week prior to it. An information letter will also be issued.
- Adult/Child ratios will be set as follows: -
 - 0 - 2 Years - 1 adult to 2 children
 - 2 - 3 Years - 1 adult to 2 children
 - 3 - 5 Years - 1 adult to 4 children

These ratios will be adhered to at all times throughout the trip. The ratio may be lowered due to dangerous surroundings i.e.: - rivers, sidewalks etc.

- A first-aider, first aid box and relevant contact numbers will be at hand on all trips and outings in case of an emergency.
- Due to unforeseen circumstances such as staff sickness etc, trips may need to be cancelled. In the case of this all efforts will be made to contact those involved.
- Staff will ensure that the areas children play on are free from dog's mess, needles, broken glass etc before allowing the children to play.

Change of Particulars

We would be grateful if you can inform the Nursery as soon as possible of any changes in your details i.e.: - addresses and contact numbers.

Please provide us with as many contact numbers (including work and mobile) as possible so we can contact you quickly in the event of an emergency. It is vital we have an Emergency Contact Number other than yourselves in case of an emergency.

Smoking Policy

Smoking is not permitted anywhere in the Nursery or outside at the entrance.

Complaints policy

If for any reason you have a complaint or query with Leaps and Bounds Nursery the following members of staff will be happy to help you.

Proprietor/Owner	Fiona Catto
Nursery Manager	Maria Di Paolantonio
Nursery Depute	Sharon Witkowski

Although our staff are very busy there will always be someone available to speak with you.

Complaints procedure

If for any reason you feel a complaint is warranted every effort will be made to deal with the matter promptly

- Initially bring your complaint to your child's supervisor who will discuss it with you
- Complete a complaints form, which is located in the front entrance hall
- The supervisor will discuss the complaint with the nursery manager, who will investigate the complaint and give you the result of her findings as soon as possible normally within 7 days
- All written complaints will be dealt with promptly and a written reply issued within 28 days
- Alternatively you can speak directly to Maria or Sharon at any time.

If your complaint cannot be resolved locally then it can be referred to:-

The Scottish Commission
For the Regulation of Care.
Paisley Piazza
Smithhills Street
Paisley
PA1 1DD

Early Years Manager
Kathleen Mc Donagh
Education and Leisure
Cotton Street
0141 842 5613