

Cedar Nursery

Cedar Drive, Lenzie. 0141 775 3967

Parents' Handbook

Updated November 2011

Cedar Nursery Limited Registered No: 165971 Registered In Scotland
Registered Office : 10 Williamwood Park, Netherlee, Glasgow, G44 3TD

Introduction

This handbook is designed to give information to parents of children attending Cedar Nursery regarding their day-to-day dealings with the Nursery and outline the responsibilities of both the Nursery and Parents.

It should be read through before children attend the Nursery on their first day, and should also be kept for future reference.

From time to time, we will post updates to this handbook as well as reminders about Cedar events and notifications about other aspects of our operation. One of the mechanisms we use to do this is Twitter – if you use the internet or have a suitable mobile phone (like an iPhone, or similar device) it is easy to follow us. Simply go to [twitter.com](https://twitter.com/cedarnursery) and follow “cedarnursery”.

Mission Statement

At Cedar Nursery, we aim to provide:

- Caring Atmosphere
- Education through play
- Develop and stimulate each child
- Achievement of each child’s dreams and desires
- Realisation of their full potential

Aims & Objectives

- To provide a caring atmosphere where each child will feel happy, safe and secure.
- To provide education through play and a broad and balanced curriculum, working in partnership with the local authority to deliver A Curriculum For Excellence as it evolves. In particular:
 - Through constant review and evolution of our curriculum – using both a child focussed and child-driven approach - to develop and stimulate each child to become successful learners.

- To assist each child achieve their dreams and desires, and be responsible citizens.
- Through an active programme of child consultation (focussing on curriculum and activities) encourage each child to become an effective contributor
- To understand each child as an individual and employ a variety of approaches to allow each child to develop as a confident individual;
- Where appropriate to employ a multi-agency approach in ensuring that any child who experiences individual barriers to learning is supported by the appropriate professional agency within the nursery environment, ensuring parents are fully involved;
- To support and encourage staff to develop their skills through continuous professional development opportunities.

Clothing & Equipment

Parents are requested to provide a change of clothing to be kept in the nursery in the event of minor mishaps.

During winter months, children should come each day with both slippers (or suitable indoor footwear) and outdoor shoes or wellingtons.

All items of clothing and personal equipment should be labelled with the child's name.

We do not stipulate that children have to be toilet trained. However, if your child requires nappies we ask for these to be provided.

Induction

Once your child is registered with us parents can discuss the contents of this handbook with Head of Centre and/or Key worker. As part of our induction policy it will be expected that the child and parent will make 3 or 4 visits (progressing in duration) in the two weeks prior to the child joining the Nursery on a permanent basis. The induction process described here is of a “recommended” rather than compulsory nature since not all parents are in the position of having sufficient time. The induction period can be tailored to suit individual needs.

On arrival parent and child are welcomed by the Head or Key worker and then shown round the Nursery. Your child will be given his or her own peg in the cloakroom area and subsequently you and your child will be directed into the playroom to be introduced to the staff and children in their room.

Parent/carer and child will be together in the playroom for the first visit, with for example one half hour being the length of visit on day 1, progressing to 2 hours by day 4. The core carer and the parent will decide the appropriate time for the parent to withdraw from the playroom to the office/staffroom. (Parents/carers will be expected to remain in the building at all times when induction visits are taking place).

When the parent is able to withdraw from the playroom this is the time when the Head of Centre or Key worker will discuss all relevant information required for our files (e.g. medical requirements, name of family doctor etc.). All this information will be kept in the strictest of confidence and is necessary to ensure your child’s health and well-being while in our care.

Payment of Fees

Fees are payable monthly in advance by Standing Order. On registration, parents are given a pre-filled standing order form which they must complete and present to their bank in time for payment to be made *before* their child’s first day in the nursery. Or if fees are to be paid by way of vouchers then parent/carers must inform the voucher company in advance of the child’s first day at nursery.

For insurance purposes, we cannot admit a child to the Nursery unless the full registration process, including payment, has been completed. In

addition, we cannot accept responsibility for bank delays in processing standing order mandates - it is the responsibility of parents to ensure that mandates are presented in sufficient time for payment to be made. **Please note that there is a late pick up fee of £10.00 for the first 15 mins that a child is late being picked up, and then £5.00 for every 15mins thereafter (per child). This is to cover the cost of overtime payments for staff who have to work over their allotted hours.**

Holidays

Fees within Cedar Nursery have been calculated to take account of statutory bank holidays when the Nursery will close.

In order to keep fees to a minimum we try, as far as possible, to match staff holidays with child holidays to minimise the use of agency staff to cover for full-time staff on leave. To that end, we ask at least one month's notice to be given if a child is going away on holiday.

Sickness

Parents are requested not to send their child to the Nursery if he or she is suffering from any of the following symptoms:

- Vomiting
- Diarrhoea
- Fever
- Rash (indicating measles, chickenpox, etc.)
- **A full period of 48 hours (as per instructions laid down by the Dept of Public Health Scotland) should have passed without any of these symptoms being present before a child can return to nursery. Therefore, if a child has been unwell during the night then they cannot attend nursery the next morning.**

In addition, should any child develop such symptoms while they are with us, we will contact the named contact persons such that the child may be taken home.

Medication cannot be administered unless it is prescribed by a GP and written clear instructions from the parent/guardian. When a parent approaches a member of staff regarding the administering of medicine, a

medical consent form must be filled in. Medicine which requires refrigeration must be placed in a clear plastic bag labelled with the child's name and stored in the fridge by the member of staff. Medicine which does not require refrigeration shall be stored by the member of staff on the top storage shelf in the staff room next to the first aid box. **Please note we cannot administer medicines which have not been prescribed by a GP. Therefore, medication such as Calpol, Tixylix etc which have been bought "over the counter" and which have not been prescribed by a GP cannot be administered.**

The key worker responsible for the child will administer any medications with the prior consent of the Manager or Line Manager

Child Security/ Protection

Security

It should be realised that security is also the responsibility of parents. For example, we ask parents to ensure doors and security gates are closed and secured whenever they enter or leave the premises.

In addition, once a child is handed over to a parent or designated carer, we cannot take responsibility for that child's safety – even while the parent/carer and child are within Cedar Nursery's grounds.

Under normal circumstances, your child will not be allowed to leave with anyone who is not known to us *and* of whom we do not have prior knowledge as a designated carer.

In the unlikely event that you authorise someone else to pick up your child (e.g. a trusted neighbour during a family crisis), we operate a password system. This password (defined by on a per-child basis by the parent) is noted upon registration or on the day it is required.

Child Protection

Please note that Cedar Nursery has a child protection policy in accordance with legislation required for registration with The Care Inspectorate (SCSWIS). Our current Child Protection Liaison officer is – Yvonne

Gordon, whom failing Brigid Murphy or Nicola Nisbet. We follow East Dunbartonshire Child Protection Procedures as laid down in their document : *Promoting Good Practice in the Care and Protection of Children and Young People*.

If a staff member has cause for concern/suspicion that a child may be being abused physically, mentally or sexually, neglected or in any way at risk, they are under obligation to discuss these suspicions with the Child Protection Liaison Officer. At this point the procedures as documented in East Dunbartonshire's Child Protection Procedures (*Promoting Good Practice in the Care and Protection of Children and Young People*) shall be implemented. This will entail immediate referral to the appropriate authorities, viz East Dunbartonshire Council's Social Work Department, Strathclyde Police and/or the Children's Reporter. A record will be kept in line with the (*Promoting Good Practice in the Care and Protection of Children and Young People*) procedures and these can include, names, addresses, telephone numbers, details of concerns, incidents or suspected abuse. This information will be available to all appropriate other agencies to progress an alleged concern, suspicion or incident. These other agencies may include Social Work Department, Strathclyde Police and the Children's Reporter.

At all times discussion surrounding the issue would be kept in confidence between the member of staff, and the Child Protection Liaison Officer.

There is also a whistle blowing policy in operation for staff members to follow if they believe another staff member is abusing a child in our care.

Children visiting the nursery will have the same protection through our child protection policy as a child already attending the nursery.

Contact telephone numbers within the Social Work Department, Strathclyde Police and the Children's Reporter are as follows:

Advice and Response (Social Work Dept) 0141 777 3000	Out of Hours (Social Work Dept) 0800 811 505
Strathclyde Police (Kirkintilloch) 0141 532 4400	Strathclyde Police (Central Call Centre) 0141 207 5800

East Dunbartonshire Team Scottish Children's Reporter Administration 10 Glen Lane Paisley PA3 2HU Tel: 0300 200 1400 Fax: 0300 200 1419	
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Behaviour Management

General

Cedar Nursery has always believed in an ethos of promoting positive behaviour, both by children and adults to this end we use the Triple PPP method and strategies of dealing with challenging behaviour, this strategy is promoted and used East Dunbartonshire wide including partnership nurseries, council nurseries and local schools. Where behaviour fails to meet acceptable standards, we believe it is in the best interests of all the children in our care to deal appropriately with instances of poor behaviour and we encourage a reflective process with the child/children in question and maintain a focus on how the child can behave in a more positive manner. This ethos defines our approach on a day to day basis and assists us in ensuring that more serious instances of poor behaviour occur rarely.

In those infrequent instances where behaviour becomes a more significant concern, the following procedures apply.

Physical Punishment

Cedar Nursery imposes a policy of no physical punishment of any child under any circumstances by any member of staff.

We ask that parents support this philosophy whilst within the building. Any parent administering such punishment within the Nursery will be reminded of our policy and asked to refrain.

As a last resort, we reserve the right to ask parents to leave the building should they fail to comply with this. We will also alert the appropriate authorities should we believe that a child is at risk of harm.

Impact On Children

At Cedar we take seriously inappropriate behaviour by any child towards other children. We work to instil and promote good citizenship between the children. Should there be a concern that a child is behaving in a way which inflicts physical harm, is threatening or puts in danger their own, or any other child's safety, then we will monitor this behaviour, make the parent aware of the behaviour and that we are monitoring it.

We also ask that parents work with us by reinforcing the message that this behaviour is inappropriate.

Should the behaviour continue and other children continue to be at risk, then we will ask that the child be removed for the period of one week, this is to allow the other children in the nursery a period of respite.

When the child returns to nursery we will continue to work with the child and parents to monitor the situation for the period of one month. If the child is continuing to cause concern for the safety and wellbeing of other children then a meeting with the parents to discuss one to one care (payment of which will have to be met by the parent) or alternatively that the child be removed from Cedar once a period of one months notice is passed.

Impact On Staff

Cedar Nursery Ltd has adopted a policy designed to protect staff from unacceptable behaviour on the part of service users (children and parents).

We believe that our staff have a right to work in a safe environment free from verbal or physical abuse.

We work to instil and promote good citizenship between staff and children and parents and staff.

The policy on unacceptable behaviour applies to the relatively few service users (parents/children) whose actions or behaviour we consider unacceptable. It targets actions of service users who are aggressive, verbally abusive, and physically abusive, unreasonably demanding or persistent resulting in unreasonable demands on Cedar staff.

It is made clear that such behaviour will not affect Cedar Nursery Ltd progressing a matter to completion through the complaints process.

However, depending on the type of behaviour, it may result among other measures in the barring of direct contact with a particular member of staff, contact being restricted to written communication, or Cedar Nursery Ltd declining to respond to abusive or offensive correspondence. Threats of violence will always be reported to the police. Where a service user repeatedly raises the same issue or makes unsubstantiated allegations, Cedar Nursery Ltd may make arrangements to deal with them only at set times or by appointment. In extreme circumstances Cedar Nursery Ltd reserve the right to terminate, with one month's notice, the contract the service user holds with Cedar Nursery Ltd.

Parental Involvement

Cedar Nursery is only one half of a partnership in the care of the child. Therefore, it is of vital importance that we keep our parents informed about their child's progression and also about the developments within the Nursery.

In order to facilitate this we will have Parents Meetings every six months, at which time parents can discuss with their child's Key Worker, the progress and assessment reports.

Further to this we will endeavour to produce a Cedar Nursery Newsletter (on a 3 monthly basis) to ensure that Parents/guardians are aware of all our current work, progress and issues. In addition, special events will be held during the year to encourage involvement of parents and carers.

There will also be parent questionnaires given out at parent evenings, and at other suitable occasions, throughout the academic year, this will allow us to take on board any suggestions for upgrading any of the procedures which affect them. Suggestions made will be collated by the Senior Practitioners and further discussed at the first available Staff Meeting to decide whether they can be incorporated into our Procedures and Practices. Changes then made will be notified to parent/carers via the Notice Board and also via our website.

In addition, such changes will be published on our website with notifications of the availability of such information published via the Cedar Nursery Twitter feed.

User Records and Confidentiality

We will have two records of children's details kept in the Nursery. The first will be on the documents that will be completed by the Head of Centre and the Parent/guardian who will be the regular contact with the Nursery. These will include the Registration forms, Medical forms, Emergency contact numbers etc. These paper documents will be stored in a filing cabinet in the Office and access to these documents will be restricted to Head of Centre and staff who have responsibility for the child. These documents will be available for the perusal of the Parent/guardian of the child to update at any time.

The second will be stored on the Nursery computer. This is to ensure that when children are on an outing and their paper documents are with them, a secondary backup information system is always available back here in the Nursery.

We will be registered under the Data Protection Act to ensure that all computer files are kept strictly confidential.

Confidentiality (Personnel)

Employees are aware that during his/her employment, he/she may be party to confidential information concerning the Employer, the Employer's business and personal information of customers and their children. The Employee shall not (either during the term of this employment or beyond) disclose or allow the disclosure of any confidential information regarding the business or confidential personal information regarding customers or their children. Such a breach of confidentiality is **liable to result in instant dismissal and the matter will be reported to the Scottish Social Services Council for a decision to be made as to whether the employee should be removed from the SSSC register of fit persons.**

Meals

Parents are required to provide a packed lunch for children who attend all day. This not only ensures that staff spend the maximum amount of time caring for your child, but in addition means he or she is more likely to eat well, since parents are best placed to know what children enjoy eating most. Foodstuffs must either be cold or if hot, placed in a thermos flask, or must be able to have hot water added to them, such as pot noodles, cup a

soup etc. We are unable to reheat food due to new food legislation which came into effect from October 2004.

We provide mid-morning and mid-afternoon snacks consisting of fruit, bread items, milk, vegetables, etc., all within dietary constraints if specified by parents. **Please note we do not offer an evening meal service.**

Termination

One month's notice or payment of one month's fees in lieu must be given for children leaving the nursery permanently.

In the event of permanent closure of the business (and where the business has not been placed into administration) customers shall be given two calendar month's notice, in writing, of impending business closure.

Customers will be provided with information regarding locating suitable alternative childcare providers in the area.

In addition, staff shall be given notice at the same time of impending termination of employment. All appropriate child specific records shall be handed over to their parent/guardian during the closure period. Staff will be provided with all their staff records held by Cedar Nursery.

Complaints Procedure

Parents of children registered in Cedar Nursery are encouraged to communicate with staff openly and honestly with regard to the manner and standard of care provided.

Where a parent believes that the standard of care has fallen below an acceptable level, the following defines the process for how such issues should be dealt with.

1. Should parents not be given suitable feedback to any issues raised either from nursery staff or the Line Manager responsible, for the room that their child attends, they should seek to raise the issue verbally with Yvonne Gordon.
2. Should a parent request explicitly to speak with Yvonne Gordon, at no time should a member of staff attempt to hinder this contact, but should actively seek to facilitate it.

3. Yvonne Gordon will seek to meet face to face with any parent at the time of asking, but where this is not possible an appointment will be mutually agreed.
4. Should verbal contact between the parent and Yvonne Gordon not produce an agreed answer, the parent should present a written complaint to Yvonne Gordon detailing: The member of staff involved, date(s) of any pertinent incidents, location(s) of any pertinent incidents.
5. Any written complaint presented to Yvonne Gordon must be filed in the complaint file, and a written response must be given to the parent within twenty eight working days and filed alongside the complaint. This will detail any action taken, for example: disciplinary action carried out, amendments to any documentation, processes put in place to prevent any re-occurrence.
6. Parents/guardians can also contact the SCSWIS) Officers directly at:

**Social Care and Social Work Improvement Scotland (SCSWIS)
formerly known as Care Commission,**

**SCSWIS
The Care Inspectorate
Central West Region
4th Floor
No1 Smithhills Street
Paisley
PA1 1EB
Telephone 0141 843 4230
Visit <http://www.careinspectorate.com>**

Contact Details

- Cedar Nursery
0141 775 3967
- Website address www.cedarnursery.net
- Email Yvonne Gordon at

yvonne.gordon@cedarnursery.net

Twitter : <http://twitter.com/cedarnursery>

7. Appendix A - Daily Checklist

1. Have you arranged the correct pick-up person?
2. Have you provided a packed lunch if necessary?
3. Is your child in any way unwell?
4. Are there sufficient nappies and related items at the Nursery if required?

End Of Handbook