

# CRANFORD NURSERY SCHOOL

116 Woodbourne Road

Douglas

Tel: 676086

**January 2017**

Parent Contract

Nursery policies and procedures

## **Meet the Team**

Person in charge and Manager is **Fiona Harcourt**

Second person in charge and Deputy Manager is **Vicky Hargreaves**

Nursery Nurse is **Bethan Kelly**

Nursery Nurse is **Danielle Wade**

## **Key workers**

Vicki Hargreaves – pre school

Fiona and Bethan Kelly are key worker for the 2-3 yrs children

Fiona, Vicki and Danielle Wade work for the after school club.

Please feel welcome to speak to your key worker at any time.

**Fees**

Fees are paid on the first of the month and in advance of the month and regardless of absence.

All fees are to be paid by standing order / bacs.

Four week's notice is to be given before reducing nursery hours.

Four week's notice is to be given to leave nursery and must be at the end of the month, if a parent wishes to leave in the middle of the month the full month fees should still be paid, this is the same for after school care.

Parents pay for holidays.

We do not have concessions for family holidays or school holidays this includes the six week summer holidays. The fees are calculated as follows: weekly amount x by 51 weeks & divided by 12 months.

Parents pay for unforeseen closure days e.g. snow days

If fees fall in arrears then your nursery place may be withdrawn and we may add a late fee charge.

Refunds will not be given due to leaving early or sickness.

Parents will be notified in advance of any increase in fees.

We may charge a penalty for late pick up.

Sibling discount is 10% on the second child only and both children must be full time.

**The nursery reserves the right to withdraw a child's nursery, after school and holiday place with immediate effect if fees are in arrears.**

**Term Time Fees.**

Term time is subject to availability

(Confirmed by the department of education and children)

The fees are calculated as follows: 195 teaching days divided by 5 is 39 weeks this includes in-service days, we then divide the sum over 12 months which will include a payment in August although the children will not be in nursery for the whole month of August. There will be 3 bank holidays included which are Tynwald day and the two holidays in May; it does not include August bank holidays or any other.

Refunds cannot be made if parents move the child to a different nursery or if the child leaves early before the end of 6 months.

**Pre-school credits are accepted.****• Pre-School voucher policy**

- The full amount of the voucher will be claimed for each 6 monthly period then deducted monthly from the standing order, once a 6 month period has been claimed the voucher cannot be refunded if the parent decides to move nurseries or to leave before the end of that period. The voucher will run from September to March and March to August, if a parent leaves before March and August then the voucher cannot be reimbursed but will be forfeited.
- Vouchers cannot be reimbursed for cash.
- Parents who are term time will be the same their standing orders will run over 12 months with their voucher.
- Credit on the voucher must run for 6 months from start to finish so cannot be refunded or reimbursed to the parent once claimed but forfeited if the parent does not run the voucher to the end of its 6 month period.
- Refunds cannot be made if parents move the child to a different nursery or if the child leaves early before the end of 6 months. This is the same for term time children, the voucher will run for 6 months at a time over the 12 month period.
- Vouchers should be claimed on line asap and ready to start from September.

**Non-payment of fees.**

Every effort will be made to accommodate difficulties with payment of fees, please speak to Fiona.

It is policy to withdraw a nursery place and proceed with legal action to retrieve outstanding fees.

**Nursery Holidays**

Cranford will be closed on bank holidays however because we are a small Nursery, we charge fees for bank holidays including all absence and (family) holidays.

Fees are not charged for the week over the Christmas Holiday when nursery is closed

### Sickness

Children suffering from a contagious illness should be kept at home until the symptoms disappear. Please note that sickness and diarrhea and impetigo are all contagious. Please phone the nursery to inform us of the nature of the illness so that nursery can alert other parents and make observations of any other child who seems unwell. **Children suffering from an attack of vomiting or diarrhoea should not come back until at least 48 hours have elapsed after the attack.**

### Child protection

#### Safe Guarding Children and child protection.

We would like to inform you of our Child protection policy which conforms to the Isle of Man's Child Protection Committee Agency Procedures and is a legal requirement which we must conform too and is set by social services.

When a member of staff becomes concerned about a child and reports this concern to the safeguarding officer / management then we have no choice but to proceed with the rules set out by government.

Our first procedure is to contact the parent to discuss the issue. If the problem is persistent or the parent has no positive explanation for the concern then the child's condition and parent's explanation will be recorded in a confidential incident book.

If we feel the child is at risk then the social services duty team will be contacted and the child protection Police officer before the parent.

(A child's condition can be their physical & emotional state, hygiene, diet and behaviour). Any injuries that the child has on him from home will be recorded in the Incident or accident book.

The second procedure is: If the nursery feels they need to pass the problem to the authorities then the social services duty team will be contacted after the parent has been informed.

If the issue does not need to be reported to social services then with the parents' permission the child's health visitor is contacted, she will contact the family to offer support, if she feels additional support is required then she will contact social services. If out of hours referrals are made then the duty social worker via the police station will be contacted.

If the concern is bruising (this can be unusual bruising and/or in an unusual place) then the first procedure is to contact the parents or if we

feel the child is at risk the duty social work team. The duty social worker may need to see the bruise to identify if it is a concern and time is of the essence before the bruise fades.

Examples of unusual bruising can be finger print marks due to rough handling on legs, arms & body or finger print marks at the top inside thighs which may be suspected sexual abuse and hand print marks on the bottom where a child has been hit.

Action taken is never personal but procedures that every nursery are bound by law to follow.

We will always offer the family help and support throughout the procedure working in partnership with family and authorities ensuring the family can address the concerns without feeling isolated.

The nursery cannot be held responsible for reporting any concerns by following the procedures of child protection and safe guarding, by registering with the nursery parent/guardians are agreeing to our terms and conditions.

The nursery reserves the right to withdraw a child's nursery place, after school or holiday place **with immediate effect**. This may be for reasons that include social, emotional and behavioral issues of the child or parent or non payment of fees, even if they are under a child protection plan or have a social worker. This list does not deem to be exhaustive.

If you would like more information please contact Fiona.

POLICE TEL: 631212

DEPARTMENT OF HEALTH AND SOCIAL CARE

CHILDREN AND FAMILIES TEL: 686179

NURSERY INSPECTORS = 642427

POLICE PUBLIC PROTECTION UNIT = 631493

OUT OF HOURS 631212

**Packed lunches and Allergies.****Please provide an ice pack daily in lunch boxes**

If a child enrolls at Cranford who may have a nut allergy then we may request that parents do not put nuts in packed lunches, and a procedure will be put into place to accommodate the allergy.

We request that parents put ice packs in their child's lunch and please ensure any meats or dairy used is in date and chilled before put in the lunch bag cooler. If lunch is prepared the evening before please keep it refrigerated at home making efforts to ensure hygiene levels are maintained at all times.

**Nursery Pets**

We have 3 dogs and 1 cat; we teach the children to not pet the cat but occasionally the dogs may be petted but only if Fiona is with them. We teach the children to respect animals and to not touch them unless they ask first and an adult is in charge and that not all animals want to be stroked. These activities are always supervised by an adult. Please inform us in writing if your child is allergic or you wish your child does not have any involvement. The children are taught to wash their hands after handling any pets.

**Absence**

If your child is absent for any reason, please contact the nursery school to inform us, the fees must be paid as usual. If children miss a session that session cannot be utilised on another day it must be forfeited and paid for as normal.

**Dress.**

We request that parents dress children in old clothes for nursery as clothes can get quite dirty from the garden, from messy play, wet from water play and will get stained from paint, so please provide a spare change of clothes. Please only dress in clothes that are allowed to get "ruined". This is the same for after school club and holiday club.

**Nappies.**

Nappies and wipes must be provided by the parent, and a spare change of clothes for any accidents. Your nursery nurse will notify you if she requires more.

### **Emergency contact.**

Parents must notify nursery if you change your mobile phone number, work number or home number or if you move house. Emergency contact numbers are regularly updated as it is important we can contact you in case of an emergency or if your child is sick.

### **No precious comforters or any toys.**

We cannot accept responsibility for children's glasses getting damaged, broken or lost. Please do not bring to nursery any special comforters especially ones that your child may sleep with as these will get lost and forgotten. Please do not bring toys from home. Any of these things that are brought are the parent's responsibility. Once the nursery is closed then any comforters, toys, medicines, inhalers will have to stay until the nursery re opens it is the parent's responsibility to remember at the time of leaving. The staff and nursery are not responsible for any loss of these items please do not ask the staff to search toys at the end of your session.

### **Medicines**

We have a very strict medication policy and procedure involving the administration of medicine.

It is the parent's responsibility to remember to take home your child's medicine this includes inhalers; therefore it can only be collected once the nursery is open again for business.

Please inform us if your child is allergic to any plasters or antiseptic cream. Parents must inform nursery of any allergies so that all staff can be notified a procedure will then be put into place to accommodate that child.

If you want nursery to administer medicine that has not been prescribed by a doctor then you must give nursery a written letter of authorization.

### **Accidents**

We have an Accident policy and procedure which includes an Accident Book, we will record any major and minor accident or bruising, we will inform you of any accidents and parents will be required to sign the Accident Book. If your child has had an accident at home or on their way

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to nursery, please notify us so that we are aware of any lump and can observe them if necessary.

### **Complaints Procedure**

Any complaint about any matter connected to the nursery should be made to Mrs. Fiona Harcourt.

If the complaint cannot be resolved by us, then you are advised to speak to the nursery inspectors. We reserve the right to request parents to remove their child from our care if we feel it necessary.

We offer parents a box to put their suggestions comments and complaints in; (this is outside beside the front door), the box is there for parents to use and can be done in confidence and will be taken seriously. If you would like to discuss any problems, comments, suggestions then please discuss with me or your child's key worker.

### **Registrations & Inspections Unit**

#### **Head of registrations and inspections unit**

Catriona Bradley

Registrations & Inspections Unit

3<sup>rd</sup> floor Murray House

Mount Havelock

Douglas IM1 2SF

Tel: 01624 642427 / 642422

We have a file containing all our policies and procedures and inspection report which is available upon request or on line.

It is our policy to request parental permission to take children on outings, take photographs of the children either to use in their art or to display in the nursery or on Face book, newspaper or television. Please give us written notification if you do not wish for your child's photograph to be on face book and any other.

Cranford nursery reserves the right to terminate a parents contract with immediate effect and withdraw a nursery place.



**Please sign and return to nursery for our records.**

**I have received, read and understood my contract with Cranford Nursery School.**

**Sign name:**

**Print name:**

**Relationship to child:**

Return this sheet only to nursery.

Thank you