



HANDBOOK FOR PARENTS

This handbook contains important information. Please read it carefully. Your signature on the registration form confirms that you have read the handbook and agree to its terms and conditions. Please make sure that all adults involved in the care of your child have read this handbook.

Please send any correspondence to:

Christine O'Donovan
Nursery Manager
Sunrise Day Nursery
20a Lancefield Street
Queen's Park
London
W10 4PB

Telephone: 0208 968 2921

Email: manager@sunrisedaynursery.com

ACCIDENTS/INCIDENTS

We always have First Aid trained staff on duty at all times. Accidents and Incidents are reported in duplicate. The parent of the child involved is required to read and sign the accident book - your signature indicates that you have been informed of the accident / incident and you have received a brief explanation of what happened. If your child is not collected by you, we will ask whoever collects your child to give the slip to you as soon as possible. In the event of an emergency we will endeavour to contact you immediately but reserve the right to call an ambulance first, if necessary.

ALLERGIES/MEDICAL EMERGENCY

If your child has an allergy, your GP will need to provide a letter confirming this, describing the symptoms we may see if your child has an allergic reaction and any food or other item your child has an allergy or intolerance to. In any medical emergency we will always call an ambulance first and then contact you.

ATTENDANCE

If your child is unable to attend Nursery for any reason, please let the Nursery know as soon as possible. If you know in advance that your child will be absent or if you are going on holiday, please let us know as soon as possible. Nursery fees are still payable even if your child does not attend Nursery, for whatever reason.

BIRTHDAYS

We celebrate birthdays at Nursery by singing "Happy Birthday" and talking about how old the child who is celebrating their birthday is. We also take a birthday photograph. You may bring a cake to Nursery if you wish but NO NUTS and a list of ingredients must be provided. If you do not wish your child to eat birthday cake brought into Nursery please let the Nursery Manager know.

CHANGE OF ADDRESS / CONTACT DETAILS

Please inform us in writing of any change of address or telephone number, either at work or at home. It is essential that our records are kept up to date, so that we can contact you in an emergency. Always advise the Nursery Manager if you have a new mobile number or if the details change for anyone listed as your child's emergency contact.

CHILDCARE VOUCHER SCHEMES

We accept vouchers from most Childcare Voucher schemes; contact your employer to see if you are eligible. Please let us know if you would like to pay all or part of the fees using a voucher scheme. All fees must be paid by the 1st of the month and voucher payments must be made in advance of the invoice due date.

CLOTHING / CHILDREN'S BELONGINGS

Your child needs appropriate clothes to enable them to be comfortable, move freely and get messy! Leggings, jogging pants and t-shirts are ideal, dungarees and belts are not. It is usually warm in the classroom so please do not overdress your child - light layers are best. Your child will be given an apron, which they will wear during messy activities.

The children can wear most types of shoes to Nursery. However, soft shoes with rubber type soles are the best. Please avoid chunky shoes and boots and flip flops or flimsy shoes as these are not safe in a Nursery environment. **Children should not wear laces, unless they can tie them themselves.** Any items of clothing your child may take off at Nursery must be clearly marked with their name, e.g. coats, hats, scarves, shoes, cardigans.

Sunrise Day Nursery does not accept any responsibility for the loss of or damage to children's property or clothing. Therefore, we highly recommend that children do not bring toys or valuable property to the Nursery.

CONCERNS OR COMPLAINTS

If you have any concerns or complaints regarding the Nursery please discuss with the Nursery Manager in the first instance. If you are dissatisfied with the outcome please send your concerns or complaint to the Nursery Manager in writing who will discuss the matter with the Director.

DISCOUNTS

Please note that the discount for Westminster residents is 10% and is applied to the family (evidence of residency is required) – 1 child only. Any additional discounts that may be applicable are only applied to the eldest sibling.

DROPPING OFF/COLLECTING YOUR CHILD

Nursery is open Monday to Friday, from 8.00 a.m. to 6.00 p.m. with full day sessions or morning sessions – 8.00 a.m. – 1.00 p.m. and afternoon sessions 1.00 p.m. – 6.00 p.m. Additional hours can be booked if available. If you are going to be unavoidably late, please let the Nursery know as soon as possible. **It is essential that all children are collected on time. If you are regularly late collecting your child, we will have no option but to charge you £10.00 for every 10 minutes.**

You will need to provide a list of people you have authorised to collect your child, for example, parents, nanny, grandparent. We have provided an **Authorisation Form**, which needs completion and returning to Nursery. This can be added to and amended as needed. **You must let the Nursery Manager know before we allow your child to leave with anyone not on your list.**

ENROLMENT

Please complete the **Authorisation and Consent for Medical Treatment Form**, **Child's Personal Record Form** and **Authorisation Form** and return them as soon as possible to Christine O'Donovan, Nursery Manager and include **4 photographs** of your child. We need 1 large photograph (approximately 3" by 4") and 3 small photographs.

EXTRA CURRICULAR ACTIVITIES

The Nursery staff provide additional extra-curricular activities for the children – all ages – which include Baby Massage, Yoga, Spanish, Music and Movement, Cookery Club, Gardening Club, amongst others – if you have any concerns or queries regarding these activities please speak to the Nursery Manager.

FEES

Fees are due for payment, in full, before the beginning of each month on the 1st. If fees are paid late you may incur charges of £5.00 for every day your fees are overdue and we will not be able to guarantee your child's place at the Nursery. If you require extra sessions these will be invoiced and payable immediately.

FEE POLICY

Please refer to our separate fee policy.

FOOD AND DRINK

Children who are full time will be provided with breakfast, snack, lunch, afternoon tea. Children who attend the morning session – 8.00 a.m. – 1.00 p.m. – will be provided with breakfast, snack and lunch and children who attend the afternoon session will be provided with snack and afternoon tea.

Adults and children eat together and good table manners are encouraged.

The children are encouraged to serve themselves and clear up after they have finished. Please remember to make us aware of any dietary requirements your child has.

Please talk to the Nursery Manager if you have concerns regarding the menu. We always offer a vegetarian option.

Milk is provided to the children via the Government Scheme – Cool Milk. If you prefer your child not to have milk please let the Nursery Manager know.

We provide water throughout the day for all children.

FUNDING – NURSERY EDUCATION GRANT FOR 3 AND 4 YEAR OLDS

Currently, Westminster Council provides funding for three and four year olds. Whilst the funding is available, your child will be automatically eligible during the term **after** their third birthday. We will apply on your behalf. **We allocate the funding to you in advance on your invoice** and, on occasion, if the amount we receive from Westminster Council is lower than the amount we have allocated to you, we will recoup the difference from the next month's fees or from your deposit if your child is due to leave Nursery.

ILLNESS

It is part of our Health and Safety Policy that children who are unwell must be kept at home, particularly in the case of infectious illness. Your child must not attend Nursery if they have, in the last 24hours:

- had diarrhoea or vomited
- had a cold with thick green or yellow mucus
- had Calpol or similar medicine

If your child becomes unwell whilst at Nursery, we will contact you and, if necessary, ask you to collect them. Please refer to the Communicable Diseases and Exclusion Timescales.

LEAVING DATE

Please keep us informed about your child's expected date of leaving the Nursery. May we remind you that we require one month's written notice. Notice must either be given before payment of the final month's fees to allow the deposit to be deducted from that month's fees or it will be returned to you when your child leaves Nursery, providing the account is clear.

MEDICINE

The Nursery staff are only able to administer medicines prescribed by a medical practitioner. The Nursery requires written permission from parents. The medicine should be handed to the Nursery Manager, with clear written instructions as to dosage. **MEDICINE MUST BE IN ITS ORIGINAL CONTAINER.** Failure to comply exactly with this procedure will result in your child not receiving the medicine. If you wish to authorise the Nursery Manager to administer emergency Calpol please complete the **Authorisation and Consent for Medical Treatment Form.**

NAPPIES

If your child wears nappies you will need to provide nappies with your child's name clearly written on them. We will tell you when we need more nappies. We provide wipes and nappy sacks. We will change your child's nappy when necessary.

OFSTED

If you would like to see a copy of our most recent Ofsted inspection report we would be happy to provide you with one. However, reports for the Nursery can be found on the Ofsted website - www.ofsted.gov.uk. We have been graded as a "Good" setting by Ofsted.

PARENT MEETINGS

Parent meetings are held quarterly (or more if it is felt necessary). These meetings give parents the opportunity to discuss their child's progress with their child's Key Person, on a one-to-one basis. The meetings last for approximately 20 minutes. However, you are welcome to make an appointment to talk to your child's Key Person or the Nursery Manager, if you have any concerns regarding your child.

PARKING

The Nursery is located in Westminster's "C" parking zone. During your child's settling in period you will need to park and use the pay and display meter. There are meters on Lancefield Street near the Jubilee Centre and also on Mozart Street. These meters are credit card only. The bay directly outside the Nursery is only available from 10.00 a.m. – 4.00 p.m. We will allocate you with a dropping off and collection notice. This gives you a maximum of 10 minutes without having to pay. We try to keep a good relationship with parking attendants and local residents so please be mindful of our neighbours.

PLASTIC FOLDER

Your child will receive a plastic folder to take work and paintings home. Please return it empty on the next day that your child attends. We encourage the children to work for themselves, so please do not be disappointed if your child's folder is not bursting at the seams.

PREPARING FOR NURSERY

Discuss starting Nursery with your child, if possible, and tell him/her about the daily routine and activities in which he/she might participate. Talk about when he/she will be collected from Nursery and by whom. Becoming familiar with Nursery begins with a visit. Prior to your child's planned start date, we will invite you to visit the Nursery for a settling in session. Your child will be able to experience Nursery before starting.

POLICIES

If you would like to see a copy of any particular policy, then please ask. There is a file containing copies of the policies near the parent's notice board. All staff have copies of the policies and are familiar with their content. Our policies are reviewed on a regular basis, and suggestions or comments from parents are always welcome.

PUSHCHAIRS, BIKES & SCOOTERS

There is a very limited amount of space for buggy storage. Please fold and secure your buggy. **For safety and hygiene reasons anything with wheels cannot be taken into the Nursery.** Please lock your child's bike or scooter to the fence. We cannot take responsibility for the loss or theft of any of these items.

RATIOS AND STAFFING

Sunrise Day Nursery observes the ratios required by Ofsted. These are 1:8 for 3-5 year olds; 1:4 for 2-3 year olds and 1:3 for 0-2 year olds. We do not include students in our ratios as we feel it is inappropriate. We take the children's security very seriously. All employees are interviewed and have their references checked. We obtain an enhanced DBS (disclosure and barring) check for all staff.

RECORD KEEPING

We are required to keep records of your child's progress and development. Our records will consist of written observations and photographs. We will explain our system in full when you attend your child's first parent meeting. These records are completely confidential and only available to staff and each child's parents. Parental input is always encouraged.

SETTLING IN

Most children settle into Nursery quickly and easily. For others, the transition from home to Nursery may take a little while. During the settling in session, your presence will help your child settle in a secure and relaxed environment. When you arrive with your child on their first day, you will be welcomed and shown where your child's peg is located. When you leave, say goodbye to your child and leave with confidence and a smile! Children usually settle very quickly after their parent/carer leaves and soon join in with the activities. Please feel assured that if your child was upset after you left and needed you, we will contact you immediately.

SUN SAFETY

In hot weather, we try to ensure that the children are not exposed to the sun. Your child will need a named sun hat, which is to be left at Nursery. Please make sure that it is a hat that will stay on during physical play.

The Nursery provides 50 factor sun cream. However, if you prefer to provide your own please advise the Nursery Manager. Any sun cream provided by parents must be in date and labelled with your child's name.

TERMS AND CONDITIONS

Please refer to our separate Nursery terms and conditions.

URBAN FOREST SCHOOL

Sunrise Day Nursery is an Urban Forest School. We encourage the children to access the outdoor environment freely and ensure we use our outdoor facilities to the full. In addition we use the local woodland park for our specific Forest School sessions. All children will participate in Forest School unless you advise the Nursery Manager that you do not wish your child to do so.

Items your child will need for outdoor play and Forest School Sessions are:

- A warm, insulated, waterproof winter coat or a warm waterproof all-in-one
- Waterproof/warm trousers
- Long sleeved fleece/warm top
- Wellington boots
- A sun hat
- A winter hat and gloves, preferably waterproof



Please ensure all items are labelled with your child's name and are able to be left at Nursery.

VACCINATIONS

We do not insist that children are vaccinated, however, if you do decide to vaccinate your child, please ensure you complete them as soon as possible. If your child needs a booster jab please ensure this is done as soon as possible. Infectious diseases are a potential and are often in the Nursery environment no matter how strict the hygiene policy is. If your child has an injection they should stay home for at least 12 hours in case of a reaction or fever.