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| Permissions |

**Answer Yes or No to questions**

By joining the nursery you are accepting the Company Terms and Conditions giving us authority to provide emergency first aid in the event of medical emergencies whilst in the care of Early Years Education Centre Ltd. To clarify, the company will endeavor to contact you as soon as possible. Where not possible or where time is of the essence first aid treatment will be given in the child’s interests.

**1. Medical Consents**

* I consent to pediatric first aid being given until an ambulance or nominated carer arrives. **Y/N**
* I consent to seeking medical attention, advice or treatment for my child as is deemed necessary by the setting. **Y/N**
* I understand suspension medicines such as Calpol cannot be given without consent. **Y/N**
* I give consent for plasters/adhesive dressings to be applied. **Y/N**
* I declare that in the event of an incident any claims will only be against another party directly involved in that incident. No compensation will be sought from the Company, or directors unless by law they are found to have acted in a negligent or illegal manner. **Y/N**

**2. Calpol/ Oral Suspension**

If your child has a temperature, we first get in touch with guardians and then emergency contacts for permission to administer oral suspension. In the event we cannot gain consent we require your authority to administer in your absence. If a child has been in the setting for less than 4 hours we cannot administer without verbal confirmation of the last dosage times.

* I consent to authorised staffs to administer oral suspension in my absence. **Y/N**

**3. Out Door and Offsite Teaching**

Children regularly go off nursery premises into their local environment. Our outdoor education offers children supervised freedom to explore. Nappies may need to be changed in a public toilet .Separate consent is requested to use transport for full day outings.

* I consent to my child to participating in the outside experiences. **Y/N**

**4. Observations**

Regular developmental observations a statutory requirement; observations may also be used off the premises for study purposes. The child’s name is never included on these occasions.

* I consent to my child being observed for training purposes **Y/N**

**5. Internal Photos**

Photos and video footage are taken regularly for your tapestry account, in house displays, as Ofsted evidence, staff training or Quality Assurance.

* I consent to my child’s photo being used as above. **Y/N**

**6. External Photos**

Photos and video footage may also appear on our printed publications, on our website or news media. Names are never used.

* I consent to my child’s photo being used as above. **Y/N**

**7. Social Media**

Children will often be photographed or videoed as part of a group internally for tapestry or by parents/carers when taking part in company events such as sports day. These are for private use only and must not be shared on any social media site.

* I will not share any other child’s photo or video footage on any social media site. **Y/N**

**8. Sun cream**

It is Company Policy that all children must arrive at nursery ***already*** protected by guardians with ‘All day’ sun cream and with a suitable sun hat. Children under 1 year stay out of the summer sun between 11am and 3pm.

* I will ensure my child has sun protection appropriate to the length of session being attended. **Y/N**
* I understand that my child will remain in doors if not suitably protected. **Y/N**

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| Illness, Medication and Injury Policy |

In meeting our responsibilities, we have regard to:

* The Statutory Framework for the Early Years Foundation Stage EYFS
* HPA Guidance on Infection Control in Schools and nurseries
* Ofsted ‘Giving medication to children in registered childcare’ 2013 www.ofsted.gov.uk

**Exclusion from the Setting**

It is generally accepted that children who are unwell should not attend nursery and are better cared for in a quiet one to one situation at home with a parent, especially if they are not coping with the active life at nursery. Whilst we do our best to care for children who are ‘a little under the weather’ the manager’s discretion will always consider the impact on staff and other families. We will not exclude your child unless we have genuine concern.

We understand work commitments can make keeping your child at home difficult and try to minimise disruption by giving plenty of warning. It is vital you are always available so contact details should be updated by you even if they change for the day.

**When should my child stay at home?**

The Health Protection Agency provides nurseries with guidance on exclusion periods, below are some additional occasions when we will require you to keep your child at home or will be excluded:

* Eye or ear discharge: We won’t exclude unless infectious and therefore require confirmation from your GP and be made aware of treatments to be given.
* Antibiotics: Stay at home during the first 24 hours after your child has started a course for the first time to gauge reactions.
* Diarrhea or sickness: Keep your child at home for 24 hours after the last bout. We will exclude after the second bout of either in any half day and not expect them to return until clear for 24 hours.

The nursery reserves the right to refuse entry on a day/weekly basis. It is vital you are always available so contact details should be current even if they change for the day.

**Communicating Illnesses and Emergencies**

* If your child has had a serious medical condition that required hospitalisation within the previous 72 hours please inform us at your next session.
* We record, inform and ask parents to sign for any accidents, incidents or first aid treatment given.
* The company will notify Ofsted and local child-protection agencies of any serious accident, injury, serious illness or the death of any child whilst in our care and act on any advice given. Also any NIM bruising. (See below.)
* When a child is poorly we contact parents with our early concerns so that they can prepare work cover or make a doctor’s appointment. Symptoms and guidelines are discussed including next steps and the possibility of exclusion.
* If unable to contact guardians, emergency contacts are telephoned. Emergency contacts are made aware of their responsibilities by signing consent forms.
* Some illnesses are communicated to other parents verbally or with door signs including symptoms, treatment and recommended time at home.
* Should an ambulance be required, the ambulance is telephoned first then the parents.

**Medication and Consents**

* Nurseries are not required to administer any medicines. Early Years education Centre administers prescribed medicines or creams but only with clear instructions and written consent. Non-Prescribed Remedies are administered at our discretion but there *must* be an accepted or professionally advised health reason to do so. Relevant consent forms must still be completed. A doctor must always prescribe medicines containing aspirin.
* Do not leave medicines/creams of any kind in your child’s bag.
* We reserve the right to refuse the administration of *any medicines* and to not accept parents visiting during the day to administer as an alternative.
* We do not accept blanket consent to cover all non-prescribed medication.
* If emergency pain relief or temperature management is required, we gain verbal permission from parents or their emergency contacts. Written consent is then gained as soon as is practical.

In the event all contacts are unavailable we hold prior permission for staffs to administer.

However if the child has been in the setting for *less than 4 hours* and cannot confirm times of the last dose an ambulance may be called if required.

Should a child require a second dose in the same day or symptoms continue to require oral suspension drugs over 48 hours; the child will be excluded until the manager is satisfied that there is an accepted health reason not to do so. At this stage we will ask parents to seek professional advice.

* Children cannot be accepted into nursery without their long-term medication and will be asked to leave the premises until the medicine has arrived. Two Epi pens must be provided per child. Prescribed Epi pens cannot be used to support another person having an anaphylactic shock even in an emergency unless given permission by a doctor or 999.
* It is a statutory requirement to report all notifiable diseases to the HPA and Ofsted.

**Managing Temperatures**

* The ‘Normal’ temperature in every young child is slightly different. Generally it is 37°C. If your child is normally higher please let the manager know.
* Over 37.5°C parents or emergency contacts are telephoned for permission to give oral suspension or if unobtainable parent permissions on registration form used.
* If the temperature continues to rise 30 minutes after Calpol has been given or if it returns after 4 hours parents/emergency contacts are required to pick up their child.
* Parents MUST sign the ‘emergency oral suspension request’ when they pick up or as soon as is practical.
* Ambulances are called If the temperature continues above 39 °C for more than 30 minutes or immediately for Febrile Convulsions - even if waiting for a guardian to arrive or be contacted. Parents are then advised accordingly.

**Emergency First Aid**

* Basic first aid will be administered at the nursery for minor injury by trained staff. Children are only picked up if it will not cause further injury. Plasters are only used if the guardian consent form is signed.
* If outpatient treatment is required parents/carers will be contacted and it will be their responsibility to take the child for treatment
* In this event, an ambulance and then the parents/carers will be contacted. A staff member will accompany the child until a guardian arrives. Personal details are held electronically in the setting and will be given to appropriate professionals as required.
* The nursery is not responsible for any illnesses caused by attendance at nursery. In the case of a head injury the patient is observed every 15 minutes.

**Medicine Storage**

First aid kits on and off site are kept accessible but out of the reach of children.

Antibiotics are stored in a refrigerated container. Other medicines are stored in a first aid cabinet. Staff medication is securely stored in personal lockers.

Parents should never leave any medicines or creams (including nappy creams) in their child’s bag at any time. All should be handed to staff and appropriate consents completed.

**Staff Training**

The Early Years education centre exceeds statutory requirements by having at least 80% of staffs with a current 12-hour paediatric first aid certificate renewed every 3 years. The company ensures training gives staff sufficient understanding, confidence and expertise to support children with medical needs.

**Immunisation and Communicable Diseases**

The company takes steps to protect staff and children from communicable diseases. Immunisation policies follow current government guidelines. Including the spread of diseases i.e. S.A.R.S, flu pandemic’s etc.

**Please continue to read the terms and conditions and sign that you have read and understood both policies at the bottom of the document.**

**Terms and Conditions**

By signing these terms and conditions you are abiding by our policies. Written and spoken information about our setting is accessible at all times and where appropriate can be made available in different languages, through signing or an interpreter.

During your Welcome Visits and Parent Induction we ensure guardians are aware of policy and procedures and have an opportunity to discuss any matters arising. Full policies are held electronically. Please ask for copies at any time.

**Your Role as a Parent**

Read and adhere to all the information, policies and procedures in your registration pack. Read newsletters and tell us comments, compliments or concerns. Ensure the office is made aware of any changes to your registration documents especially contact details, emergency contacts and allergies. We will request an update annually. Contact us if your child is not attending for any reason.

**Admissions Policy**

The overriding policy is to accept any child within the community; not to exceed total numbers registered with Ofsted or the minimum age of 3 months old. Other considerations are:

* The ability of the nursery to provide sufficient facilities to support the child adequately.
* The date the application is received and the start date required.
* A sibling already in the nursery.
* A child wanting full time over part time, long day over short day.
* The effect of the admitted child on existing children and staff.
* Any extenuating circumstances affecting the child’s welfare.

Early Years Education Centre Ltd does not discriminate against any child on the grounds of sex, race, religion, colour or creed. Families, staff or volunteers are not excluded from this policy. Any person demonstrating behaviour that is discriminatory will be asked to leave.

Every endeavour is made to offer start dates and hours required. You will be put on our waiting list upon receipt of a *non-refundable* administration fee (Two Weeks up front fees). We contact you when a place is available; once you have accepted the place the first month’s fees are held as a deposit in advance and are *non-refundable* if you do not take the place. Registration fees and deposits are not required for families already registered with siblings or for fully funded EYFE places.

Delays to your starting are charged at 20% of your monthly fee each month or part of in order to hold your child’s place. The term of delay will be agreed at our discretion. If there is a reduction of required days between booking and starting, the deposit difference is non refundable. Acceptance of children in the nursery is strictly subject to the nursery’s Terms and Conditions.

**Extra Hours and Sessions**

Your booked sessions remain the same each week and cannot be swapped. Extra sessions can be booked in advance. Should you need to extend your session the time is charged by the hour not by session. Extras will only be agreed if ratios remain within the law. Cancellations require 24 hours notice or are charged in full to cover staffing costs.

**Fees**

Fees are paid one calendar month in advance by the 27th day of the month including voucher clearance. Your child’s name MUST be used as the reference for all BACs and voucher payments. Earlier payment is required if on holiday on the 27th of the month. Charges of £50 are added to accounts automatically when overdue or payment requests bounce and a £15 per day late fee will be added.

We reserve the right to withdraw your nursery place due to unpaid or late payment of fees. Action will always be taken to recover the outstanding amount. Fees are reviewed annually and no refunds are given due to absences including holidays, sickness, unforeseen nursery closures, statutory bank holidays or Christmas and New Year closure. Any discounts e.g. Sibling is taken off the oldest child’s fees net of EYFE funding, if you fall into arrears with fees tour notice will be given immediately, after two weeks of no n payment of fees your child will no longer hold its place and the child’s contract will be terminated, all upfront fees that are paid at the start will be used to pay for these sessions, if child leaves unexpectedly deposit is non refundable.

**Late Fines for Arriving Late or Early for Sessions**

Ofsted agree our opening hours as registration regulations. We cannot accept children before or after the completion of any booked session. Late fines will be charged at £5 per 5 minutes after the first 5 minutes. Sometimes guardians may be unavoidably delayed; ring the nursery immediately. Parents are expected to contact emergency backup to ensure the time is kept to a minimum. If no contact is made after 1 hour in regards to lateness social services/Staffordshire safeguarding team will be called for non collection of child.

**Notice Period**

One month’s (28 days) notice in writing is required prior to a child leaving the nursery or to change booked sessions. We also require notice for holiday absence and if you are not attending for the day.

**Security for Dropping off and Collecting Children**

Close all gates and doors behind you every time you enter/exit building.

Children cannot be taken from the building by anyone other than guardians or named persons authorised by a guardian. If the guardian cannot collect a named collector is recorded. They are not invited onto the premises until they provide a password. Children cannot be collected without identification passwords, prior arrangement, if under 18 years or anyone under the influence of drugs or alcohol. If a suitable person cannot be found the area LADO will be contacted.

Arrival and leaving times are recorded on the register. Families who do not arrive for a booked session will be contacted.

**Lost or Uncollected Children**

In the unlikely event of a child being lost, we contact the parents and police. If a child is not collected we will contact guardians or emergency contacts. The Staffordshire Safeguarding Team’s LADO will be advised. Two members of staffs will remain with the child.

**Extreme Conditions**

We will contact you should conditions cause the nursery to close e.g. weather, utility failure and pandemics. In severe weather conditions it is the guardian’s responsibility to check forecasts and conditions to ensure children are picked up on time. In the event of closure we update our website daily following public service advice and Closure Policy. Late pick-ups in the event of closure are charged.

**Dealing with Emergencies**

If daytime contact numbers change for a day - inform us. It is vital emergency contacts are aware of your emergency wishes in order to make decisions in your absence.

Basic first aid will be administered for minor injury by staffs. If outpatient treatment is required guardians take their child for treatment. In the event of a major injury or illness, we call ambulances first, then the guardians or emergency contacts. A staff member will remain at hospital until a guardian arrives. The nursery is not responsible for any illnesses caused by attendance at nursery. If your child has had a serious medical condition that required hospitalisation within the previous 72 hours please inform us at your next session.

**Sun Creams**

It is the parent’s responsibility to put on ‘all day’ sun cream before arrival in summer months. We aim to be out doors for large parts of the day and it is not practical for staffs to continually replenish. Any child not protected with suitable cream and all children under 1 year will stay on the premises between 11am and 3pm in summer months unless a parental consent is signed to the contrary.

**Intolerances or allergies**

If acute, supporting evidence from a doctor or professional is required. Our in-house chef provides nutritious and diverse meals to meet all dietary, cultural and religious requirements. We aim to be a nut free environment. Any celebration sweets or cakes must clearly state they are nut free but should preferably be home made. Early Years Education Centre cannot be held responsible for products that do not list nuts in their ingredients.

**Accidents and Incidents**

Bumps and bruises received at home or at nursery are recorded at the nursery. Incidents your child is responsible for or involved in (such as biting) are also recorded. Guardians will be asked to sign these records on each occasion.

**Non-Accidental Injury**

It is the staff’s duty to be aware of signs and symptoms of abuse. Unaccounted injury to a child or behavioural concerns are observed and reported to one of our Designated Child Protection Officers (DCPO) and reported to the area LADO in line with current guidelines. In the event of an allegation being made against a staff member or volunteer, policy and procedure will be followed. Staff mobile phones are locked away at all times when going off site a nursery mobile phone with no camera will be used.

**Bruising on NIM children**

None independently mobile (NIM) means a child who is not yet crawling, bottom shuffling, pulling to stand, cruising or walking independently. It also includes babies under 6 months old, even if they are rolling and all children with significant disabilities resulting in immobility.

Bruising is the most common feature of physical abuse in children, the younger the child, the greater risk that the bruising is non-accidental. Bruising in a child of any age is recorded bruising on a pre existing injury form however *must* result in a referral from the setting DCPO to Children's Services (LADO).

**Behaviour Management**

Sanctions will be applied in line with the child’s stage of development and care will be taken that it is clear the ‘action’ rather than the ‘child’ is considered unwelcome. Guardians and staff will implement a plan of action to modify a child’s behaviour in ways that sustain the child’s self- esteem and promote positive expectations of the child’s future behaviour. These plans are shared with parents and appropriate staffs.

**Clothing and Personal Property**

Clearly label all outdoor clothing and uniform. Children should not wear jewellery or bring in money, food, drinks, valuables or toys to nursery (without key person consent). Whilst staffs take every care to ensure belongings are safe and clothes are protected, Early Years Education Centre LTD accepts no responsibility for the loss or damage of personal belongings on the premises. Items cannot be replaced.

**Data Protection**

In line with current guidelines records are kept both electronically and in paper form. Guardians can have access to records on their child at any time. Staffs sign a confidentiality agreement.

**Smoking and drugs**

No smoking or drugs are acceptable on the premises or grounds. Should there be any concern about child or staff safety the area LADO or the police will be called.

**Babysitting**

We do not encourage babysitting and do not arrange the service on your behalf. The Company does not take any responsibility for any matters arising outside the nurseries contracted hours. It is the responsibility of the guardians to ensure first aid training and qualifications are suitable for their needs. Please do not approach our staff with babysitting requests.

**Social Networking**

Staffs are prohibited from inviting or agreeing to parents, guardians or other nursery customers being ‘friends’ on social networking sites. Please do not put them in a position of having to decline your offers.

**Photos and Videos**

Whilst we are happy for you to take photos of your children and friends at the setting we respect that some parents do not wish their child’s face to be on any social networking sites. Photos or videos of any staffs or children at Early Years Education Centre must not be distributed in any form.

**Out of Hours Facilities**

It is not appropriate for toilets or nursery facilities to be used once your session is completed or your children are no longer registered.

**Taking Complaints Seriously**

If you have cause to complain about your child's care, please let us know immediately, we will issue you with our complaints form, you will receive a resolution form within 72 hours of receipt of your complaint (please allow for postal if sent by mail). We will endeavour to resolve the matter quickly and to your satisfaction. If the problem cannot be resolved you have the right to contact OFSTED at Piccadilly Gate, Store Street, Manchester, M1 2WD, email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or call 0300 123 1231**0300 123 1231**

**Parent/Guardian DECLARATIONS**

* The information I have provided is correct.
* In the event of my absence I give emergency medical authority to my chosen emergency contacts and have made my wishes clear to them as requested.
* I agree that my name typed shall serve as my legal signature and indicates my agreement to be bound by the Policy and Terms provided.

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| --- | --- |
| Print Name | Date |
| Manager signature | Date: |
| Childs name | Childs date of birth |