

# Wisdom Kids Nursery



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# PARENT HANDBOOK

Welcome to Wisdom Kids Nursery. We offer a fun and stimulating environment for your child, in which they can enhance their individual development.

## WISDOM KIDS ETHOS

Our concern is with the wellbeing and development of the child. This is achieved through the integration of the traditional home environment with that of a nursery environment, making the transition from home to nursery “magical”. There by creating a relaxed, safe, enjoyable and comfortable forum for learning.

Mutual trust and confidence is developed through the familiar attachment formed between staff and child, as well as the vital exchange of the child’s experiences between staff and parents.

We strongly believe that play is the most beneficial medium of learning for children. Through play, children are able to gain many skills; Communication, motivation to learn, working with others, awareness of themselves, others and the world around them.

Wisdom Kids Nursery’s staffs are true professionals in the field of education for children. Our experienced staff is dedicated to making your child’s time full of love, learning and fun each and every day.

## SETTLING IN

At Wisdom Kids Nursery, we understand that leaving your child for the first time can be a stressful and upsetting time, and we will do all we can to make this as easy as possible.

Once your place is booked, but before your child starts nursery, we will offer you and your child the opportunity to attend "settling in sessions". This experience is invaluable and will enable us to begin to build important relationships with you.

Home visit by nursery staff is available to parents if they require one (within reasonable travel distance from the nursery).

We will ensure that you are given every opportunity to talk to your child's Key Person and other nursery staff. Good communication between staff and parents is vital, as it will enable us to provide full reports on the progress your child is making and answer any questions you may have.

Parent's Evenings are held regularly, giving you and your child's Key Worker the opportunity to discuss their progress, needs and development.

Monthly newsletters are produced for parents detailing nursery activities, changes to policies, general information, updates on the nursery staff team and any other information which you, as a parent, should be aware of.

There are notice boards inside the nursery, which contain specific information, general policies and the activities or events taking place.

At WKN, we understand how important it is to communicate with our parents and keep you updated on latest news, promotions and events.

To help your child settle into nursery, the staff will work with parents to build up a good parent partnership relationship. The settling in period is usually carried out a week before they are due to start their normal hours of attendance but if you are still apprehensive after their first sessions, extra sessions can be booked (where spaces are available). Each session will be usually an hour each day. A part-time child will be offered the opportunity to use a similar settling in period.

This period allows parents to gain an insight into the running of the nursery, the daily routine and the interaction of the staff with the children. The staff will be able to appreciate the particular needs of the child.

Communication between parents/carer and staff will be maintained at all times. Opportunities will be given to parents to discuss the nursery agreement with the manager.

# PARENTAL CONTRACT

Wisdom Kids Nursery's (WKN) aim is to build close working partnership with parents/carers. In doing so, we wish to ensure that all parents/carers and the management are aware of their responsibilities as users and providers of this service. We require you to read this contract very carefully before signing. The nursery manager/deputy will also sign this document on behalf of the nursery.

- 1) The nursery opens Monday to Friday from 8:00am to 6:00pm.
- 2) If for any reason your child will be arriving late, parent/carers are required to ring the nursery before 10:00am.
- 3) WKN is a multicultural day nursery and we attend to provide a wide diverse range of foods which reflect the children's ethnic background. We also cater for all dietary requirements, whether medical, cultural or religious purposes. Parent/carers need to keep staff up-to date with any changes in their child's dietary needs and will have to complete a form.
- 4) WKN provides a wide range of activities to promote the development of children's emotional, physical, social, creative, mathematical and intellectual capabilities. Staffs plan first hand experiences, which enable children to make choices as they develop their knowledge, skills and understanding. (*Plannings are available on notice board*)
- 5) A key person will be assigned to each child who co-ordinates information regarding individual child's needs and development, and make a child's profile and shares this with parents. If needed child's profile will be shared with the other professionals to maintain consistency and continuity of care.
- 6) WKN promote an understanding, awareness and respect for different races, gender, age, disability, cultures and background.
- 7) A member of staff is specialised in the area of special needs and has contacts with other organisations and agencies.
- 8) Children benefit most where adults adopt a consistent and positive approach to the management of their behaviour. By establishing clear boundaries according to the child's level of understanding, children become aware of the nursery's routine and procedures and know what is expected of them. Children must be encouraged to respect one another. Children will be thought by staff members why certain actions are not acceptable, for example leaving toys and equipment in utter disarray, mishandling books, being rough, biting, smacking, kicking other children. Where there is continued anti-social behaviour from a child, then that child's key worker (where possible) shadow the child in order to discuss the matter with the parent/carer. Where appropriate this might be achieved by a period of 'time out' with an adult. In any cases of misbehaviour, it will always be made clear to the child or children that it is the behaviour and not the child that is unwelcome. We will consult and inform parents about any behavioural problems and take actions at an early stage. The input and support of parents is essential, and we will seek to work co-operatively with parents. Where it is necessary, we will consult with other agencies. This will be with the informed consent of parents. When parents and manager are unable to work in partnership to support child with identified behavioural difficulties, we reserve the right to terminate the contract. We will provide a list of alternative settings that might meet your child's need.

- 9) The welfare, safety and safeguarding of children are paramount. The procedures that WKN will be implementing are in accordance with Newham child protection interagency procedure.
- 10) In the event that a child becomes unwell in the nursery then the parents will be contacted straight away. If the parents are not available then the emergency contacts will be called. If the child contracts an illness or disease such as: chicken pox, mumps, impetigo, ringworm, vomiting, diarrhoea or conjunctivitis, then a letter from the G.P is required to state that it is safe for the child to return to the nursery.
- 11) The nursery will only administer medication that has been prescribed by the G.P. If for any reason your child has been prescribed antibiotics, he/she will not be able to attend the nursery for the first 24 hours.
- 12) If the child has a minor accident whilst in our care then staff members will record this in the accident book. Parents will be informed once they come to collect their child. They will also be informed of the appropriate treatment their child received and they will be expected to sign this entry. If any head injuries occur, parents will be contacted straight away.
- 13) The nursery is not registered to look after children at any time outside the above hours. Therefore, it is imperative that all parents/carers collect their children on time. Parents/carers who collect their children after 6:00pm will be charged a "Late collection penalty". This must be paid within 24 hours and the amount is as follows:
  - Children collected between 6:00pm and 6:15pm, their parents/carers are requested to pay £15.00.
  - Children collected after 6:15pm, their parents/carers are requested to pay £30.00.

In all cases, you must notify the nursery staff a.s.a.p. before 5:45pm that you will be late in collecting your child. If you are later than 6:00pm without informing us to collect your child, we will try to get in contact with you. If unsuccessful, we will use the emergency contacts to find out if there is a problem. Otherwise, the person in charge will inform the social services.

It is important to involve parents in order to enhance the development and potential of each child by fully integrating them within nursery life. By doing so, they are becoming familiar with the staff, nursery activities and children. This will contribute to their understanding of the "shared care" which they are in partnership with the nursery.

We are fully committed to regular communication between parents and their child's key person. We encourage parents to discuss the remarks made concerning their child by their key worker or any comments made by their child.

It is of paramount importance that information is shared between the home and the nursery; we are working together for the best interest of the child. Therefore the staff needs to be kept informed of all matters, which effect the child, and vice-versa.

Any concerns or complaints should be referred to the manager or deputy, who will discuss the matter at length with the parents before taking a course of action. The manager or deputy exchanges daily information with parents and is responsible for any meetings to discuss any matters. A complaint file is to be kept, with the nature of the complaint, the action agreed upon and outcome of the actions taken. If you are still dissatisfied then a complaint can be made to Ofsted, by contacting your local branch. Ofsted telephone number 08456 404040.

All the policies and procedures are available to read at your convenience. It is recommended that you read these to give you a fuller understanding. They are positioned in the office; please ask the nursery manager or a member of staff for a copy.

**ENROLEMENT, PAYMENT AND CLOSURES:**

Children will enrolled in the nursery once the £50.00 admin fee is paid. This fee is non- refundable.

On taking up the place at the nursery, all fees must be paid on Fridays in advance or alternatively on a monthly basis.

WKN operates on a 52 weeks basis excluding bank holidays and one week during Christmas and New Year. During this period fees are still paid.

In accordance with new guidance from the Newham EYCS Department of Education, the nursery will be closed for additional 2 days in a year in order to provide training sessions for staff. There will be no deduction in fees during these 2 days.

We ask that all fees be paid irrespective of whether your child is in attendance or not. A retainer fee could be arranged if your child is going to be away for more than two weeks. This is at the management’s discretion.

I have read the parental contract and agree to the terms and conditions.

I (print name) \_\_\_\_\_

Parent/carer of \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

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I (print name) \_\_\_\_\_

Acting on behalf of Wisdom Kids Nursery

Signature \_\_\_\_\_ Date \_\_\_\_\_

One copy to be kept by nursery  
One copy to be kept by parent/carer



**DIETARY NEEDS**

Name of Child:

Food that cannot be eaten:

Allergies:

Other habits or special requirements:

Parents Signature:  
(Date completed)

## CONSENT

Outings- Please note separate consent notes will be issued for larger outings.

WKN may organise outings for the children attending and would ask you to sign this consent form if you would like your child to attend such outings.

I \_\_\_\_\_ would/would not like my child  
\_\_\_\_\_ to attend outings organised by WKN Nursery.

Signed \_\_\_\_\_ Date \_\_\_\_\_

### First Aid

WKN may at some point need to administer first aid to your child; this will only be done by a qualified first aid staff.

I \_\_\_\_\_ would/would not like my child  
\_\_\_\_\_ to be given first aid treatment within WKN

Nursery.

Signed \_\_\_\_\_ Date \_\_\_\_\_

### Emergency Medical Treatment

In cases of more serious accident, WKN staff may need to take your child to hospital for emergency medical treatment. Every effort will be made to contact you before doing so.

I \_\_\_\_\_ would/would not like my child  
\_\_\_\_\_ to be taken to hospital for emergency medical

treatment.

Signed \_\_\_\_\_ Date \_\_\_\_\_

### Photographs

WKN may from time to time take photographs of your child both in the nursery and during outside visits for the purpose of updating personal files, project displays, activities and party & group photographs. Photos may also be put up on our nursery's website.

I \_\_\_\_\_ would/would not like my child  
\_\_\_\_\_ to have their photograph taken.

Signed \_\_\_\_\_ Date \_\_\_\_\_

WKN may from time to time take pictures, for example in group activities where your child is with another child in a photo and that is put in the other child's portfolio.

I \_\_\_\_\_ do/do not give permission to share  
\_\_\_\_\_ profile with other professional bodies.

Signed \_\_\_\_\_ Date \_\_\_\_\_