



# Tara Kindergartens Parent Handbook

***We would like to take this opportunity to welcome you to Tara Kindergartens.***

### **Introduction**

*Established in 1992, Tara Kindergarten is a group of privately owned day nurseries, in North London and Uxbridge. We offer full day care for children aged 3 months to 5 years. The nurseries are open between 7.30 a.m. to 6 p.m. and are open 51 weeks a year.*

*All nurseries are situated conveniently close to town centres and public transport. We are registered with Ofsted and all 3 to 4 year olds received the Nursery education funding.*

### **Ethos and philosophy**

*Tara Kindergartens aim to provide a stimulating environment, which is caring and safe for all children to grow and develop, by extending their emotional and educational progress.*

### **Our Vision**

*Tara Kindergartens vision is to provide high quality childcare, and to ensure the transiting between home and nursery is an enjoyable experience for children and parents.*

### **Fees and terms and conditions**

#### **Admissions Policy**

*Tara Kindergartens does its best to meet the individual needs of each child. In order to do this we supply parents with a starter pack when joining the nursery.*

*We are sensitive when communicating with parents. We will try to communicate with parents that may not speak English by asking a member of the early years department to come to the nursery to translate. If a parent has difficulty reading or writing we will arrange the time to go through all the relevant forms together.*

*We aim to be an inclusive setting for all children, and will make adequate changes where possible to welcome children with additional needs. All children and parents are valued and respected.*

#### **Settling-in process Policy**

*Once a child has been registered, settling in time is arranged a week prior to the child starts at the nursery; the parents/carers will receive details regarding the settling process.*

*This includes a timetable for five days, with allocated times for the child to attend the nursery allowing time for parents/carers and children to familiarize themselves with both the setting and staff.*

*Every effort is made for the times allocated to be altered, to accommodate the parent's timetable. During this time, time is set-aside with the parents to discuss their child.*

*The child is set a key worker who is responsible for ensuring that the settling in process is as smooth as possible, by daily communication and to inform the parent/carer what is planned in the future days.*

*During the settling in process, the parents/carers are given every opportunity to speak with our management team, room senior and the child's key worker to discuss any questions or queries they may have.*

*Our objective is to give the children as much support and care as the parents/carers does, thereby allowing the parent/carer to continue with their own daily timetable. It is important to us that together we provide continuity between home and nursery life.*

All children are allocated a key worker who will help to settle your child into nursery and will report to you at the end of each day.

### **Parental involvement policy**

We believe that children benefit most from nursery education and care when parents and nurseries work together in partnership.

- To support parents as their children's first and most important educators.
- To improve parents in the life of the Nursery and their children's education.
- To support parents in their own continuing education and personal development.

•

In order to fulfill these aims:

- We are committed to ongoing dialogue with parents to improve our knowledge of the needs of their children and to support their families;
- Through access to written information and through regular informal communication, we inform all parents about how the group is run and its policies;
- We encourage and support parents to play an active part in the nursery; as we have open days & evenings, parent's questionnaires and suggestion forms.
- We inform all parents on a regular basis about their children's progress;
- We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the group;
- We inform parents about relevant conferences, workshops and training;
- We consult with parents about the times of meetings to avoid excluding anyone;
- We provide information about opportunities for being involved in the nursery in ways, which are accessible to parents with basic skills needs, or those for whom English is an additional language.
- We hold meetings in venues which are accessible and appropriate for all;
- We welcome the contributions of parents, in whatever form these may take;
- We inform all parents of the systems for registering queries; complaints or suggestions and check to ensure these are understood. All parents have access to our written complaints procedure; and
- We provide opportunities for parents to learn about the nursery curriculum and about young children's learning, in the nursery and at home.

### **Accident/Incident Policy**

We all work together to keep children safe through effective supervision and awareness of the nursery environment. Accidents do occur, as children are learning and exploring their environment. Staff will provide constant supervision, ensuring that hazards are kept to a minimum. All staff is responsible for the safety and care of the children. Staff also ensure that all parents have provided permission for their child to receive emergency / medical treatment.

First aid boxes are located throughout the nursery. Staff is first aid trained and staff's knowledge is monitored on a regular basis.

If a child has an accident at home, which results in an injury, parents must inform the nursery when arriving. A Home Accident Form will then be completed. Should an injury be noted which staff believes occurred at home, the parents should be contacted and asked how it occurred. This ensures that should the nursery need to seek medical treatment during the day, accurate information can be exchanged.

All staff that is first aid trained is responsible for administering first aid treatment.

Any accident forms completed and all details to be filled in; the accident must be recorded as soon as possible after the child has been treated. The form must include name, date, details of accident, which must state where on the body this happened and which side of the body. i.e. left side of face. However small an injury this must be recorded, even if there is no mark at the time

and must be handed over to the manager, signed and then signed by the parent at the end of the day.

Parents are to be informed immediately by telephone if their child has received more than a minor injury, this will include any head injuries, large bite marks, and any case where blood has been drawn. Head injuries must have a head injury advice leaflet to be sent home.

Should a child require medical attention the parents must be contacted immediately and informed of the hospital location at which to meet the key worker and a member of the management team. If the parent cannot be contacted the child will be accompanied by 2 staff members. Staff must ensure that the child's details and hospital form is taken to the hospital.

### **Allergy management procedure**

Food allergy and food intolerance are both types of 'food sensitivity' when a child or adult has a food allergy, their immune system reacts. This reaction can make the child or adult very ill, and can cause a reaction called anaphylaxis. Food intolerance is not as life threatening as a food allergy, but must be seen as important as each other.

A small bite of allergy causing food can cause a reaction, Tara Kindergartens follows a strict procedure to ensure reactions are prevented.

**Kitchen** cross contact is avoided, separate utensils are used when preparing foods and meals, coloured chopping boards and knives are in place.

Tara Kindergartens kitchen staff follows and use the Better food management documentation provided and produced by Food Standards agency safer food better business.

**Labels** must be read as items may contain allergens which children may have a reaction to.

**Parents** as required completing a form and informing the nursery before the child's start date of any allergy, and complete a care plan that informs the staff how the child's allergic reaction will be recognized and treated.

**Staff** must share this information with all staff working with in the nursery and always ensure that dietary requirement sheets are up to date and completed.

**Medication** must be prescribed by the child's doctor, and staff must attend training how to administer the medication, before the child starts nursery.

### **Behaviour management policy**

We believe that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else. We aim to provide an environment in which there is acceptable behaviour and where children learn to respect themselves, other people and their environment.

- We have a named person who has overall responsibility for issues concerning behaviour.
- We require all staff, volunteers and students to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.
- We require all staff, volunteers and students to use positive strategies for handling any conflict by helping children find solutions in ways, which are appropriate for the children's ages and stages of development – for example distraction, praise and reward.
- We familiarise new staff and volunteers with the nursery's behaviour policy and its rules for behaviour.
- We expect all members of the nursery – children, parents, staff, volunteers and students – to keep to the rules, requiring these to be applied consistently.
- We praise and endorse desirable behaviour such as kindness and willingness to share.
- We avoid creating situations in which children receive adult attention only in return for undesirable behaviour.
- We recognise that codes for interacting with other people vary between cultures and require staff to be aware of – and respect – those used by members of the nursery.

- *When children behave in unacceptable ways, we help them to see what was wrong and how to cope more appropriately.*
- *We never send children out of the room by themselves. We never use physical punishment, such as smacking or shaking. Children are never threatened with these.*
- *We do not use techniques intended to single out and humiliate individual children.*
- *We only use physical restraint, such as holding, to prevent physical injury to children or adults and/or serious damage to property. Details of such an event (what happened, what action was taken and by whom, and the names of witnesses) are brought to the attention of the nursery manager and are recorded on an Incident Form. A parent is informed on the same day and signs the Incident Form to indicate that he/she has been informed.*
- *In cases of serious misbehaviour, such as racial or other abuse, we make clear immediately the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame.*
- *We do not shout or raise our voices in a threatening way to respond to children's behaviour.*
- *We handle children's unacceptable behaviour in ways which are appropriate to their ages and stages of development – for example by distraction, discussion or by withdrawing the child from the situation.*
- *We work in partnership with children's parents. Parents are regularly informed about their children's behaviour by their key worker. We work with parents to address recurring unacceptable behaviour, using objective observation records to help us to understand the cause and to decide jointly how to respond appropriately.*

### **Bullying**

*Bullying involves the persistent physical or verbal abuse of another child or children. We take bullying very seriously.*

*If a child bullies another child or children:*

- *We intervene to stop the child harming the other child or children;*
- *We explain to the child doing the bullying why her/his behaviour is inappropriate;*
- *We give reassurance to the child or children who have been bullied;*
- *We help the child who has done the bullying to say sorry for her/his actions;*
- *We make sure that children who bully receive praise when they display acceptable behaviour;*
- *We do not label children who bully;*
- *When children bully, we discuss what has happened with their parents and work out with them a plan for handling the child's behaviour; and*
- *When children have been bullied, we share what has happened with their parents, explaining that the child who did the bullying is being helped to adopt more acceptable ways of behaving.*

*At Tara kindergartens bullying is unacceptable, and will not be accepted.*

### **Children under three years**

*We recognise that very young children are unable to regulate their own emotions, such as fear, anger or distress, and require sensitive adults to help them do this.*

- *Common inconsiderate or hurtful behaviours of young children include tantrums, biting or fighting. Staff are calm and patient, offering comfort to intense emotions, helping children to manage their feelings and talk about them to help resolve issues and promote understanding.*
- *Staff are required to shadow children on a one to one basis when biting is an issue. Staff must record all incidents and hand over information to parents on the same day.*

### **Rough and tumble play and fantasy aggression**

*Young children often engage in play that has aggressive themes - such as superhero and weapon play; some children appear pre-occupied with these themes, but their behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing using strategies as above.*

- *We recognise that teasing and rough and tumble play are normal for young children and acceptable within limits. We regard these kinds of play as pro-social and not as problematic or 'aggressive'.*
- *We will develop strategies to contain play that are agreed with the children, and understood by them, with acceptable behavioural boundaries to ensure children are not hurt.*
- *We are able to tune in to the content of the play, perhaps to suggest alternative strategies for heroes and heroines, making the most of 'teachable moments' to encourage empathy and lateral thinking to explore alternative scenarios and strategies for conflict resolution.*

### **Recording incidents:**

*we make a record of incidents, which occur at the nursery using an incident form. Staff is responsible for recording any incidents witnessed; it is then the child's key worker's responsibility to report the incident to the manager.*

*Incidents will be monitored to identify any recurring incidents / behaviour. If staff finds that a child is repeatedly displaying inappropriate behaviour, the child's key worker will carry out observations on the child and will monitor the behaviour. If the behaviour poses a potential risk to the other children, a member of staff throughout the day will shadow the child.*

*If, after these steps have been taken, the child's behaviour is not improving, the child's parents will be invited to a meeting with the key worker and a senior member of staff. We will then work together to develop a plan of action in order to overcome the behaviour.*

### **Complaints Procedure**

*We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.*

#### *Statement of intent*

*Our setting believes children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach. If this does not achieve the desired result, the following procedure will be followed.*

#### *The role of OFSTED and the Area Safeguarding Children Committee*

- *Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for day care are adhered to.*
- *Ofsted contact number is: 08456 40 40 40*
- *These details are displayed on our parent's notice board.*
- *Any complaints regarding the safeguarding of children, Ofsted and the area child protection team will be contacted and a full investigation and appropriate actions will be taken.*

#### *Records*

- *All complaints are recorded and kept on site for 3 years to date.*
- *Our complaints file is available to parents and Ofsted on request.*

*We adhere to reach a satisfactory outcome of all complaints within 28 days.*

#### *Making a complaint*

### *Stage 1*

- *Any parent who has a concern about an aspect of the settings provision talks over, first of all, his/her worries and anxieties with the key worker, room senior or management.*
- *Most complaints should be resolved informally at this stage.*

### *Stage 2*

- *If this does not have a satisfactory outcome, or if the problem recurs, the complaint is recorded in writing and addressed to the nursery manager and a copy sent to head office.*
- *A meeting with the parent is arranged as soon as possible and an investigation carried out. The manager will address all points made by parent's ad record all meetings.*
- *Throughout the investigation the manager will meet with the parent on a regular basis to discuss how the investigation is progressing.*

### *Stage 3*

- *If the parent is not satisfied with the outcome of the investigation, a further meeting will take place with management. The parent may have another party present if requested.*
- *All discussions will be recorded and all parties at the meeting will sign and receive copies.*
- *An action plan will be developed addressing how all issues will be resolved.*
- *A date will be set for a meeting to discuss the effects of the action plan if all parties are satisfied that the action plan has served it's purpose, all parties will sign to confirm that the complaint has been resolved.*

*Or if you would like to put in a complaint in writing:  
Complaints Department, National Business Unit  
Ofsted Royal Exchange Building  
St Ann's Square, Manchester M2 7LA*

### **Equality and diversity policy**

*Tara Kindergartens is committed to providing equality of opportunity and anti-discriminatory practice for all children and families.*

*We aim to:*

- *Provide a secure environment in which all our children can flourish and in which all contributions are valued;*
- *Include and value the contribution of all families to our understanding of equality and diversity;*
- *Provide positive non-stereotyping information about different ethnic groups and people with disabilities;*
- *Improve our knowledge and understanding of issues of equality and diversity, and make inclusion a thread, which runs through all of the activities of the nursery.*
- *We reflect the diversity of members of our society in our publicity and promotional materials.*

### **Curriculum**

*The curriculum offered in the nursery encourages children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.*

*We do this by:*

- *Making children feel valued and good about themselves;*
- *Ensuring that children have equality of access to learning;*
- *Reflecting the widest possible range of communities in the choice of resources;*
- *Avoiding stereotypes or derogatory images in the selection of materials;*
- *Celebrating a wide range of festivals;*

- *Creating an environmental of mutual respect and tolerance;*
- *Helping children to understand that discriminatory behaviour and remarks are unacceptable;*
- *Ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities; and*
- *Ensuring that children whose first language is not English have full access to the curriculum and are supported in their learning.*
- *Using the Birth to three matters framework and curriculum guidance to the foundation stage. From sept 2008 we will be using the Early years foundation stage.*

### **Valuing Diversity in Families**

- *We welcome the diversity of family life and work with all families.*
- *We encourage children to contribute stories of their everyday life into the nursery.*
- *We encourage parents/careers to take part in the life of the pre-school and to contribute fully.*
- *For families who have a first language other than English, we value the contribution their culture and language offer.*

### **Exclusion of ill/infectious child Policy**

*We believe that the health and safety of children is of paramount importance. We make our nursery a safe and healthy place for children, parents, staff and volunteers.*

*We aim to make children, parents and staff aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.*

### **Method**

- *Parents are asked to keep their children at home if they have any infection, and to inform the Nursery as to the nature of the infection so that the Nursery can alert other parents/carers, and can make careful observations of any child who seems unwell.*
- *Parents are asked not to bring into the Nursery any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.*
- *If the children of Nursery staff are unwell, the children will not accompany their parents/carers to work in the Nursery.*
- *If a child is on prescribed medication the following procedures will be followed: - If possible, the child's parents will administer medicine. If not, then medication must be clearly labelled with child's name, dosage and any instructions.*

*- Written information will be obtained from the parent, giving clear instructions about the dosage, administration of the medication and permission for the named members of staff to follow the instructions.*

*- All medications will be kept in a safe place away from children.*

### **Hygiene**

*To prevent the spread of all infection adults in the Nursery will ensure that the following good practices are observed.*

#### *Personal hygiene*

- *Hands washed after using the toilet – staff and children.*
- *Tissues are available and children encouraged to blow and wipe their noses when necessary. Soiled tissues disposed of.*
- *Children are encouraged to shield their mouths when coughing.*
- *Paper towels are used and disposed of appropriately.*

### **Cleaning**



- Any spills of blood, vomit or excrement wiped up and flushed away down the toilet. Rubber gloves always used when cleaning up spills. Floors and other affected surfaces disinfected.
- Fabrics contaminated with body fluids thoroughly washed.
- Spare clothing is available in case of accidents and bags available in which to wrap soiled garments.
- All surfaces cleaned daily with an appropriate cleaner.

### **Food and drink policy**

Snack times are an important part of our session. Eating represents a social time for children and adults and helps children to learn about healthy eating.

At snack times, we aim to provide nutritious food, which meets the children's individual dietary needs.

- Before a child starts to attend the nursery, we find out from parents their children's dietary needs, including any allergies.
- We record information about each child's dietary needs in her/his new starter pack and parents sign the record to signify that it is correct.
- We regularly consult with parents to ensure that our records of their children's dietary needs – including any allergies – are up-to-date. Parents sign the up-dated record to signify that it is correct.
- We display current information about individual children's dietary needs so that all staff and volunteers are fully informed about them.
- We implement systems to ensure that children receive only food and drink, which is consistent with their dietary needs and their parents' wishes.
- We plan in advance, and we display the snacks and meals for the information of parents.
- We provide nutritious food avoiding large quantities of fat, sugar and salt and artificial additives, preservatives and colourings.
- We include foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.
- We require staff to show sensitivity in providing for children's diets and allergies. Staff does not use a child's diet or allergy as a label for the child or make a child feel singled out because of her/his diet or allergy.
- We organise meal and snack times so that they are social occasions in which children and staff participate.
- We use meal and snack times to help children to develop independence through making choices, serving food and drink and feeding themselves.
- We provide children with utensils which are appropriate for their ages and stages of development and which take account of the eating practices in their cultures.
- We have fresh drinking water constantly available for the children. We inform the children about how to obtain the water and that they can ask for water at any time during the session/day.
- We inform parents who provide food for their children about the storage facilities available in the nursery and information about suitable containers for food. We also encourage parents to provide a health option inline with the setting policy. (Sweets, chocolates and high sugar snacks are not recommended.)
- We have rules about children sharing and swapping their food with one another in order to protect children with food allergies.
- For children who drink milk, we provide whole and pasteurised milk.
- Parents are required to sign a consent form regarding when they wish their child to have food from home.
- Tara kindergartens require parents to only bring in a birthday cake or a healthy option if their wish, we do not recommend chocolate bars, sweets or crisps.

### **Incident Policy**

We make a record of incidents, which occur at the nursery using an incident form. Staff is

responsible for recording any incidents witnessed; it is then the child's key worker's responsibility to report the incident to the manager.

Incidents will be monitored to identify any recurring incidents / behaviour. If staff find that a child is repeatedly displaying inappropriate behaviour, the child's key worker will carry out observations on the child and will monitor the behaviour. If the behaviour poses a potential risk to the other children, a member of staff throughout the day will shadow the child.

If, after these steps have been taken, the child's behaviour is not improving, the child's parents will be invited to a meeting with the key worker and a senior member of staff. We will then work together to develop a plan of action in order to overcome the behaviour.

At Tara kindergartens bullying is unacceptable, and will not be accepted.

### **Late Collected**

Tara kindergartens understands that lateness is often unavoidable however; a late fine system operates for all of the children not collected promptly at 1pm and 6pm Monday to Friday.

The charges start at 6.01pm and are **£10.00 per 10 minutes** or part of for each child that remains on the premises.

<b>6.01 pm</b>	<b>£10.00</b>
<b>6.11 pm</b>	<b>£20.00</b>
<b>6.21 pm</b>	<b>£30.00</b>

Whoever collects the child will be required to sign the late fee sheet; payment must be made in cash immediately.

Parents/carers are reminded that it is their responsibility to ensure that their child is collected on time by themselves or a suitable adult (over 16 years). If you incur a late fine on more than than 3 occasions, your child's place may be terminated.