



GENERAL NOTES TO PARENTS

- 1 At the beginning of each term you will receive printed information showing the term dates, diary dates, staff deployment and communication telephone numbers. This will be supplemented with newsletters throughout the term. However, do check the notice board daily for current information. By using the password 'nurture', newsletters can be viewed on our website – www.plusthreenurseries.com. Daily updates about nursery are communicated via our closed parents face book sites.
- 2 The nursery uniform consists of easily managed and comfortable clothes, i.e. jogging bottoms or shorts and Plus Three gold polo shirts with royal blue sweatshirts. It is preferred that children wear the uniform daily and it is mandatory for our sports day and any nursery outings. Please ensure all clothing is suitably named, particularly removable clothing, e.g. coats, hats, gloves, scarves, shoes, socks, jumpers, etc.

The nursery cannot accept responsibility for any damages caused to children's clothing. Paint, glues and other art and craft mediums are constantly used in nursery and whilst all care is taken, these can get onto the children's clothes sometimes!
- 3 Advise the nursery by telephone if your child is ill and not, therefore, attending. Do not send your child to nursery within 48 hours of running a high temperature, having diarrhoea, vomiting or if suffering from a communicable disease. If children are clearly unwell and/or exhibit any of these symptoms when at nursery, parents/carers will be contacted and asked to collect their child.
- 4 If your child has sustained an injury before entering the nursery, i.e. cuts and bumps, please see your child's key person. All such injuries need to be recorded in writing. If an injury is found on a child that has not been reported, parents will be asked to attend nursery to complete the paperwork. It is unfortunate but for insurance purposes and safeguarding children in this day and age, it is necessary for such action.

We have a strict no mobile phone or digital technology policy in nursery which parents are requested to adhere to at all times. Photographs are not permitted to be taken by parents at any nursery public performances.
- 5 Head lice are highly infectious and can easily create an uncontrolled outbreak in the area. If your child should unfortunately be infected, please notify the nursery immediately.
- 6 When a child within the nursery suffers from a communicable disease, a notice will be displayed (showing symptoms to look for) so that other parents can check their children for similar symptoms.
- 7 Medicines and drugs can only be given to your child if a doctor has prescribed them and we have a letter of authorisation from parents. Details and authorisation forms are available from the nursery manager. Medicines can only be administered at nursery by a qualified paediatric first aider. We are unable to administer any medications that have not been prescribed by a doctor.
- 8 During the morning, all children will be able to take refreshment at our snack bar where milk or water and a piece of fruit or vegetable and/or another healthy snack will be available. If your child has any allergies that could be affected by these refreshments, please ensure the details are recorded on the appropriate form.
- 9 If your child is not yet fully toilet trained, please have them wear disposable nappies/pull-ups to nursery. Also, please supply a bag containing two changes of clothes, two spare disposable nappies/pull-ups, nappy sacks and nappy wipes. Please note that we do not have wash-down facilities at nursery so if your child is heavily soiled, they will be cleaned as best as is possible with the wipes provided by you. For your child's comfort and hygienic reasons, you will be advised of the situation by telephone and expected to collect your child so they may be bathed and then returned to nursery. If your child has diarrhoea then they are ill and you will be asked to collect your child - they may not return to nursery until a clear period of 48 hours has elapsed from the last bout of diarrhoea.
- 10 The individuals authorised to collect your child from nursery are shown on their 'child record card'. If for any reason you arrange to have your child collected by an individual unknown to the nursery and not listed on the 'child record card' this can be facilitated by the use of a password. Please advise the staff by a note stating the name of the person you have arranged to collect your child and the password they will use.

Continued overleaf

- 11 'Learning and development journey' records are kept for all children. These consist of regular observations to cross-check and record against the targets in the Early Years' Foundation Stage. They will be handed to you when your child leaves the nursery. These records are always available for you to see and your child's key person will be happy to share them with you at any time and especially at the termly parent consultation meetings. Parents are encouraged to contribute to their child's 'learning and development journey' by completing home observation forms.
- 12 When you wish to increase the number of sessions your child attends the nursery, please complete a '**changes to the register**' form. The confirmation portion of this form will be completed by the principal and returned to you. Please note that should you wish to decrease your sessions a full half term's notice is required.
- 13 Following their third birthday (on or before the cut off dates of 31st March, 31st August or 31st December), all children will receive Government funding entitling them to free nursery education for up to 15 hours per week. Plus Three will apply for this funding on behalf of parents after they have completed an appropriate Parent Declaration Form. Where a child attends for more than the entitled hours, parents will need to pay for these. The 15 hours of funding per week can be split between a maximum of two providers.
- 14 Subject to criteria, some 2 year old children may be entitled to up to 15 hours free entitlement funding per week.
- 15 A full half a term's notice is required before the removal of a child or a full half term's fees are payable in lieu of notice, except during a child's first two weeks at the nursery (deemed to be a settling in period). When you know that your child will be leaving the nursery, please ask the nursery manager for the '**notice of child leaving**' form to complete.
- 17 Should the nursery experience an emergency which forces them to close, parents will be notified in advance by our Facebook site, newsletter or telephone wherever possible. A staff member will be at the entrance to the nursery at 9.30 am, to advise parents and carers of the closure and reopening date/time.
- 18 In the event of extreme weather conditions, please check if the nursery will be operational in the first instance by:
- A telephone call to Sue Butler, principal, Tel: 07970 030769 where a message will be left on the answer phone, advising parents of any emergency closure. This number is available outside nursery hours.
 - Listening to local radio stations which are 2-Ten FM on 97.0, 102.9 and 103.4FM. BBC Radio Berkshire on 104.1, 104.4, 95.4 and 94.6 FM and Eagle Radio on 96.4 FM, who will all be informed of any emergency closures.
 - Bracknell Forest Council Website (www.bracknell-forest.gov.uk)
- In these circumstances, the decision of an emergency closure may be made at short notice and is dependent on the staff being able to safely travel to nursery.
- In the event of an unexpected nursery closure for any reason, to remain sustainable, fees are still payable.
- 19 We operate a no smoking and no chewing gum policy when within the nursery building or outside the building when accompanying children in the playground, on walks, visits or outings.
- 20 In nursery we have a file of policies and procedures that is available for you to read at the nursery. The nursery manager will be pleased to provide you with a comfortable corner and will also be very pleased to discuss any of the points contained therein.
- 21 Over the past thirty years, Plus Three has built a good reputation but we cannot stand still - outstanding service is the target. If you have any queries, comments, concerns or suggestions at any time relating to the administration, general organisation or staff attitudes within the nurseries, please do let us know. In addition a suggestion box is available in the reception area at all nurseries. By knowing your thoughts we have the opportunity of working towards improvements and your help with this is welcomed. Your child's key person, the nursery manager and the principal are very approachable.
- 22 A copy of our official complaints procedure was included in the prospectus you received and this shows the bodies to which formal complaints can be made.
- 23 All administration and financial matters relating to the nurseries are dealt with by the principal.