

UNITY POLICY

Parents / Carers and children are welcomed into our nursery and we ensure they are aware of how the nursery is run, our policies regarding admissions, view the staff in practice and ask any questions they may have at this time.

Admissions policy

- We understand how important diversity in our world is, thus including those whose English is a second language, single parent families, children cared for by others, same sex parents, those with disabilities, families with cultural, social, ethnic groups different to our own.
- We hope that by working closely with Parents we can include your beliefs, practices, and ways of doing things into our curriculum.
- Parents have a choice of what days they do (vacancies pending) but require children to attend for a minimum of 15 HOURS a week. Continuity is very important for children and to become part of the nursery.
- We have a waiting list available if Parents would like to add their name and wait for more suitable sessions.
- **Deposits of £250 are taken to secure a child's space and they are not returned until the child leaves Bears Hideaway having given the 4 weeks notice period. Once a deposit is paid Parents cannot change their decision and require the funds to be returned before the child has started coming to our setting.**
- Fees are listed on our website. They vary between ages of children due to the ratios we work under.
- Nursery fees are required on a monthly basis, in advance and we require Parents to understand the necessity to pay fees on time.
- We reserve the right to withdraw sessions AFTER 1 WEEK IF FEES HAVE NOT BEEN PAID and it is a continuous cycle of payment in arrears. Your fees not only cover the care your child receives through the hard work of the team at Bears but the vast range of supporting areas which ensure the care, health and wellbeing is achieved to the highest of standards.
- When children are eligible for the 2, 3 or 4 year old nursery education funding of 11.5 hours or 23.5 hours only (stretched amounts equivalent to 15 or 30 hours term time) we will inform you. The government funding is intended to deliver these hours for education.
- **Parents MUST be aware it is NOT intended to cover the costs of meals, other consumables, additional hours or additional services so THEREFORE The Parent will be charged for the monies equating to what the funding is and what we expect Parents to pay for at Bears Hideaway .**
- Parents are aware that the setting offers a substantial variety of activities and additional spaces for the children to use, we go on outings and have extra events organised to enrich children's experiences.
- **Food is included within the our daily fee for 0-3 year olds (OR the daily fee is made up of EEF and BHAN fees for those in receipt of funding), ALL children have meals prepared on site by our cook and lunch boxes are not an option.**
- The nursery is closed for all bank holidays, the week following Easter Monday, a week in the summer school holidays and over the Christmas period from Christmas Eve being shut to reopening the day after New Years Day (*on most occasions)
- Before your child starts we arrange settling in sessions and during this we discuss with you about your child's routine, likes and dislikes, cultural diversities, behaviour etc so we can start to really know your child and his/her family. A Registration form, health and wellbeing form and routine form is completed by Parents viewed, and then discussed with the room leader.

Our admissions policy covers deposits, the early EDUCATION funding, opening times, equality, and expectations regarding fees.

Terms and conditions of Bears Hideaway Day Nursery Enrolment



The Parent is aware that:

A £250 deposit will be paid to secure the space that is required. After reading and agreeing with these T&Cs please email us stating your agreement to our terms and then pay the deposit.

The deposit will be returned when your child leaves, as long as there is no monies outstanding.

We are a full time day nursery, open 49 weeks per year and offering *school day or full day sessions only* not morning or afternoon sessions.

ALL *children attend* Bears Hideaway nursery for a *minimum of 15 hours per week* as we believe the children settle more where there is continuity.

The nursery *increases it fees on an annual basis* – this is to cover rising costs in the economy (food/utilities etc), to ensure health and safety and upkeep of the property is maintained to a high standard within the setting and staff wages are increased to ensure we have a team who are respected for the high quality care they give the children.

At Bears Hideaway Nursery *ALL children have meals prepared on site by our cook and lunch boxes are NOT an option* (mandatory to BHAN policies and ethos).

Invoices are emailed in advance of the following month (around the 24th) for payment by the first please – Parent pay in advance of their sessions.

Full fees apply when a child is sick and cannot attend nursery.

Full fees apply when a child is on holiday.

One months notice is required if you choose to reduce days or leave Bears Hideaway, otherwise the deposit will be kept in part payment for no notice period.

When a child is of the age to apply for the Early Education Government funding **the Parent understands the funding is intended to deliver 11.5 or 23 hours (stretched equivalent) of education.** It is **NOT** intended to cover the costs of meals, other consumables, additional hours or additional services.

The Parent is aware that they will receive their above hours of funding free **HOWEVER** there will be a charge to cover our hidden extras (food, outings, nature garden) that Parents **MUST** agree to when placing their child at our setting so we are able to keep the standards of care Bears Hideaway want and what Parents should expect.

When children are in receipt of the 2 year old funding they again will need to pay for the costs of meals, other consumables, additional hours or additional services.

If under our exclusion policy a **Parent fails to pay their fees** after correspondence has been made to retrieve such fees then their space at Bears Hideaway can be terminated.

'I acknowledge this a declaration that the £250 deposit I will be paying into the Bears Hideaway nursery bank account will secure my child's place at the setting and will only be returned when my child leaves, as long as monies/debts are not owed to the nursery.

If for some reason I choose not to send my child to Bears Hideaway at any point before commencement the deposit will NOT be returned to me as it is my understanding the deposit is guarantee of my agreement to attend the setting.

Please pay £250 into the following account and then inform Bears of this, Thank you.

Account number: 20206989 Sort code: 20-96-96 Bank: Barclays

SIGNED _____ NAME _____ DATE _____

Settling your child into Bears Hideaway

It is important when you bring your child for their visit that you allow the staff to fully interact and start to build a relationship with your child whilst you are close by, this will help it comes to leaving them.

Parents are asked to please work with us.....on occasions when your child starts we may ask you to collect a little earlier as we not want your child to become too distressed if they have had a long day.

If Parents are able to start a few sessions earlier, especially full time starters this may help them to settle and feel more at ease when you then have to leave them to return to work.

To help settle your child we ask you to do one session where the Parent stays for one hour and a session where the parent stays for 30 minutes and then leaves for 30 minutes as well as one where the Parent leaves for one hour.

Communication

At Bears Hideaway we support all children's learning by:

Listening to the children.

Looking at them when they are talking to us or explaining the reasons we cannot.

Showing them respect.

Our staff communicate even in situations that are difficult due to language barriers or no language – disability, behaviour, age, developmental delay, EAL and we use tools that will assist this – visual timetable / signing / gestures / pictures.

Children to whom English is a second language receive support in their communication.

At nursery a child may verbalise to themselves or others when playing in their home language, we will then model the English word verbally, because this supports the child to make connections between words they know and words they need to learn.

We ask for a list of familiar words that we use if we need to support the child in their home language (although pronunciation of these words may not help) BUT to offer children the greatest support to move forward in our education system, English is primarily spoken at nursery to help develop their understanding, speech and writing thus going into school confident in English to then be able to understand the curriculum, the school rules, and to verbally communicate with new friends and teachers.

We communicate your child's day with our information boards informing you all what activities we have been doing.

The role of parents/ carers

At Bears Hideaway we hope to build strong relationships with both your children and you as Parents and carers.

We hold policies on how your children are taught, spoken to, disciplined and cared for, if you wish for your child to attend our nursery it is very important that you understand and agree with our policies and work with us to promote them.

Parents views are very important to us.

We hold Parent / child open days where you are invited to play with your child and have a 'general' chat with your child's key person about their development / interests and relationships with others.

We complete learning journeys which are shared with Parents regularly. They have 4 photos of your child and a comment in the 'child's voice', we send home art work and keep records on how to support your child and more them to their next stage of development. Parents are encouraged to add to the learning journey of their child to help their child's keyworker to get an all rounded picture of the child.

Parents are welcome at our nursery, but we **do not** have an open door policy.

We welcome telephone calls, especially when your child first starts at Bears or are a little under the weather, if you want to check on your child's progress/wellbeing in the day.

Confidentiality

At Bears Hideaway we aim to achieve the highest level of discretion and trust.

Through our confidentiality policy staff, Parents and students adhere to the need for confidentiality in their practice and understand the reasons why including:

Never discussing another child with a parent over issues to do with behaviour, development, abilities or their home life.

Only discussing matters mentioned by a Parent in confidence to anyone but the Nursery manager.

Never leaving documentation out for others to see

Never giving out contact details from one Parent to another unless you have had permission from the person themselves.

If in liaison with outside agencies regarding a child, it is done so with the Parent's consent (unless it is made without a child's name to reference or we make the professional judgement that by seeking to gain consent from the parent and or carer this puts the child or family at further risk of harm.)

Never leaving completed out of nursery incident forms / accident forms / medical forms out for other parents to see.

If a staff member confides in you over an issue while outside of nursery the only time you should break confidentiality is if it puts the child at risk- drug abuse, violence, child abuse or if it regards comments regarding the nursery or another member of staff.

When on training courses ensuring conversations with other persons is done so with discretion and professionalism.

All documentation is kept safe and secure with registration forms and children's records and any other personal documents being kept in the office in a locked cabinet in nursery or in the Owners office.

Any records taken on the children about concerns regarding behaviour, abilities, Safeguarding are shared with the Parent (in line with safeguarding policy and procedures)

Other children's development, difficulties, behaviour etc are not discussed with other Parents and conversations are kept confidential between

Parents and the key persons / nursery.

Staff will conduct themselves in a professional way at all times and ensure that relationships with Parents are kept professional at all times, therefore the following will not be condoned between staff and Parents, and as stated in the staff's contracts can lead to disciplinary proceedings.

Friendships between Parents and staff

The use of social media ie facebook / twitter – staff are not to befriend parents and visa versa and the setting up of closed groups is prohibited. (Staff members must inform the nursery owner/manager of any connections on social media with parents/carers who attend the setting (ie if they were friends before attending the nursery)

Phone calls / text messages between staff and parents are not allowed.

Social gatherings other than arranged events through management (nursery parties / staff leaving parties etc) are not allowed.

Staff are under the advisory to disclose any concerns they may have if another member of staff's professional judgement becomes clouded due to an enhanced relationship with a parent / close family member.

Equal opportunities

All children, staff and Parents and Carers are recognised for their individuality and everyone is recognised, valued and respected.

We are aware of how diverse life is, be it nutrition, hygiene or family values. This is why we aim to treat all children as individuals while liaising with you, their primary care giver.

Children from all cultural and religious backgrounds are asked to contribute as much information as possible so we can learn and teach children about diversity.

We will be aware of any discrimination or prejudiced attitudes that may arise in the setting towards a child, parent or staff member and it will be dealt with immediately (following our safeguarding and/or prevent procedures)

Festivals and celebrations are introduced to the children and we assist with multi cultural awareness by incorporating into their play toys and equipment, images from around the world.

We believe it will enrich others to know about, respect and enjoy other people's ways of life. Assistance from Parents may be required so please approach us if there is anything you would like to discuss.

BEARS HIDEAWAY NURSERY IS AN EQUAL OPPORTUNITIES EMPLOYER.

We work in accordance with the Governments legislations (set out in employment policy).

We ask Parents to please be aware that staff may have cultural and religious needs, language diversity and learning difficulties.

Special Educational Needs and Disability

All the children at Bears Hideaway are treated with respect and individuality is encouraged and we realise the importance of giving every child the chance to learn.

Children with Special educational needs and disabilities are encouraged to interact with other children and this is supported by the staff at the setting.

In the rooms we use visual timetables – these are a useful tool for all children and particularly those who have special needs. As adults, we use a clock to tell the time, this timetable is a visual clock that helps children make sense of their day for example what we have available / are doing during their sessions.

The range of disabilities and needs can be vast so with your support, guidance, information and co-operation we can work together to support your child and monitor what additional support they may require.

Bears Hideaway take advice from the Special Educational needs code of practice on the identification and assessment of special educational needs and the equalities policy and to liaise with outside agencies.

Our SENDO's are involved with any support for Parents that may require it and they will also support the staff in the setting.

Bears Hideaway staff observe all children in the setting and ensure that if they feel early intervention is required because a child may have an additional need they would discuss it with the SENDCO and the Manager.

Staff attend training or training is cascaded down through the nursery to the remainder of the staff.

Staff at our setting hold qualifications from courses they have completed including 'Working with children 0-5 years with special educational needs, Communication Champions and Elklan training to support speech and language.

Our SENCO is responsible for our behaviour management and supports staff, attends training and cascades new / updated information / legislation / research to staff with the support of the Management.

All our staff/volunteers are expected to keep to the policy consistently and be supportive of each other.

Behaviour

Our aim at Bears Hideaway is to work with Parents to encourage positive behaviour and their understanding of what this means.

We sing our Star values song every day which encourages the children to 'use their gentle hands and listening ears and we have a teddy bear which we use as a visual prop.

In the preschool room behaviour is taken to another level with our happiness chart. All children start the day on the sunshine BUT can be moved to the rainbow or the raincloud if, after reminders their behaviour warrants it. When your child moves to the preschool room this is explained to you in more depth.

Your children will be praised for achievements, trying, kind words etc throughout their day at nursery.

They will be encouraged to learn right from wrong, how to care, share and be thoughtful to others.

Any negative behavior displayed is learnt from and can result in something positive – a child learning to deal with their emotions / vocalize / learn something new.

If a child has SEN (additional needs) we would implement a mutual care plan to ensure we are working in partnership with our parents to support the child as much as possible.

Dealing with negative behaviour

We use 'FINISHED' or the child's name firmly with strong facial expressions if a child is displaying negative behaviour.

We follow the 1, 2, 3 format – for example

1 - 'Throwing has finished'

2 - 'Throwing has finished or I will take the toys away'

3 - A member of staff will remove the toys in close proximity to the child telling the child they are doing so.

A child may be steered away from the situation if they cannot listen / continue with what they were doing or sat out for a short time in the room to reflect on their behaviour.

As a final stage a child may be removed from the room - this has to be agreed with another member of staff before it takes place and only happens if the behaviour is such that the other children are becoming distressed by screaming / shouting from the child.

A member of staff MUST stand so that they can visible see the child without the child thinking you are 'watching' their negative behaviour. This occurs for a matter of seconds before we ask if the child is ready to listen and re-join the room. When this occurs a form is completed and it 'may' be discussed with the Parents or monitored.

We only use physical handling, such as holding a child to prevent physical injury to others or themselves. The child is being spoken to during this time as it is safety precaution not a means to alarm a child.

If a child does need to be removed / held where possible two staff will be present, an incident form will be completed, stating what happened, what action was taken and by whom, and the names of the witnesses.

Management will always be informed of the incident.

The Child's parent/carer will be informed the same day the incident happened and asked to sign their understanding and acknowledgement of the incident.

When negative behaviour is displayed (throwing / hitting / shouting at friends etc), and once the situation has been dealt with we encourage the child to say sorry (or sign if there is limited language) but it is not enforced. A child will often want a cuddle after they have been distressed and staff deal with this appropriately and do not withdraw affection because of the negative situation.

Bears Hideaway staff learn to understand the children's characters and understand negative behaviour and that it can occur because they cannot express themselves, they are tired, they are angry because they know their actions have caused upset or it is something more (new baby, moving home, family issues)

Please keep us informed of any changes at home.

The staff hope to prevent any behavioural situations occurring and encourage sharing, taking turns and care of each other.

When language being used is less desirable and cannot be ignored we remind children 'we don't use those words here'.

Biting can be a stage of development and many children will go through it.

We will work closely with Parents to support this.

We will ensure that if a child is bitten that they are comforted and given lots of attention.

First aid will be applied if required and the incident will be recorded in the accident book and Parents asked to sign it.

If your child bites they may have to be removed from the situation.

We are aware that during play children can be superheroes and other characters that may require them to engage in play fighting experiences. We use this experience to 'teach as we go' so that children know how they should behave, what is safe and about no contact just pretend.

We hope that by Parents following the same guidelines and pass this on to other carers/grandparents etc.

If we feel children have behaviour problems that cannot be dealt with at the nursery alone we will speak to individual parents and work on a strategy that is consistent with home to nursery.

Outside agencies maybe contacted for support on how to deal with certain behaviour, your consent would be asked for before doing this.

Physical punishment such as smacking or shaking will neither be used or threatened.

Humiliation is not permitted and children will not be made to feel embarrassed or belittled.

Staff will not shout at the children or raise their voices in a threatening way.

Anti-bullying

At Bears Hideaway we act very quickly on any form of bullying that might occur between:

- Child to child - Adult to child - Adult to adult
- Bullying may be characterised as - offensive, intimidating, malicious or insulting behaviour. An abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.
- Children who are unkind to another child by words are quickly spoken to and the behaviour is dealt with in the same way as the Behaviour policy.
- Children who tell others what to do or, put pressure on them to do things are spoken to explained they are individuals who have a right to choose what they want to do or what they do not want to do.
- As we are working in inter-linking rooms Staff are aware to be observant of inappropriate behaviour, that favouritism is not accepted and nor is staff negatively singling out individual children.

Inclusion

All Practitioners at Bears Hide Away must promote equality of opportunity and a positive approach to diversity.

This includes providing a safe and secure environment that is free from harassment. Contributions from families and children are valued and any form of racial, religious, disabled, gender stereotyping, discrimination or prejudice is challenged and dealt with in accordance with the following legal legislations, acts, agencies and guidance:

United Nations Convention on the Rights of the child.

Employment Act 2008

Working time regulations 1998

Fair Employment Act 1989

Equal Pay & Equality Act 2010

Disability Discrimination Act 1995 > 2005

Immigration and Asylum Act 1999/2006

Rehabilitation of Offenders Act 1974 > 2014

Employment Equality Regulations 2003 > 2006 > 2011

National Minimum wage 1998

Sex discrimination Act 1975

Race relations Act 1976 > 2000

Human Rights Act 1998 > 2000

Children's Act 1989 updated 2004

Childcare Act 2006

Education Act 1996 updated 2011

The Warnock Report 1978

Disabled Persons Act 1986

Special Educational Needs and Disability Act 2001

Dfe code of practice on SEN 2001 > SEND code of practice 2014
 The Fire Precautions Act 1971
 The Regulatory Reform (fire safety) Order 2005
 Health and Safety at Work Act 1974
 The work place (health, safety and welfare) Regulations 1992
 First Aid at work.
 The Reporting of Injuries, Death, Diseases and Dangerous Occurrences Regulations 1981 > 2012 . 2013
 Diseases notifiable under the Public Health Regulations 1988.
 The Food safety Act 1990 revised 2009
 Data Protection Act 1998 modified 2011
 Freedom of information Act 2000
 Managing Medicines in schools and Early Years Settings 2005 – still recommended
 The Management of Health and Safety at Work Regulations 1992 > 1999
 OFSTED
 The Early years foundation stage (EYFS)
 Children and families act 2014
 food safety and hygiene regulations 2013

The named staff member dealing with race equality is Claire Graham - ENCO ensure all staff understands the nursery's policy on equality and inclusion and access training for themselves and staff when it becomes available.

Any form of discrimination, stereotyping, or prejudice will be dealt with in line with the Race Relations Legislations to eliminate unlawful racial discriminations, and all other Acts and legislations.

The Operational plan of the setting shows examples of every aspect of the day to day workings of the nursery, and it follows all legal recommendations, acts and legislations, it also includes our policies

Starting at Bears Hide Away Nursery will require information to be recorded about the child and their family. We hope this knowledge helps the child's transition into their new environment.

Staff have knowledge of different cultures and faiths, but sharing of relevant information will help them to respect the beliefs and traditions of families, and the same will be expected as staff in the setting are from different cultures and backgrounds.

The policies and procedures of the nursery are available to all Parents and Parents are welcome to have them translated into their home language but cannot do so ourselves.

The nursery works closely with Early Years and outside agencies when required.

All staff are encouraged to be reflective practitioners and report any concerns of inequality.

Exclusion

At Bears Hideaway we operate an inclusive setting, where all children are welcome regardless of their race, religion, culture, sex, ability or disability, social background etc.

There are certain occasions when it may be necessary to ask a Parent to not bring their child to nursery for a short period, these include:

- If a child is ill (see sickness policy for more detailed information)
- If a child has a highly infectious condition such as impetigo
- If the child has a notifiable disease
- If a child has had sickness or diarrhoea within the last 48 hours
- If a child is on antibiotics that they haven't taken before and it is within the first 3 days of the course (in case of an allergic reaction)

However If your child's fees have not been paid and after numerous conversations the matter has not resolved we may have no other choice than to stop your child from attending, Parents must understand that fees are required to ensure we can provide care for your child by the staff and to purchase your child's food, amongst other things. If parents are having difficulties you need to contact the Management at BHAN please.

We reserve the right to terminate a contract with immediate effect and exclude a child permanently from the setting in the following situations:

- If the child continually demonstrates aggressive behaviour to the other children / staff in our setting, and which could cause harm to others of a significant level
- If the child continually uses inappropriate language (swearing)
- If the child continually makes inappropriate remarks, such as racist comments

(Please note this would only occur if through support and guidance from outside agencies, meetings with yourself to improve the parent partnership and others if we felt appropriate, we are then faced with a decision due to the following affecting the needs of, and having a continued negative impact on the other children in our care.)

Parents will be expected to work with us to resolve the above and exclusion may be enforced if we feel that after a period of time communication has broken down and we are not being supported by parents/carers.

We have strict rules on inappropriate behaviour or language by parents, written or verbal towards the staff, other parents and the nursery in general.

As a private business we hold the right to refuse childcare to a child if a relationship with a parent becomes volatile and where we feel threatened with continuous negative situations.

Supporting Children who are experiencing loss or change in their lives

Coping with change, for example Parents getting divorced, or loss, such as the death of a relative or a family pet, can be very difficult for a child to cope with and they may display their emotions in a variety of ways.

We will work with you to support you child through any difficult times they may encounter. The staff at Bears are aware that different religions and cultures have differing rituals and attitudes towards death and divorce so will be guided by parents and family wishes.

We are willing to support your child by:

- Encouraging your child to ask questions and answer them to the best of our ability, honestly and simply using language and words that are age appropriate.
- Talking with the child about the person/animal who has died
- Offering to listen to the child, so they can share their thoughts and emotions in a safe and caring environment with a familiar and sympathetic adult
- Observing the child and noting any concerns or changes to their play and interaction with others and sharing these with you
- Finding appropriate ways for the child to become involved in remembering the person/animal, for example a memory box or jar.
- Regularly discussing with you how your child is coping, however this will not be in front of the child, so we may need to arrange to meet in the evenings or discuss the matter over the telephone.
- Ensuring that the other children who attend understand (according to their age) that the child is more sensitive at the moment and may need to be given more space or support.

Sometimes children need professional counselling to help them deal with their loss or adjust to a major change. We are happy to support you and your child by offering you guidance in where to obtain this, so please ask.