

Parent Handbook.

The Cottage Nursery

Covid 19 updated July 2020

Entering The Cottage Nursery

- ✚ We pride ourselves on our security which is only ever breached at the front gate when people entering or leaving allow others to tail-gate; please help us to maintain our high standards.
- ✚ When entering the nursery, we ask you to buzz and announce yourself each time.
- ✚ **Please also maintain a 2-metre social distance from parents and staff at all times.**
- ✚ Please do not allow people to 'tail-gate' you into the nursery everyone **MUST** buzz and announce themselves, if somebody makes any comment to you please tell them to direct their comments to the reception desk where we will be more than happy to take the flack!

Dropping Off/Collection

- ✚ Please do not drop off before your agreed time as this can affect our staff:child ratio's which must be maintained at all times.
- ✚ Please arrive punctually to collect, if you are going to be late please telephone if at all possible, to let us know. If you are more than 5 minutes late (or 5 minutes early to drop off) then you will be charged a flat rate of £15.00. Late collections at lunch time mean that our staff may not get their full break entitlement as they must be back in their rooms ready for the afternoon session. We are sure you will appreciate that this lunch break is well earned, so your co-operation is appreciated. Late pick up at 6.00pm will incur a flat rate charge of £25.00
- ✚ As an Ofsted requirement we are obliged to ask you to sign your child both in and out of their room giving the actual times of pick up and drop off and not just the session times. Signing in sheets are in the rooms and act as part of our fire register so times are very important as they help confirm numbers in the room at any given time.
Due to Covid 19 staff will sign children in and out on your behalf.
- ✚ **Due to Covid 19 we are operating a one way system for drop off and collection, please be patient if you have to wait to enter the building.**
We appreciate how important it is to give feedback to you about your child's day, this means pick up may take a little longer than usual because of our one in one out system.

Bills

- ✚ Produced at the beginning of each month for that month. Your invoice will be emailed to you using the email address provided on your enrolment form.
- ✚ All bills **MUST** be paid by the 20th of the month for which they apply. Payments received after this time will attract a £25.00 administration charge. We accept BACS payments and all voucher schemes.

- ✚ If payment is not received by the end of the month, the nursery reserves the right to suspend your child's place at nursery until the overdue account has been settled in full.

Snacks

- ✚ We provide a healthy snack of a fruit or vegetables and some form of carbohydrate (toast, fruit bread etc) this is varied each day. Your child will be given one snack per session attended.

Lunches

- ✚ All children who stay beyond 12.00 each day will be provided with a homemade hot cooked meal and dessert; the menu will be adapted to meet any food allergies or intolerances. The meal will cost £2.40 per day. The menu is on our website or a hard copy is available in the main corridor.

Tea

- ✚ If your child is at the nursery after 4.30pm they will be provided with a light tea at no extra charge.

Pushchairs

- ✚ We have a covered buggy park outside of the pre-school entrance which you are welcome to use if you would prefer to leave your pushchair at the nursery during your child's session. Please note it is left here at your own risk, the nursery cannot accept any responsibility for loss or damage.
- ✚ In the interests of Health & Safety we cannot allow pushchairs into the nursery, we will make exceptions for people with particular circumstances for example very new babies or twins, please speak to a member of the management team.

Bikes & Scooters

- ✚ You are welcome to leave your child's bike or scooter here during their session. It can be parked up the side path as you come through the main entrance gate. Please make sure that you park it in the marked bay away from the gate so that it does not cause a trip hazard, and please do not hang them on the fence as they may fall on a small person!
- ✚ Please note that they are left here at your own risk, the nursery cannot accept any responsibility for loss or damage.

Clothing

- ✚ Please make sure that all removable clothing is named, including shoes/wellies. Could you please provide a named water bottle for each session that your child attends.

Nappies

- ✚ Please make sure that you have enough nappies in your child's day bag for their time with us. If your child is here full time, we are happy to take a pack of nappies from you and store them, we will let you know when they are running low.
- ✚ Please only bring your child into nursery in pull-ups if they are potty training as it makes nappy changing time so much longer. (Times your one child by 15 or 20!)

Bags

- ✚ We ask that you provide a **small** bag that stays at nursery this should contain spare clothes and a 'wet bag' for any soiled clothes to go home in.

Parking

- ✚ Parking is provided in the main car park for building 13.
- ✚ We have one disabled space in our Staff Parking which is for use **ONLY** by cars displaying a disabled driver permit.
- ✚ The parking nearest the nursery is for STAFF ONLY please **DO NOT** drive down the slip road to the front gate. At peak times cars using this slip road pose a real danger to the safety of children and parents alike and it is therefore out of bounds.

Holidays / Absences

- ✚ If your child is absent from Nursery or Pre-School during the term time, whether this is due to illness or holiday, you will be billed for their usual sessions.
- ✚ If your child is going to be absent due to illness, please ring the nursery each day to advise us of the absence or inform us in advance if you will be away on holiday. This is part of our safeguarding policy. We ask that children do not attend the nursery if they have been given Calpol before their session. Please read our policy of "exclusion of children who are ill" for further information.
- ✚ We will issue you with a holiday proforma prior to each school holiday, please complete this and return by the date requested to advise us whether you wish your child to attend. If they do attend, you do not have to stick to their usual sessions (but will still have to do the usual 9.00am to 12.00pm session if coming in the mornings). We will bill you for what you have booked (fees still payable even if you decide not to turn up on the day). However, if you choose not to attend during the holiday and advise us as such on your proforma return you will not be billed.
- ✚ Pre-School children in receipt of the government grant. Please note that the grant is not received during holidays, fees are due in full without subsidy.

Sickness

- ✚ Due to Covid 19 our sickness rules have changed.
If your child or anyone in your household displays or becomes unwell with a new, continuous cough or high temperature, or has a loss of, or change in, their normal sense of taste or smell they are **not** to attend nursery.
- ✚ If your child becomes unwell with the above symptoms they will be sent home and advised to follow **COVID-19: guidance for households with possible coronavirus (COVID-19) infection guidance**.
- ✚ If your child has Sickness and or diarrhoea, they are to stay away from nursery for **48 hours** after the last bout.
- ✚ If your child has started a course of antibiotics they must **not** return to nursery until **24 hours** after the first dose.
- ✚ If you feel your child needs paracetamol or ibuprofen to help them through the day, then they should **not** be attending nursery.

Changes to hours / leaving the nursery

- ✚ Please note that we require 4 weeks notice in writing if you are leaving the nursery.
- ✚ If you wish to increase your child's hours, we will endeavour to accommodate your requirements as soon as possible. We will start to bill you for the increase only when it is made.
- ✚ If you wish to reduce your child's hours, we require 4 weeks notice in writing of the changes.

Use of the Nursery Playground

- ✚ The play equipment in our playground is for nursery use only. Once you have collected your child and signed them out, they are your responsibility and we ask that you refrain from allowing your children to stop and play when leaving at the end of their session.

Please could you apply sun cream in the morning before attending nursery. Sun cream will be reapplied if your child attends for the afternoon session. This enables all the children to have more time outside rather than waiting around to be sun creamed. Thank you.

We hope these simple guidelines help you to settle in, if you have anything you are not sure about please do feel free to come and talk to us on the Reception desk, we are here to help you!

Clare, Trudi and nursery team