

# CLP

## Policies



## Health and Safety

### Aims and Objectives

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using CLP premises. To achieve this we actively work to satisfy the following objectives:

- The establishment and maintenance of safe and healthy environments in the setting.
- The establishment and maintenance of safe working procedures amongst staff and children.
- Making arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transportation of articles and substances.
- Ensuring the provision of adequate information, instruction and supervision, thereby enabling everyone working in or using the playschool to avoid hazards and contribute positively to their own health and safety at work.
- Ensuring that personnel have access to Health & Safety training as and when this is available.
- Maintaining a healthy and safe workplace with safe access and exit routes.
- Formulating effective procedures for use in case of fire and other emergency situations and establishing procedures for evacuation of school premises.
- Complying with the requirements of Health & Safety and other relevant legislation.

### All Staff

Ensure that everyone is aware of Health & Safety procedures by reading the Health & Safety policy and operational file. Checking equipment regularly and following the correct procedures is essential.

We believe risks in the playschool environment to be low, but to ensure the maximum possible protection for children, staff and parents, we consider it necessary to:

- Ensure that the highest standards of cleanliness are maintained.
- Ensure safe and clear means of access and exit from all buildings, including fire exits.
- Carry out regular checks on CLP premises, room by room, for structural defects, worn fixtures and fittings or electrical equipment, and take any necessary remedial action.
- All staff to be aware of the fire procedures and that regular fire drills are carried out.
- All staff to be aware of the procedures to be followed in case of accidents.
- All staff to take all reasonable actions to control the spread of infectious diseases and that they wear protective gloves and clothes where appropriate.
- Prohibit smoking or the consumption of alcohol on the premises.
- Prohibit any contractor from executing work on the premises without prior discussion with the manager
- Prohibit the wearing of inappropriate jewellery. A single pair of appropriate earrings and wedding/engagement rings are acceptable.

### Other items:

- No chewing of gum whilst on duty.
- No running inside CLP premises
- All electrical sockets should be protected by safety plugs, no trailing wires.
- All cleaning materials/toilet cleaner to be placed beyond children's reach.
- Protective clothing and gloves to be worn when serving and handling food.
- Telephone calls must be received by the Manager before 7 am if a member of staff is not well enough to attend work.
- All staff should be familiar with the locations of First Aid boxes .
- Children must be supervised at all times.
- No student should be left unsupervised at any time.

## **Safety**

The safety of young children is of paramount importance. CLP ensures the safety of both children and adults in the following ways.

### Environment

Safety checks on premises, both indoors and outdoors, are carried out before each day/session.

Public space used for outdoor play is checked for litter and other potential dangers. Outdoor space used by children is securely fenced.

Equipment is checked regularly and dangerous items are either repaired or disposed of.

CLP layout and space ratios allow children and adults to move safely and freely between different activities.

Equipment offered for children's use is developmentally appropriate, with the recognition that materials judged suitable for an older child may pose a risk to younger children.

The furniture provided in CLP is age-appropriate and suitable for people of all ages and abilities.

All the equipment used conforms to the relevant safety regulations, is well constructed and kept in good condition.

All dangerous materials, including medicine and cleaning materials, are stored out of children's reach.

Internal safety gates or barriers are used when necessary.

### Fire safety

Adequate systems and equipment are in place for the detection and control of fire.

System settings are checked every 5 years by the Fire Department of Kirkkonummi, additional checks are made if necessary.

A record is kept of i) any checks made by the Fire Safety Officer, and

ii) fire drills and the servicing of fire-safety equipment. Recommendations made by the Fire Safety Officer are carried out.

Heaters, electrical outlets, wires and electrical cables are adequately guarded.

Fire doors are never obstructed and fire exits can be easily identified.

Fire drills are held at least once each term.

Fire extinguishers are checked annually and staff know how to use them.

## Supervision

All children are supervised by adults at all times.

Children are only allowed to leave a group with an authorised adult.

Children are not allowed to have unsupervised access to kitchens, cookers or any cupboards storing hazardous materials, including matches.

If a small group is on an outing, there should be sufficient adults to maintain the appropriate ratio between staff.

Risk assessments should be carried out for each area in a setting, and individual risk assessments should be made for every outing.

## Adult safety

All adults in a group, both staff and visitors, are made aware of and respect that group's safety policies.

Adults in a group have access to advice on safe lifting.

If adults need to reach up high to access stored equipment, they are provided with something safe to stand on.

## Management

A book is available during each session for the reporting of any accidents or incidents.

Regular safety monitoring includes checking of the accident records as a basis for risk assessments.

All adults including parents and other carers are made aware of the system used to handle children's arrival and departure, and an adult is present at the centre's external door during these periods.

A register of both adults and children is completed as people arrive and leave so that a complete record of everyone in the premises is available in an emergency.

Visitors should always sign in and out, giving the reason for their visit and the date.

A correctly stocked First Aid box must be available.

## Special Considerations

Some areas and activities pose particular hazards. All staff must be aware of these and act in an appropriate manner.

Children playing with or near water must be continuously supervised.

Safe surfaces are provided beneath and around all climbing equipment and such activities must be appropriately supervised.

All cooking activities involving the use of heat sources must be continuously supervised.

Children are not allowed in the kitchen for any purpose.

Systems must be in place to ensure that children cannot leave the premises by themselves.

The CLP aim to implement its Health & Safety policy by maintaining high standards in the equipment used on its premises, and through the regular checking of learning environments by all staff.

All employees are made aware of Health & Safety requirements through regular training.

**CLP considers this matter to be of such importance that any breach of Health & Safety procedures by an employee will be considered as constituting misconduct, i.e. a disciplinary matter. To ensure their own safety and that of their colleagues, members of staff and the management team must constantly be aware of both their individual and their collective responsibilities.**

### **Health & Hygiene**

The CLP promotes healthy lifestyles and a high standard of hygiene in its everyday work with children and adults. This is achieved in the following ways:

#### **Healthy food:**

All meals and snacks provided are nutritious and adults pay due attention to children's specific dietary requirements.

When cooking with children as an activity, adults provide healthy, wholesome ingredients, promoting and extending children's understanding of what constitutes a healthy diet.

Current legislation regarding food hygiene, registration and training is observed. The following basic precautions are taken to ensure good food hygiene.

Washing hands before preparing and cooking food and ensuring that children do the same is essential.

The storage, preparation and cooking instructions specified on food labels are adhered to and "Use by" or "Use before" dates are meticulously checked and observed.

Food preparation surfaces are always cleaned before they are used.

Adults should not be involved with the preparation of food if they are suffering from infectious/contagious illness or skin trouble.

Different cleaning cloths should be used when cleaning kitchens, toilets and general areas.

Raw and cooked food should be prepared in separate areas.

Food must be kept covered at all times.

Fridge temperatures are checked regularly.

Staff dealing with food and cleaning must have attended and passed a food-hygiene course.

All unused food, cans, bottles and packaging are recycled.

**To prevent the spread of any infections, adults in the group ensure that the following good practices are observed:**

#### **Personal hygiene:**

A large box of tissues is available at all times and children are encouraged to blow and wipe their noses whenever necessary. Soiled tissues are disposed of in a hygienic manner.

Hands should be washed with soap and dried thoroughly after using the toilet.

Children are encouraged to shield their mouths when coughing with the inside of their arm.

Paper towels are used and disposed of in an appropriate manner.

Hygiene rules relating to bodily fluids are followed with particular care and all staff and volunteers are aware of how infections, including hepatitis and HIV, can be transmitted.

### Cleaning and clearing

Any spills of blood, vomit or excrement are cleaned up and flushed down a toilet.

Rubber gloves are always used when cleaning spills of bodily fluids.

Floors and other affected surfaces are disinfected using chlorine or similar products which clearly state that they destroy salmonella and other bacteria.

Fabrics contaminated with bodily fluids are thoroughly washed in hot water.

Spare laundered underwear and other clothing are available in case of accidents.

All surfaces are cleaned daily with an appropriate cleaning solution.

All areas such as toilets, kitchens, communal areas and children's playrooms are cleaned with individually-allocated cleaning equipment. Each area should be cleaned with separate, colour-coordinated mops, wipes etc.

### Illness

Parents are requested to keep their children at home if they are suffering from any infection, and to inform the setting as to the nature of the infection so that the school can alert other parents if such action is appropriate, and also make careful observations of any child who appears unwell.

Parents are asked to avoid bringing any child to school who has been vomiting, has had a fever or who has suffered diarrhoea until at least 24 hours has elapsed since the last attack.

Medication will not be administered to children without prior written agreement between staff and the child's parent.

### If a child becomes unwell at school

The child's temperature is measured (unless they have been vomiting and experienced diarrhoea).

Parents will be contacted and informed that their child is unwell, the symptoms will be explained and the parents will be asked to collect their child.

One member of staff will sit with the child in a quiet place away from other children, if this is possible, until the child's parents arrive.

If a child has suffered from vomiting or diarrhoea, there should be a 24-hour absence of either symptom before the child returns to school.

### In an emergency

If the situation is considered to be serious, an ambulance will be called. A member of staff (a First Aider), will stay with the child.

A staff member will phone the parents, calmly explain the situation and ask them to come either to the setting or to the hospital.

If a child needs to be taken to hospital, their registration form should accompany the medical team.

If it has not been possible to contact the parents, the staff member should stay with the child until they have been contacted and consequently arrive.

#### In the event of an accident

All information, including the names of any witness(es) must be recorded in the Accident Book.

Contact the child's parents, requesting them to collect their child, sign the Accident Book and read the information regarding the incident.

#### In the event of an accident in a child's home

Parents must inform staff of any accident that takes place at home, with details being recorded in the back of the centre's Accident Book.

If staff observe a child with evidence of an injury that has not occurred at playschool and has not been reported to a member of staff, parents will be asked for information regarding the injury and instructed to provide details that can be recorded in the back of the Accident Book.

#### Medication

Parents must sign a daily medication form giving details of any medicine to be given to a child, the correct dosage and times at which it should be administered.

The greatest care will be taken to see that all medicines are administered in accordance with the instructions given and also that a signed record of medication administered is made on the medication forms and witnessed by another member of staff.

Any medication offered by the parent must have a doctor's note supporting the need and amount.

#### Diet

The sharing of refreshments can play an important part in social life, as well as reinforcing each child's understanding of the importance of healthy eating. We ensure that the requirements of the registering authority are met and that:

All meals and snacks provided are nutritious, avoiding excessive quantities of fat, sugar, salt, additives, preservatives and/or colouring.

Before a child attends a group for the first time, staff discuss her or his dietary needs with the parents. The dietary rules of religious groups, possible allergies or food restrictions and the needs of vegetarians/vegans are understood and met in appropriate ways.

Menus are planned in advance and the food offered is fresh, wholesome and well-balanced.

A diet encompassing food from a range of cultures ensures that children from all backgrounds encounter familiar tastes and that every child has the opportunity to sample unfamiliar foods.

Water is available at all times of the day.

Meals and snack menus are displayed for parents on the parents information board.

### **Clothing and Toileting**

#### **Clothing**

In order to deal with any possible eventuality, we expect each child to be provided with a complete change of clothing. When this alternative clothing has been used, parents should be informed so that they can bring a new set. Soiled clothes should be placed in a sealed plastic bag and handed to parents as soon as possible.

Our creative curriculum makes enjoyable art and craft activities involving glue, paste, paint, sand, water, etc. essential. Children will inevitably transfer some of these materials to themselves and their clothing. As far as possible, we attempt to purchase glue, paste and paint which are “washable” (all our equipment and materials comply with health and safety guidelines), but in practice some substances cannot be removed from all clothing materials. Parents should therefore dress their children with this in mind. We accept no liability for clothing damaged while the child is at playschool.

#### **Toileting**

Taking parental wishes into account, we promote independent toileting for all children who are developmentally ready.

Children are encouraged to ask a member of staff if they need to use the toilet. This arrangement enables toileting to be more closely monitored by staff who are then on hand to supervise hand washing after each toilet visit. As children get older, we encourage increased independence in connection with toileting.

#### **Nappies**

Parents of children who are not yet fully toilet trained should provide sufficient disposable nappies and wipes for each day. We encourage discussions on potty training and support parental needs and wishes in this matter. It is important that all teachers are kept fully informed and updated on all matters related to toileting.

### **Smoking, drugs and alcohol consumption**

Smoking is completely prohibited in all parts of the premises.

Staff and other adults adhere to this policy and ensure that it is observed at all times.

Staff are not permitted to work when they are under the influence of either alcohol or drugs.



## Parents and carers

If a parent arrives to collect a child and they appear to be under the influence of either drugs or alcohol, the centre manager is authorised to decide that the child cannot be permitted to accompany the parent/carer. In such cases, the child's emergency contact person will be informed and arrangements will be made for them to collect the child.

If the parent/carer becomes abusive and/or makes a disturbance the centre manager has the right to seek advice from the police and/or Social Services.

At all times, staff should be aware that they are responsible for both their own safety and the safety of the children in their care.

## Sun Smart

Our Sun Smart policy has been developed to ensure that all children are protected from the sun's harmful rays. This policy is implemented throughout the year, but is of particular importance during the summer months.

### Sun Smart strategies

All children engaged in outside activities are required to wear hats which protect the face, neck and ears. Children who do not have hats with them will be instructed to play in an area protected from the sun. Hats may be provided by the school.

Children will be encouraged to use any available shady areas for outdoor play activities.

## Observation and assessments

Ongoing assessment is an integral part of the learning and development process. Assessments are based on the teachers observation of what children are doing in their everyday activities. As such judgements are based on observational evidence gathered in a wide range of learning and teaching contexts, all adults who interact with children are expected to contribute to the process.

Practical guidance of the Early Years curriculum (Vasu) sets out detailed formative assessment suggestions in the 'Look, Listen and Note' sections of learning and development areas. Teachers should:

- Make systematic observations and assessments of each child's achievements, interests and learning style.
- Use these observations and assessments to identify learning priorities and plan relevant and motivating learning experiences for each child.

Each child has their own portfolio: 'My story'. This remains at playschool until the child leaves and it is then delivered to the child's home. Observations, photographs and other information related to the child are included in it. Parents have access to their child's portfolio at any time.

### **Acceptable use of cameras & mobile phones**

A clear policy on the acceptable use of mobile phones and cameras that is understood and adhered to by all parties concerned without exception.

Photographs taken for the purpose of recording children or groups of children participating in activities, or celebrating their achievements, is an effective form of recording their progress. However to safeguard the children in our care, it is however essential that all photographs are taken and stored appropriately.

Only the designated school camera/phone is to be used to take any photo within a setting or on an outing.

Images captured using the camera must be deemed suitable without putting the child or children being photographed in positions that cause embarrassment or distress.

Staff are responsible for ensuring that the location of the camera is known.

Taking photographs of the children using personal cameras and/or mobile phones is forbidden.

#### **Mobile phones**

Staff, students, and other adults are permitted to bring personal mobile phones to work for their own use.

All adults must ensure that mobile phones remain in the staff cloakrooms and **only** used or taken out during staff breaks.

If staff are involved in a personal emergency they are free to use the office phone or make a personal call from their mobile phone in a designated staff-only area.

If any adult is involved in a family or similar emergency and is therefore required to keep their mobile phone on hand, prior permission must be sought from the manager. In most cases, incoming calls should be directed to the playschools phone.

### **Personal belongings**

The CLP cannot be held responsible for any loss or damage to personal belongings.

Please ensure any belongings you bring into work such as mobile phones, laptops, cameras etc. are kept in a safe place and away from children.

If you need to use any equipment in association with our curriculum, please discuss such activities with the manager to confirm that such action is acceptable.

### **Animals and pets**

By working and caring for animals, children learn how to interact with the different types of animals they come into contact with, caring and empathy. CLP might bring animals into the playschool or have pet.

### **Special educational needs (SEN)**

The CLP is committed to the integration of children with special needs.

All children have the right to be educated and develop their full potential alongside each other. Sharing

opportunities and overcoming any difficulties together is a positive experience.

Aims:

To recognise any special needs a child may have and ensure all members of staff are aware of the Code of Practice on the identification and assessment of special needs.

To employ a special needs coordinator (SENCO) who is experienced in the care and assessment of children with special needs.

To assess each child's specific needs and adapt our facilities as necessary.

To liaise with other agencies, including the Health and Education authorities, and seek advice, support and training.

To develop and maintain a core team of staff who are experienced in the care of children with special needs.

To ensure that all children are treated as equals and are encouraged to take part in every aspect of a centre's day.

To promote positive images of those with special needs wherever possible.

All children have the right to experience and develop alongside their peers even if they have specific individual needs.

As each individual child's needs are unique, attempts to categorise children are inappropriate.

Since children learn through interacting with other children, we provide an environment in which children with special needs can be educated and develop alongside their peers who do not have such needs.

### **Behavior management**

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone.

We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

To achieve this:

All adults will provide positive models for the children with regard to friendliness, care and courtesy, and will offer strategies for handling conflict.

All adults in each setting will ensure that the rules are applied consistently, so that children have the security of knowing what to expect and can develop useful behavioural habits.

Adults will praise and endorse desirable behaviours such as kindness and a willingness to share.

We will take positive steps to avoid a situation in which children receive adult attention only when their behaviour is undesirable.

Physical punishment is never used. Positive reinforcement is employed and good behaviour is always encouraged, negative approaches are avoided. All adults treat children as individuals. encouraging them to respect each other at all times as they play.

**At no time are children put on 'Time out' or humiliated in front of their peers. ('Time out' is when a child is put onto a chair, sat outside a room or in a corner.)**

**Adults must not shout or raise their voice in a threatening way.**

- Managers are responsible for behaviour-management issues and handle any problems arising in a confidential manner.
- All staff are consistent in their approach when dealing with behavior issues.
- Training in behaviour-management is provided on a regular basis.

When children demonstrate negative behavior;

We remove them from the situation or distract them to allow a “cooling-off period”. We explain what they have done wrong and the reason or reasons why such behaviour is unacceptable. They are then encouraged to play in another area.

If another child has been hurt, make sure that the child concerned is being comforted, and that the incident is reported in the accident book.

If a child has to be physically removed from a situation (this should only happen when a child is endangering either themselves or others), they should never be pulled or pushed by any of their limbs or other parts of their body.

Recurring behaviour problems are tackled by all the members of staff involved, with objective observation records being used to establish an understanding of the situation.

Adults should be aware that some kinds of behaviour may arise from a child’s special needs.

Behavioural problems are handled in a developmentally appropriate fashion, respecting each individual child’s levels of understanding and maturity.

Continued instances of unacceptable behaviour are discussed with a child’s parents in confidence.

### **Child protection**

We comply with the procedures approved by local Child Protection Committee. Our intention is to create an environment in which children are safe from abuse and in which the response to any suspicion of abuse is prompt and appropriate. To achieve this we take the following measures:

A CRB (Criminal Records Bureau) check is run on all applicants before they commence work within a setting.

To ensure that they are aware of the behavior and physical indicators that suggest the possibility of abuse, we seek out training opportunities for all adults involved in working directly with children.

All staff are aware of the procedures to follow in cases of suspected abuse.

Children are encouraged to develop a sense of autonomy and independence through adult support in making choices and finding names for their own feelings and acceptable ways of expressing them.

All members of staff have the following responsibilities:

In the event of a member of staff having a child protection concern, s/he will immediately inform the manager and accurately record the event(s) that gave rise to the concern, noting both dates and times.

### Disclosures:

If a child makes a disclosure to a member of staff, that member of staff will:

Offer the child reassurance, and

Listen to the child.

Children must not be questioned.

Recording suspected abuse and disclosures:

Staff members should record:

The child's name

The child's address

The age of the child

The date and time of the observation or the disclosure

An objective record of the observation or disclosure

The exact words spoken by the child (as far as this is possible)

The name of the person to whom the concern was reported together with a date and time, and the names of any other person present.

Such records are signed and dated and kept in the child's personal file - this is a confidential folder kept in a secure location. it is **not** the child's portfolio.

All members of staff must be aware of the procedures for recording and reporting child-protection concerns.

### Informing Parents

Parents are normally the first point of contact. If suspected abuse is recorded, parents are informed at the same time as a report is made. The exception to this is when Social Services does not allow this. This will usually be the case if the parent is the likely abuser. In such cases the investigating officers will inform the parents.

### Confidentiality

All suspicions and investigations must be kept confidential and shared only on a "need to know" basis. Related information is shared under the guidance of the local Child Protection Team.

### Support to families

The CLP believes in building trusting and supportive relationships with children's families, staff and volunteers.

Parents are made aware of the school's role and responsibilities in relation to Child Protection, such as the reporting of concerns, providing information, the monitoring of children, and liaising at all times with the local Social Services department.

CLP will continue to welcome a child and its family members while investigations into any alleged abuse are being made.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child in accordance with stated procedure and only if such action corresponds to the guidance given by the local Child Protection Team.

## Outings

**We believe that visits and outings play an important and enriching role in the programme of activities that CLP provides for children. During such events, however, the safety of the children participating remains paramount. To ensure the safety of participants in an outing or special event, we adhere to the following procedures:**

Prior to a visit or outing, a member of staff carries out an exploratory visit to the proposed destination to pre-empt any potential problems.

Managers ensure that a thorough risk assessment has been carried out prior to the proposed visit or outing in accordance with the provisions set out in the Risk Assessment policy. This includes consideration of the journey and any transportation involved.

Teachers make every effort to involve children in the planning of each visit or outing. As well as explaining the aims and objectives of the event, staff explain to children what is expected of them in terms of their behaviour and their contributions.

Children will be talked through any potential safety hazards, staff also explain to children what they should do in an emergency, including the designation of a suitable meeting point.

### Notification

When an outing is being undertaken, a list of all the children and staff who will be going is placed in the main office diary.

All staff must be informed where you are going, at what time and when you can be expected to be back. Mobile phone and contact details should be provided in case of an emergency.

### Transport

Vehicles must be fitted with seatbelts. Small children must ride in a car seat or be provided with a booster seat.

A First Aid kit must always be taken on a trip.

All vehicles must be fully insured and the driver must hold a clean driving licence.

If public transport is used it is important that an individual risk assessment is always carried out beforehand: Staff must know the proposed route and be aware of any potential obstacles that could be encountered.

Timetables and other scenarios should be discussed with all members of staff involved and parents should be informed.

### During visits and outings

On visits or outings, the staff/child ratio must be adhered to.

- Children must remain under close supervision at all times.
- To comply with the relevant provisions of the Health, Illness and Emergency policy and staff must ensure that a full First Aid kit is on hand.
- Two designated members of staff must keep mobile phones with them at all times, numbers must also be left at the centre in case there is an emergency.

- All children must wear nursery reflective jackets.
- A register will be taken at the beginning of the visit or outing, at around its half-way point, and when it ends. In addition to this, regular head counts will be taken by all staff members present.

### Provision

A qualified member of staff must be present at all times.

A qualified First Aider must be present at all times, this individual will also be in charge of the First Aid belt or bag.

An emergency contact list must be available. (This is the responsibility of the person in charge of the visit or outing.)

The administration of any long-term or short-term medication to children participating in the visit or outing is the responsibility of the person in charge.

Suitable nappy-changing equipment must be taken, together with appropriate protective clothing.

A bag containing tissues, plastic bags, spare clothing, and drinks for the children will also be available.

### **Missing child**

If a child is believed to be missing, immediate action must be taken to locate them as quickly as possible.

The following procedures should be followed:

1. If a child appears to be missing, the most senior member of staff in the area must be informed immediately.
2. The senior staff member must ensure that all other children are adequately supervised, and organise a search of the immediate area with the help of other available members of staff.
3. Depending on the surrounding environment and any potential danger and/or hazards, staff must decide when the appropriate authorities should be contacted to arrange a call out and a more comprehensive search.
4. If a child has not been located by this stage the following persons/organisations must be informed:
  - The Manager
  - The police / other emergency service organisations
  - The child's parents

The matter will then be pursued by these authorities as appropriate.

Should such an incident occur, the child's needs and the parents' feelings must be considered at all times.

All members of staff must understand their responsibilities and acknowledge that the welfare of the child is paramount.

## Parents as partners

We want children to feel safe and happy in the absence of their parents, to recognise other adults as a source of authority, help and friendship and to be able to subsequently share with their parents the new learning experiences they have enjoyed at school. We also want parents to feel welcome and involved from the very beginning.

- CLP works with parents as partners in providing quality care for their children.
- All parents are welcome to visit the school at any time.
- Parents have access to their child's records and the care their children are receiving is discussed with them.
- Information about school activities and events is distributed on a regular basis.
- Parents are able to inspect all CLP policies at any time.
- Parent groups are offered hospitality and the use of all facilities on premises.
- A suggestion system is in operation.
- Parents' Meetings are held at least twice each year.
- Festivals and social functions are held throughout the year, providing opportunities for parents and staff to mingle in a calm, fun atmosphere.

### Settling in

CLP staff work in partnership with parents/carers to ensure that children settle into the school environment successfully.

When a child starts arrangements will be made for a visit so that the child can familiarise him/herself with the playschool.

During the first few weeks, parents may stay with their child for a period of time so that the child feels settled and the parent feels comfortable about leaving them.

### Dealing with an aggressive and/or abusive parent/adult

Parent or adults who behave in an abusive or aggressive manner will be asked to leave the premises immediately. If any children are present they will be removed and the situation will be isolated as much as possible.

If seriously aggressive behaviour occurs, the police may be involved.

### Behaviour policy for parents and carers

In a difficult situation involving parents we expect members of staff to behave professionally and attempt to defuse the situation where possible, seeking the involvement of other colleagues as appropriate.

Staff have the right to work without fear of being subjected to violence and/or abuse.

CLP expects parents and other visitors to behave in a reasonable way towards members of our staff.



Types of behaviour that are considered serious and unacceptable and will not be tolerated are:

- Shouting, either face-to-face or on the telephone
- Physical intimidation
- The use of aggressive language and/or hand gestures.
- Swearing
- Racist or sexist comments
- Violating CLP security procedures.

When all options have been exhausted and aggressive behaviour or intimidation continues, parents/carers may be banned from the premises for a defined period of time. This action will be reviewed by the Manager.

### **Terms and Conditions of Contract**

To enable us to provide and maintain the highest of standards of care, CLP requires all parents to be aware of the following terms and conditions and abide by them.

Terms and conditions can be located on the CLP website and on the registration agreement.

### **Confidentiality**

To ensure that everyone attending and working at the CLP can do so with confidence, we respect confidentiality in the following ways:

- Parents have ready access to the files and records regarding their own children, but do not have access to information concerning other children.
- With the exception of matters connected with curriculum planning and group management, staff do not discuss individual children - such discussions are only conducted with a child's parents.
- Information given by the parents to playschool will not be communicated to other adults without permission.
- Details of parents' payments and fees are kept strictly confidential.
- Holding information regarding children attendance and school staff is a legal requirement. Basic information is used to compile registers, produce invoices and provide emergency contact numbers. All such records are stored in a secure location.
- Through their close relationships with both the children and their parents. staff may learn more about families who use the setting. All staff should be aware that such information is confidential. Should any such information be requested for any purpose, parent's permission must always be sought.

## **Equal Opportunities**

Families joining the CLP are made aware of our equal opportunities policy. This is regularly reviewed.

Families:

- We welcome children from all ethnic groups, cultures, religions and family
  - o groups.
  - o - We aim to present positive images of other cultures using a variety of methods, including celebrating different festivals and incorporating multicultural play into our themes and activities.
  - o We provide a good selection of multicultural toys and equipment, pictures and photographs of people from other countries and cultures.
  - o Parents are encouraged to come and tell stories or sing songs from their own country or in their own language.

Aims:

- That each child should be recognised as an individual and be appreciated for who they are.
- That each child's stage of development is assessed and appropriate provision made.
- That each child will have access to all activities regardless of ability.
- That gender, disability, race, colour, background or origins will not affect any child's access to the full range of activities and learning opportunities, or be used to differentiate such access.

Staff will plan and organise for the children's differing needs, enabling all children to develop their skills and knowledge to their full potential, with high personal standards of achievement.

## **Arrivals and departures**

This policy outlines the procedure for the safe arrival and departure of children. The aim is to ensure the safety of the children within our care.

Change in authorised persons:

In the event that parents wish to change one of the authorised persons who has been nominated to collect their child it is the parent's responsibility to inform the school manager.

If prior notice has not been given to the setting or acceptable identification is not presented, the person concerned will not be permitted to leave the setting with a child until the child's parent has been contacted and permission given.

If a child's parent cannot be contacted in such circumstances, the child concerned will remain in the settings care.

### Arrival procedures

Parents or other authorised persons escort their child into the locker area that is provided for each child so they can hang up their outdoor clothes and put on their slippers.

Children must be handed over to a member of staff before parents or other authorised persons leave the building.

Staff ensure a happy and engaging atmosphere and should interact in a warm and friendly way.

Staff will ask parents for any special instructions for the day and these are recorded in the memo book.

### Departure procedures

Only parents or other authorised persons are permitted to collect their children.

On their arrival, parents are required to:

- inform staff that they wish to collect their child, and
- collect information that may be in the child's locker.

Parents assume full responsibility for each child as soon as the child has been delivered to them by a teacher.

Parents should always be told about their child's day in a fun, positive way.

### Late pick up:

CLP closes promptly at 5.30 pm each day (unless otherwise agreed). Parents who are late collecting their child will have to pay a charge which will be included in their bill.

CLP runs from Monday to Friday from 7.30 am till 5.30 pm

Children can only arrive with and be collected by a responsible adult who is over 18 years of age.

### **Complaints procedure**

CLP aim is to provide all our children with the highest quality of education and care while providing a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and careful attention to their needs and wishes. We aim to work in partnership with parents and the community generally and welcome all suggestions on how our schools could be improved. Many concerns can be resolved quickly through an informal approach to the appropriate member of staff.

If this does not achieve the desired result, the following procedures should be employed:

If you have any reason for concern or are unhappy about any aspect of our service, please raise the matter with a teacher. We urge you to do this as soon as you have a concern since misunderstanding can usually be sorted out quite quickly.

If you are still not satisfied with the way your concerns have been addressed, you should refer the matter to the manager who is responsible for the setting. All complaints are logged for monitoring purposes.

Should you be unhappy with the response received from the manager, if agreement cannot be reached, a mediator will be called in. All discussions with the mediator are confidential. S/he will meet the people involved if requested and will keep agreed records of all meetings held. While mediators have no legal powers, they can help identify a problem, review any actions taken and suggest methods of resolution.

In the unlikely event that your concerns remain unresolved by staff working, and your Manager does not resolve the issue(s), your next point of contact would be an outside agency such as the Social Office.

We believe that most complaints can be sorted out at an early stage. We also believe that it is in the best interest of both the CLP and parents that complaints are regarded seriously and dealt with fairly in a way that respects confidentiality.

### **Student placement policy**

We recognise that qualifications and training make an important contribution to the quality of the care and education provided in our Early Years settings. As part of our commitment to quality, we offer placements to students undertaking Early Years training.

**Aim;** We aim to provide students with experiences that contribute to the successful completion of their studies and provide examples of quality practice in Early Years care and education.

**Methods;**

- Students are required to meet the “Suitable Person” requirements.
- We supervise students at all times - they are not allowed to have unsupervised access to children.
- Students on a short-term basis are not counted when calculating our staffing ratios.
- Trainee staff employed within a setting may be included in staffing ratios if they are deemed to be competent.
- We require students to observe our confidentiality policy.
- We cooperate with student tutors with the aim of helping students fulfil the requirements of their course of study.
- At the first session in their placement, students are provided with a short induction to our policies and procedures and how our setting is organised and managed.
- All students are encouraged to appreciate the positive value of

obtaining appropriate qualifications and training.

- We ensure that the number of students present at any time does not hinder the essential work taking place in a setting.

### **Staffing and Employment**

The CLP values all its members of staff highly. It is in everyone's interest that staff are offered opportunities to develop their personal skills to the maximum and also broaden their knowledge and skills in caring for children.

To further this aim:

- We hold regular staff meetings and team meetings.
- Staff are encouraged to attend external/internal training courses designed to help them achieve their maximum potential.
- We encourage staff to share their knowledge with those who are less experienced.
- Staff appraisals are organised every year.
- We support the building of good team spirit by monitoring compatibility between members of staff.
- A job description is provided for each member of staff.

In recruiting activities, applicants must be made aware of CLP policies and procedures, especially those relating to discrimination.

Prior to the commencement of employment, successful applicants will be provided with a Criminal Record Bureau clearance application form, their job description and details of the four-month induction procedure.

The Manager is responsible for ensuring that all staff are registered to work.

Unregistered staff (those without CRB clearance) should never:

- be left unsupervised whilst caring for children,
- take children to the toilet unless supervised by registered staff,
- change nappies without supervision,
- be left unsupervised when accompanying children playing outside,
- be left alone in a room with children,
- be allowed to administer medication, or
- administer First Aid unless they have an official 1<sup>st</sup> aid up-to-date certificate.

Whilst ensuring the above, it is vital that unregistered members of staff be made to feel part of our team and that they participate fully in every aspect of centre activities.

## Personnel

Our personnel policies are governed by the following considerations:

- the best interests of children attending the CLP, their welfare and their care and development,
- the requirements of national standards,
- compliance with current legislation, and
- providing a statement of terms and conditions for each member of staff.

Harassment of any member of staff that can be classified as either sexual or racial in nature is not acceptable. This includes unwanted verbal or physical advances.

We are committed to recruiting, appointing and employing staff in accordance with current legislation.

## References

Staff members do not have the right to provide ex-members of staff with written or oral references relating to their experience within CLP unless such action is requested by a manager.

### **Answering the phone policy**

#### Purpose

To provide the correct guidelines for all staff to follow when answering telephone calls.

#### Policy

All staff are committed to ensuring all phone calls are answered in the correct, professional manner and the client's questions are answered prior to finishing the call.

#### Answering Calls

Phones are answered in a welcoming, consistent and informative manner that gives a positive and professional impression of the playschool.

All incoming calls must be answered by a member of staff who is confident in what they need to say.

When answering the telephone, give your name and the full name of the setting

#### Taking a Message

If you take a message for a colleague, ensure you note all relevant information, plus the date and time of the call. Telephone message pads are available for this purpose. Ensure that your message gets to your colleague.

## **Confidentiality**

It is paramount that no information about the setting, staff, children or parents are given on the phone to any caller, regardless of who they say they are, even other professionals i.e social workers.

Always take down the callers id information and give the message to your manager.

## **Employee Disciplinary action policy**

An employee warning is simply a memorandum to a member of your staff, explaining that his or her job performance has been unsatisfactory. It must provide specific details about the incident, (including examples, dates, names, and witnesses, where available), and explain the consequences of continuing violations or infractions.

The usual progress for disciplinary action starts with a verbal warning, moves on to a written warning, and ends with a final written warning before termination of contract.

Actions considered serious enough can result in an immediate dismissal.

A single written warning can also be enough for termination of contract.

### **Verbal Warning**

A verbal warning is resorted to when there is:

- A minor first offence, where the matter can be resolved by a discussion between the employee and the manager.
- The employee must understand what the consequence will be should he/she fail to take heed of the warning.

### **Written Warning**

A written warning is resorted to when:

- A verbal warning has failed to produce the desired result, therefore necessitating stricter action,
- or if the offence for which a verbal warning was issued has been repeated
- or if the offence (even a first offence) is considered serious enough to warrant disciplinary action stricter than a verbal warning.

### **All warnings must contain:**

- The identity of both parties
- The nature of, date and time of the offence
- The terms of the warning
- Clear statement of what actions is required of the guilty party to rectify the situation
- All party's signatures, including a witness

Should the employee refuse to sign either the verbal or written warning, then make sure you have a witness present, the witness will certify that the warning has been given.

All warnings must be clear, concise and must leave no doubt in the mind of the employee what the warning is about.

## **Health and Safety policy for Arts and craft**

We do not use toilet rolls for craft activities in our schools as they carry a large amount of bacteria.

All egg boxes have to be sterilized before use, a few minutes in the microwave, if you have children in the setting with an egg allergy.

All scissors should be age appropriate and kept in a safe place out of children's reach, especially for children aged 1-3 year olds if there is no teacher present.

Glue used by the children has to be child appropriate craft glue.

Polyfilla can only be handled when there is a teacher present and under no circumstances should be put onto the skin and/or hands should never be immersed in the polyfilla.

Hamabeads are not to be used for children under the age of 3.

Paint such as wall paint or oil based paint cannot be used by the children.

Food coloring used by or for the children have to be separately checked that it does not have traces of alcohol or other chemical substances.