



## **PARENTS NEWSLETTER JULY - AUGUST 2016**

MOBILE NUMBER FOR URGENT ENQUIRIES – 07415 265993  
(Please back up any booking with an e-mail)

[www.arkchildcare.net](http://www.arkchildcare.net)

# **NEWS**

### **WELCOME BACK**

I would like to welcome everyone back to the nursery after the summer holidays. Although the holidays were for six weeks they seemed to fly past and all of the great plans I had for the nursery, which could be done during this quiet period caught up with us pretty quickly. The staff done an excellent job to get the rooms ready for the new children and the children will spend the first two weeks of the term settling into their new environment and learning about the workings of the room.

## **CHANGES TO STAFFING**

The Baby Room and Blue Room staffing has remained the same with the exception of the addition of Grace who will work for the coming year as an apprentice in the Nursery, she will float between the two rooms gaining valuable experience before deciding her next steps.

The Rainbow Room is now staffed by Carly and Kayleigh, the Yellow Room is now staffed by Allie, Jackie and Tracey.

Katie and Lisa will start the year running the After School Club, Sophie will assist between the 3 – 5 rooms and the After School Club.

## **IMPROVEMENT PLANNING**

We have now completed the improvement plan and submitted it to the Council, I will publish the plan on the website to make you all aware of the improvements we plan over the next year, each room has made their own plan and this is also included this will allow you to see the improvements being made that affect your own children directly.

## **LATE PICKUPS**

Please can I remind all parents that picking children up late has an impact on staff ratios and could leave us vulnerable to under staffing, if you become aware that you are going to be late pickup please phone at the earliest opportunity so that the staffing can be managed.

## **INFECTION CONTROL**

As the Nursery Manager it is my responsibility to ensure that infection doesn't spread. I am aware that it can be difficult for parents when working to take time off work, however, it is imperative that if your child has been sick or suffered diarrhoea they are kept off nursery for 48 hrs after the last symptom. As a nursery we have no option regarding this as we are governed by the Infection Control Team, the repercussions for not following their policies can be serious for the Nursery, in particular if there is an epidemic of disease/illness because we have not followed guidelines. Other exclusion periods exist for other illnesses and details of these are held in the office and rooms. Each of the rooms have a specific Infection Control policy and exclusions for other illnesses are recorded on this. If you are unsure whether your child should be attending nursery please ask a member of staff.

I am currently in the process of updating the medication policy, these new guidelines are based on care inspectorate recommendations and will give greater clarity to parents and staff alike.

# REGULAR REMINDERS

**BREAKFAST CLUB** - I would like to remind everyone who have children in the Breakfast Club that the last sitting for Breakfast Club is **8.20am** this is so that the children and staff are ready to begin moving to their rooms by **8.30am** and that the transport is ready to leave for the schools.

**CHILDREN'S OWN TOYS** - Please discourage your children from bringing in their own toys from home. Not only can they get lost and broken but it can also cause squabbles and upset between the children. Comforters are fine.

**LATE PICK UPS / EARLY DROP OFFS** - Please be aware that there is a penalty which has been in force since last year. We have to timetable staff a week in advance so often if parents are late/early we do not have enough staff to cover. This could be really detrimental to our staff /child ratios so please let me know through the office if you are going to be late or need to drop your child off early.

**SPARE CLOTHING** - Please ensure that your children have spare clothing with them in case of accidents, please return any borrowed clothes as our supplies are running low. Children should also have with them appropriate clothing for the weather conditions and sun-cream if necessary.

**PAYMENT** - A reminder that all bills are to be paid by the 1st of each month, if you fail to pay the bill by the 7th we will be unable to offer childcare. We are here to help in any way that we can and if there are issues or problems with the bills or the payment of them please speak to Alison or Steven at the earliest opportunity. A further reminder that Ad-Hoc bookings are payable immediately on booking. We are sending all invoices by e-mail now and if you don't receive your bill by the 20<sup>th</sup> please contact the office for another copy.

## MEDICATION

Parents are reminded that we will not administer medication to children who are ill, if your child is ill they should be at home, an exception to giving Calpol is if the children are teething. We can only administer antibiotics once they have been taken for 48 hours at home. If a child is on and off anti-biotics for any reason please contact the office for further information.

## BOOKINGS BY E-MAIL

We will reply to every e-mail that we receive regarding ad-hoc bookings, it has come to light recently that we have not received some e-mails and we do not understand why, if you do not receive a reply to any e-mail communication that you have with us please call the office on 01343 551664.

**COMPLAINTS** - I realise that at times there may be an occasion where parents have a complaint about an aspect of the Nursery. I accept that this may be the case and you can make a complaint at any time, verbally or in writing. We have a policy with regards to complaints and I endeavour to respond in the time frames given. These policies are available for you to read at the front door of the nursery at all times. Alternatively you can complain directly to the Care Inspectorate and they can be contacted at:

**Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY**

**Tel: 0345 600 9527**

**Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)**

Steven McIntosh  
Manager

Our staff are here to help you in any way they can, however they have a right to carry out their work without fear of abuse or intimidation. Abuse or intimidation in any form will not be tolerated  
ARK Childcare has a complaints policy and if you wish to complain about any aspects of your child's care please bring this to the office where it can be dealt with in an appropriate manner for all concerned.