



PARENTS NEWSLETTER JANUARY – MARCH 2017

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

www.arkchildcare.net

NEWS

AD-HOC BOOKINGS 3 – 4 ROOM

Please be aware that more children will be moving up to the 3 – 4 room in April, this will put pressure on the numbers on some days, particularly Wednesday, if you book into this room Ad-Hoc please do so at the earliest opportunity to avoid possible disappointment.

TOOTHBRUSHING

Childsmile is a national programme designed to improve the oral health of children in Scotland. At Ark, although only contracted to toothbrush with the three to five group we participate in this programme for all age groups.

The tooth brushing programme involves:

The children having their own toothbrush showing a symbol, which matches a corresponding, symbol on the tooth brushing bus.

The children are supervised daily to brush their teeth using their own toothbrush and fluoride toothpaste supplied by the programme.

National standards are followed and are monitored regularly to ensure good practice.

If you have any questions regarding the tooth-brushing programme, please contact a member of staff.

RED NOSE DAY

We are delighted to announce that we raised £230 for Red Nose Day, thank you to all who organised, participated and donated over the two days, the children certainly enjoyed themselves. That is well over £1000 we have raised for charities in the last four months, an excellent total.

REVIEW OF OUR PRICES

We are currently reviewing our pricing structure, this is our first increase in pricing since August 2014 and has been forced upon us due to the well publicised rises in other areas including the increasing living wage, the workplace pension and the steep hike in rates. This is unfortunate but necessary but we will remain competitive with the other provisions in the area. The price change will take effect from 1 May 17 and will be publicised in the Nursery and by e-mail in early April.

FUNDRAISING

It is with great pride that we are now able to present a cheque to the Oaks for over £800 as a result of the fund raising over the Christmas period. The cheque will be given to the Oaks in the next couple of weeks.

PARENTS COMMENTS/SUGGESTIONS

It is important for the improvement of the nursery that parents are given the opportunity to comment or make suggestions regarding any aspect of the nursery. I have put a tear off slip at the bottom of this page which can be ripped of and handed in at the office where the appropriate action will be taken:

Name _____ (can be left anonymous if you wish) Date _____

Comments/Suggestion

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 20th please contact the office for another copy.

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.

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 medication once the first dose has been administered by the parent to ensure that there is no adverse reaction to the medication. 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

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.