

Sunshine Nursery

4 Beltie Road

Torphins

AB31 4JT

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Email: kay@sunshinenurseryandasc.co.uk

[www.sunshinenurseryandasc.co.uk](http://www.sunshinenurseryandasc.co.uk/)

Manager and Owner - Linda McGregor

Manager (3-5 years) - Kay Sims

**Application for a Place at Sunshine Nursery -**

**Ladybirds and Bumblebees (3-5 years)**

Thank you for your inquiry regarding Sunshine Nursery.

We are able to offer full or part time nursery day care and pre school education along with before and after school care. Please find below an Information Pack about Sunshine Nursery that we hope you will find useful in making your decision in choosing to use our setting.

Our aim is to suit the needs of each individual child and we will be happy to discuss any queries you may have that are not addressed in the information below. Please keep the Information Pack for your future reference but please note that all the information contained in the Pack is subject to change. Please contact us to arrange a visit, either with or without your child, or to seek further information.

Should you wish to apply to register your child for a place please complete the application form which you will also find below as part of the Information Pack and return it to us with the non-refundable registration fee. This is your confirmation that you require a place for your child for the date and term specified. If there is no place available for your child on the date you have requested your name will be put on a ‘first come first served’ waiting list for that date or offered an alternative start date as close to the original date as possible.

We look forward to hearing from you and seeing you and your child at the Sunshine Nursery in the near future.

Yours faithfully

Linda McGregor

Owner

INTRODUCTION

The main objective of Sunshine Nursery is to provide a welcoming and nurturing environment which children feel comfortable and can learning and thrive. The classrooms are bright and well equipped with a wealth resources to attract and stimulate. Routines as well as free play will help to contribute to the child's sense of belonging. Mealtimes, stories, singing and rhymes, boisterous play, messy and quiet times as well as interesting and challenging opportunities to explore and learn all add up to having fun, creating a stimulating environment in a child's world.

REGISTRATION

The Sunshine Nursery is registered with Aberdeenshire Council and is inspected annually.

OPENING HOURS

The nursery is open from 8am until 6pm Monday to Friday. The nursery closes for summer holidays, trades fortnight, which is the 2nd and third week in July and Christmas holidays, which follow the school term dates. Our occasional holiday dates are Good Friday, Easter Monday, May Day and one day in November as an in-service day.

STAFF

A qualified lead practitioner and several practitioners and support workers will supervise the children each day, ensuring the correct ratios are maintained. All trained members of staff hold First Aid, Food Hygiene and Infection Control certificates. Staff are registered with the SSSC and take part in CPD (Continuous professional development) training throughout the year.

FIREDRILLS AND FIRE ALARMS

Fire drills are held regularly, once a month. This is standard policy. Alarms are checked monthly and all fire equipment is checked yearly. The Fire system is heat and smoke sensitive.

OUTDOOR PLAY

The children spend time daily in the garden which has ample space to run about and different areas such as the climbing frame and slide and the mud kitchen as well as lots of other areas to play and explore.

We encourage daily walks as much as we can throughout the community. Torphins is a quiet community with a beautiful play park, ample woodland areas and we are lucky to be able to see lots of diggers and tractors on our daily walks and adventures. Nothing beats finding big muddy puddles to jump and sit in!

SNACK, LUNCH, TEA

Staff wash hands with anti-bacterial soap and tables are wiped with anti-bacterial spray with appropriate cloths. The children and staff will sit together for meals, so a family influence is present. A portion of fruit will be served along with snack, milk and water will be offered. The staff will check for any food allergies before each meal. Spills will be wiped up immediately to prevent infection.

DIETARY REQUIREMENTS

Food will be prepared in the kitchen by staff who have a Food Hygiene certificate. A well-balanced diet of fruit and vegetables will be provided to encourage good healthy eating habits; this food pattern is essential in the early years. The menu is displayed in the nursery and can be sent to you if required.

Laura Court has made up the menus for the nursery and she monitors and reviews the menus considering current national guidelines from the Care Inspectorate, Setting the table and Better eating and Better living.

We have a seasonal menus that have a four-week plan in each of the Spring, Summer Autumn and Winter menus. We serve some Quorn product and fresh fish and seasonal vegetables. The menu is healthy and has a balance of main nutrients and ingredients that is essential for growth and development.

FOR YOUR INFORMATION

Laura Court is a Dietitian. She works part-time in the NHS as a Paediatric Dietitian at The Royal Aberdeen Children's Hospital and as a Private Dietitian at ROC Private Clinic in Westhill. Laura is passionate about all things health and fitness and promoting a healthy lifestyle from an early age. She is a qualified Fitness Instructor and enjoys keeping fit particularly outdoors. Laura is a member of the British Dietetic Association and is registered with the Health & Care Professions Council (HCPC). Laura has been working in dietetics since 2008 after graduating from The Robert Gordon University with a 2:1 in Nutrition & Dietetics. She later studied Diet and Type 2 Diabetes as part of a master's module from The University of Nottingham. Prior to that she worked in the health and fitness industry for 4 years.

For Laura, Health & Fitness are not just a career choice, but also a lifestyle - she shares her experiences relating to diet and exercise on a Facebook blog (Dietaryfit). Outside work, Laura has keeps busy with her baby son and has recently enjoyed the adventure of weaning!

NURSERY BAG

Please bring spare clothes, puddle suits and wellies. Please name and label all items of clothing, the nursery cannot be held responsible for clothing that goes missing. Please provide soft-shoes or slippers for indoors.

PARENTAL COMMUNICATION

An information sheet will detail how your child's day went called a daily report which will be emailed to you at the end of your child’s day. It will inform you what activities have been available, what he/she had to eat or drink and any other important information. It would be appreciated if any important information about your child is emailed to either the class email or manager to keep us up to date and informed.

Staff continually observe and assess the children’s progress and document their learning online for you to see. Parent days/evenings will be held twice a year, but if you have any concerns staff will be happy to discuss your child’s progress throughout the year.

COLLECTION

On occasions, your child may have to be collected by someone other than yourself and for security we would like you to set up a mutual password which will be in your application form. Please let the practitioners know beforehand by email if someone else is picking up.

ILLNESS

Any child suffering from an infectious illness/rash must be kept at home until cleared by a doctor. If your child becomes sick at the nursery, every effort will be made to contact you. Please keep your contact numbers up to date. There can be no reductions for absences. The request to keep your child off due to illness is for the protection of your child and the safe and orderly running of the nursery.

COVID-19

Due to the Covid 19 pandemic we have put extra measures in place for safe working practices and protective measures to safeguard the children and staff. All the staff have trained in Covid protection, please find the link to Covid. <https://www.gov.uk/government/publications/coronavirus-covid-19-early-years-and-childcare-closures/coronavirus-covid-19-early-years-and-childcare-closures>

Your child is showing symptoms of Covid 19

If your child is showing any of the following symptoms;

* High temperature,
* New, continuous cough,
* Loss or change in taste or smell

Then you must keep them at home and contact the NHS Test and Protect Team to arrange a test.

<https://www.nhsinform.scot/campaigns/test-and-protect>

Your child develops Covid 19 symptoms at nursery

If your child develops any of the above symptoms while they are at nursery then you will be called and need to come and collect them immediately. A staff member will take them out of the classroom and to the office where they will wait with them until you arrive.

You must then keep them at home and contact the NHS Test and Protect Team to arrange a test.

Someone in the household has symptoms or has tested positive for Covid 19

Your child must stay off nursery for 10 days or until the household member has been tested and it is negative. Please follow the link above for more information.

Someone in the household has been contacted by Test and Protect and asked to isolate

Provided the child has not be asked to isolate and they can be taken to nursery by someone who is also not required to isolate then they can attend nursery as normal.

If a child or staff member tests positive for Covid 19

If a child or staff member has a positive Covid 19 test then because we have been keeping the children and staff in consistent class bubbles only that room would need to be closed and cleaned immediately and children and staff from that room would need to isolate in accordance with Test and Protect. The Grampian Health Protection Team would also be contacted.

If your child cannot come to nursery for any of the above reasons please let the nursery know immediately. We can then arrange for home learning tasks to be sent to you and your child through the Interactive Learning Diary.

Fees will still be charged in all of the above situations and we will continue to provide a service to you though distance learning and support.

An up to date Covid handbook for parents will be sent to you and this will also be on our website.

**Nursery/Pre School Application Form**

Child’s Name

Date of Birth

Parent’s Names

Address

E-mail

Home Tel No

Father’s Occupation

Work Telephone Number

Mobile

Mother’s Occupation

Work Telephone Number

Mobile

Emergency Contacts

1. Name - 2. Name -

Telephone Number - Telephone Number -

Address - Address -

Relationship to child - Relationship to child -

Please inform a member of staff as soon as there is any changes in your contacts

Doctor (Full Contact Details)

Dentist (Full Contract Details)

Health Visitor

Allergies or further Information

COUNCIL FUNDING FOR ELIGIBLE 2'S, 3 AND 4 YEAR OLDS ONLY.

The local education authority has allocated funding for eligible 2-year olds and for 3 and 4-year olds.

The allocated hours for this funding will be 1140 hours per year or 30 hours per week term time. THIS IS PAID TERM TIME ONLY, 38 WEEKS IN THE YEAR. These sessions will be allocated at the nurseries discretion full day 8-6 or half day 8-1/1-6. You may have a full day with the option to pay for tea at £3.50 and pay for extra hours. **Any additional hours/days will be invoiced at £6.00/£6.50 per hour.** Snack is £1.50 each morning and afternoon. At lunchtime and tea there is a two-course hot cooked meal. The LEA do not pay for snack or tea or pay for hours out with the allocated 1140 hours.

The fees paid by full fee-paying customers are discounted the fees of Sunshine Nursery has no relevance to the free funding from the LEA. **The 1140 hours is delivered by the Aberdeenshire Council.**

Age 3-5 years

**FULL FEE-PAYING CUSTOMERS**

FULL TIME TERM TIME

1 Week £ 285.00 308.75 8-6pm

Per day £ 60.00 65.00 8-6pm

Morning £ 30.00 32.50 8-1pm

Afternoon £ 30.00 32.50 1-6pm

Lunch £ 3.50 3.50

Tea 4.00-4.30pm £ 3.50 3.50

Snack £ 1.50 1.50

If additional time is required, the normal booked fee is:

Early morning 7-8 am £ 6.00 6.50 per hour

Late pick-up £ 6.00 6.50 per hour

The core hours of the nursery cannot be broken into therefore, if you wish to be late after 1pm then the fee for the afternoon applies.

Fees are invoiced on the 1st of the month. Payment is due within 10 working days by cheque, cash or standing order.

* **I wish to commence on :**

………………………………………..………………………….

If this date is deferred the usual payment of half the fee, then applies to keep the place. A deposit of £60.00 is required to book your place.

REQUIREMENTS Monday Tuesday Wednesday Thursday Friday

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Early morning |  |  |  |  |  |
| Full week |  |  |  |  |  |
| Full day 8-6pm |  |  |  |  |  |
| Morning 8-1 |  |  |  |  |  |
| Afternoon 1-6 |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Arrival time………………………………**

**Collection time…………………………………...**

**Term time or Full Time place? ………………………………………………………………………….**

**If choosing a term time place the term dates can be found below. Please note we follow Torphins Primary local holidays.** [School term dates and holidays - Aberdeenshire Council](https://www.aberdeenshire.gov.uk/schools/school-info/school-term-dates/)

**If you choose a term time place then your child will not have a place during school holidays or in service days.**

**If you choose to have a full time space Council Funding will be split over the 47 weeks the Nursery is open for.**

A non-refundable registration fee of [ £ 60.00 ] is required to process the application for your child’s place.

By signing the application form you are allowing us to process your personal information, as that term is defined in the Data Protection Act 1998, for the purpose of providing childcare and associated services. The Sunshine Nursery does not sell personal information to third parties and will only disclose such information in accordance with our policies as set out in the Information Pack or as required by law. If you do not want to receive any further information about our services, please tick this box [ ].

The GDPR (General Data Protection Regulations) comes into effect as of May 2018. GDPR is a regulation that requires businesses to protect the personal data and privacy of EU citizens for transactions that occur within EU member states.

We are committed to treating your Personal Data carefully and responsibly and would like to keep your details on file, so we can contact you for the purpose of invoicing and any other services available, but to do this we need your consent. Please tick this box to OPT-IN ( )

**This Application Form is the basis of the contract between you and the Sunshine Nursery. The contract also includes all the terms and conditions in the Information Pack and the Health Questionnaire and by signing the Application Form you agree to be bound by these terms and conditions and acknowledge that you have received a copy of them, and that what you have told us in the Application Form and Health Questionnaire is correct.**

Signed……………………………….................. Print Name..........................................

Date ..................................................

Signed………………………………………............. Print Name .........................................

Date ..................................................

**For payment, childcare voucher, cheque, cash or bank transfer.**

**The Nursery Bank details are:**

**Sunshine Nursery Torphins Limited**

**Sort code 826100 Account number 40529593**

**HEALTH QUESTIONNAIRE**

Child’s Name Date of Birth

If the situation arises that your child needs urgent medical treatment do you grant your consent?

Yes/No

In such a situation can we disclose these details to a doctor?

Yes/No

Has your child had any serious illnesses?

Please detail what immunisations your child has received.

Please detail what infectious diseases (including normal childhood illnesses) your child has had

Special dietary requirements, other special requirements, likes or dislikes

Do you give permission for your child’s photo and food allergy to be displayed for staff use only?

Yes/No

Does your child receive any prescribed medication on a regular basis?

Yes/No

If yes will this require to be administered at the nursery?

Yes/No

Details of the medication and dosage

What word does your child use for going to the toilet?

Is there any aspect of your child’s behaviour that concerns you i.e. temper tantrums?

Is your child frightened of anything? Please use this space to tell us anything else you think we should be aware of?

We may decide to take the children out for an impromptu walk in the village. Is this alright?

Yes/No

In our daily routine after each meal the children clean their teeth with a fluoride toothpaste. Is this alright? Yes/No

**NHS CHILDSMILE** - Toothbrushing programme.

Your child will be enrolled in the NHS toothbrushing programme automatically at their nursery. You do not need to do anything. However, if you do not want to take part in the Childsmile toothbrushing programme please write a letter to your nursery class Practitioner. You can of course change your mind at any time. If you have any questions, please contact [annette.johnson2@nhs.net](mailto:annette.johnson2@nhs.net). Any queries will be noted by the coordinator and forwarded to your local Childsmile team.

I am happy for my child to participate in the NHS Toothbrushing

scheme.

Signed……………………………………………… Date ...............................

**PHOTOGRAPHS**

Periodically we take photographs of the children in their play: these photographs are shared with other parents. E.g. For displaying the children's work, their active learning, in the children's folio's, Christmas when the children take part in the Nativity and they might also be used in promoting the nursery through its own website.

Is this all right? Yes / No

**RISK TAKING**

It is our policy not to be overprotective or to limit play opportunities. However, staff will assess play opportunities and potential risks with the children’s age and stage of development in mind. The nursery carry’s out regular risk assessments of all areas and outdoor activities.

All the children have the use of the large outdoor trampoline and climbing frame. Is this alright

Yes/ No

**SECURITY**

On occasions your child may have to be collected by someone other than yourself for security we would like you to set up a mutual password.

Capitals please

I have disclosed all the relevant facts about my child’s health and agree to keep you updated should anything else of relevance be brought to our attention.

....................................................... (Signature) ........................................ (Date)

**INTERACTIVE LEARNING DIARY**

As a Nursery, we are continuously looking for ways to improve the service. In this respect, we would like to start using a new method of documenting how we meet the needs of your child/children under the current Government requirements e.g. Curriculum for Excellence and Birth to 3 documents. The Interactive Learning Diary (ILD) provides us with the opportunity of easily documenting your child’s activities/observation/photos during their time at nursery. The observations/photos are taken using the ILD App. There is a Parent Portal which allows parents to access their own child’s/children’s folio, so they can see in real time what they have been doing. Parents also have the opportunity to input information that they feel would be good to share in nursery. All parents will have a unique password which will allow them access only to their own child’s/children's folio. This method will replace the current portfolios you receive, although a portfolio of their artwork will still be given out at the end of term.

We have put a lot of time into researching this resource which many of the Aberdeen City and Aberdeenshire schools are now using. We have also visited a Nursery in Aberdeen to see it being used and to understand the benefits it brings to staff, children and parents. Each member of staff is registered to a room, e.g. Bumblebees and will have their own password. All of our staff have been disclosed as have the employees of ILD who will have access to our data as they have to maintain the site and provide support for the system.

You may wish to visit the ILD website **on** [**www.interactivelearningdiary.co.uk**](http://www.interactivelearningdiary.co.uk/) which will provide you with more information or alternatively please feel free to contact us should you have any queries at all.

I………………………………………………. confirm that I am happy for my

child ………………………………………… to be included in the new Interactive

Learning Diary.

Signed ................................................................

Date ...............................................

**SUNSHINE NURSERY - FURTHER INFORMATION**

All references to we, our or us in this Information Pack are references to the Sunshine Nursery.

**Mission Statement**

“We aim to create a stimulating, caring environment for the children in our care and to actively promote the development of a positive self-image within your child. We aim for all of the children in our care to learn the basic skills, encourage their literacy and numeracy and facilitate learning through play, ‘as a child’s work is play’. We aim to provide opportunities for the child to discover and develop their individuality, and work in partnership with parents and other professionals to take account of the children’s needs arising from race, culture, language, religion and disability.

Activities will be planned so that each child develops physically, cognitively, emotionally and socially and is given the scope to express their individuality. Our emphasis is on the enjoyment of the learning experience rather than the finished product and children will be encouraged to value their own achievements.

We will achieve this using qualified staff operating within a structured daily routine including lots of opportunity for imaginative and free play.”

**Support**

Outside agencies, including the health and education authorities will be called upon to give us advice, training and support where appropriate. We will work together with you to give daycare and preschool education for you and your child.

We treat all the children as equals and they are encouraged to take part in every aspect of nursery life and arrangements will be made according to the requirements of the nursery group.

**Admissions**

We only have a limited number of spaces for each age group at the nursery and operate on a ‘first come first served’ basis. If there is no space for your child to start at nursery on the date you specify in the Application Form, then your name will be added to a waiting list for that date which will be operated on a first come first served basis. We will also suggest if there are any, an alternative date for your child to come to the nursery.

We also accept children for extra or extended sessions, subject to availability. If you wish to add an extra session or extend one, then please check availability with one of our staff members. This extra session will be invoiced the following month.

If you want to change your child’s attendance at the nursery on a permanent basis either by reducing the number of sessions attended or removing your child from the nursery completely then you must let us have one month’s prior written notice. This is exclusive of nursery holiday closures and the holiday allowance entitlement cannot be used as notice.

**Fees**

It is an essential condition of your child’s continuing attendance at the nursery that all fees are paid monthly in advance. Invoices will be rendered on the first working day of each month and are due for payment by cash, cheque or standing order within seven days. Failure to pay fees within seven days will put your child’s place at risk.

A list of all our fees is available from any member of staff and is subject to change usually on an annual basis but also if any of our third-party costs, for example insurance, are increased. If there is any material increase in fees we will let you know in the newsletter. If there is any such increase you will have 48 hours from receipt of the newsletter to decide to remove your child from the nursery. Fees increase annually every August

**Where your child attends nursery for a session outside their normal agreed hours the cost of this will be included in your next month’s invoice.**

**As our overheads and staff costs are constant throughout the year we regret that, unless you have given us the required period of notice, that there can be no reduction in fees for days missed due to sickness or other family reasons. At any time if your child is suffering from a serious or infectious illness or rash we reserve the right to ask you to keep your child at home until they are cleared by a doctor. Any such request is for the protection of the other children and safe running of the nursery and no reduction in fees can be allowed.**

**Holidays – Full time**

We close for two weeks at Christmas, two weeks in the summer, usually the second and third weeks in July, Good Friday, Easter Monday, May day and an In-service day in November. In addition to this those parents whose children attend for the full nursery year you will be entitled to a further three weeks of your choice. Holidays are charged 50% of the normal rates to reserve their child’s place. Your holiday year will run from your child's start date. **Over the three weeks’ holiday, the normal rates will apply to reserve your child's place.**

**If you are term time, there is no holiday allowance. E.g. school term is thirty-eight weeks you then have twelve weeks’ holiday. If you take time off, then you still pay the same fee.**

**Holidays not taken, in your three-week entitlement of the year cannot be carried forward to the next year, holiday run from your child's commencement date. Holidays not used cannot be used as a credit for your monthly invoice, neither can they be used as a notice for leaving.**

To take your child on holiday you must let us have one month’s prior written notice, except for days when we are already closed. Please email [kay@sunshinenurseryandasc.co.uk](mailto:kay@sunshinenurseryandasc.co.uk) to inform us of any holidays.

The holiday period accrues throughout the year at the rate of 1.67 days a month on the first day of each month. If any child has been absent on holiday for more days' holiday than his accrued entitlement either when they leave the nursery or at the end of each holiday year we will add an extra fee (equal to the fee charged per day as stipulated in our price list at that time) to your final or next invoice. If you have not taken any holidays accumulated by the end of July in each year they will not carry over into the next nursery year and no reduction will be made in your invoice.

We regret that at this time those parents who sign up for ad-hoc or term time care only are not entitled to any holiday period.

ONE MONTH'S NOTICE FOR CHANGE OF TIMES OR REMOVAL FROM THE NURSERY OR ONE MONTHS PAYMENT IN LIEU.

**Snow closure or water shortage**

Occasionally we have at times had to close because of severe snow/water conditions. We try to be fully operational but factors for example staff living in rural areas, buses not running and the hazards of a bad fall of snow all have an impact on staff ratios. The procedure is that there is no refund, the nursery overheads do not diminish, and staff still require to be paid.

**Privacy**

We believe that privacy is important. We do not discuss any child’s progress outside the nursery or with anybody else unless a parent has given their consent unless this is necessary to ensure the health or security of the children in our care or where we are obliged to do so by law. Examples of where we might need to do this are detailed in the special Safety section under the paragraphs called ‘Accidents’ and ‘Child Protection’.

We will not pass or sell your personal information to any other company and will only use them to send you information about your child.

**Safety**

The children’s safety and well-being are our main consideration therefore you should collect you child punctually at the agreed times or let us know if you are to collect your child at a different time or if someone other than a parent is to collect your child but please note that we cannot release a child to a person who is or appears to be under the age of 16.

You must supply us with an emergency contact number and a backup and keep these up to date. You will also need to notify us of any change of address or workplace.

Please close all doors and gates when entering and leaving the nursery. When the children leave the nursery building and are not taking part in a nursery activity the children are your responsibility.

We are fully equipped with a fire alarm system and extinguishers. We also hold regular fire drills and all staff are familiar with the appropriate instructions and escape routes. Our fire certificate is shown on the notice board in the cloakroom.

We have passed all Local Authority safety, health, building and fire checks and are fully registered with social services. All staff who work with children have their backgrounds checked. We are also inspected by Aberdeenshire Council and the Care Commission on a regular basis. Our insurance details are displayed on our notice board.

**Behaviour**

As an essential condition of accepting your child into the nursery you agree to let us follow the course of action set out below regarding the behaviour of your child.

All staff set clear and consistent boundaries, limits and rules, so that the children understand what is right or wrong. We aim for the children to show a caring and sharing attitude towards others, these qualities are important as well as politeness and good manners. We believe that these are the foundations for any child to learn respect for other people and their environment. By praising the children and acknowledging their positive actions and attitudes we hope to ensure that the children know we value and respect them. Our approach will always be one that helps children see the consequences of their actions.

We will provide opportunities for the children to learn how to interpret feelings and control powerful emotions by listening to them and offering the necessary support that should enable them to verbalise their frustrations, hurts and disappointments. If any child shows persistent bad behaviour a plan of action will be discussed with you to overcome the situation.

We promote good behaviour rather than discipline and children will be reminded of rules and limits on a regular basis. We will, however use body language and facial expression to show disapproval followed by a verbal intervention and explanation appropriate to the child’s age and stage of development. We find that with younger children distraction will diffuse a difficult situation. In a situation that cannot be solved by the above methods the child will be removed from their class until they have had time to calm down and reflect on the situation however, in line with the legal requirements imposed upon us no child will be subject to physical restraint unless it is the only practicable means of securing the welfare of that child or any other child in our care. If this any method of restraint is required, you will be informed in writing.

We note that any displays of violence or threatening behaviour by a child or their parent will be taken seriously and as a result a child may be asked to leave the nursery.

**Child Protection**

We know that abuse takes place in our society and as our responsibility is the welfare of the children in our care we have a duty to act quickly and responsibly in any instance that may involve neglect or emotional, physical or sexual abuse.

In such circumstances we are obliged to report any suspicions to the local Social Services Office. We follow the rules and procedures set down by the Care Inspectorate and Aberdeenshire Council and in any national child protection law or documentation and will seek their advice on any steps that require to be taken.

Any sign of injury to a child will be noted and recorded. Any member of staff who has concerns of abuse will discuss their concerns with the Managers of the nursery who have all undertaken Designated Child Protection Officer Training, who will then contact Social Services. By following our procedures and the requirements of the law we hope to ensure that children are never placed at risk and confidence is maintained at all times.

As part of your child's progress we build up a profile of their development. Any achievements are informed verbally at the end each day. We keep a record of this. We have at times to use our professional judgement and share information with other professional's e.g. Health Visitor, Child Psychologist and the Local Education Authority.

**Accidents & Illness**

If your child becomes ill while at the nursery, we will make every effort to contact you using the details you have provided.

It is an essential condition that you give your consent to the treatment of your child according to our accident policy which is set out below. Any objections to medical treatment or special requirements should be noted on the health questionnaire that forms part of the Application Form.

If there is an accident involving your child, they will be treated by staff members wearing plastic gloves and aprons and according to the following procedures.

**Minor Accidents**

Your child will be taken to a quiet area and a first aider will assess the injury. If medical treatment is required a doctor will be called and treatment provided. If not, your child will then be resettled back into the nursery and observed. The incident will be recorded in our accident book and an ‘accident slip’ will be given at collection for parent’s information.

**Major Accidents**

If the child can be moved, they will be taken into the staff room and a Manager will be notified. The Manager or a first aider will assess the situation and decide whether the child requires immediate hospital attention or can wait for a parent to arrive. Please note where there is any doubt as to the extent of an injury we will always opt for hospital attention to ensure the child’s well-being.

If the decision is made that the child can wait for the arrival of a parent, we will contact you and wait for you to arrive. A member of staff will wait with your child always.

If we have made arrangements for your child to go to hospital we will also contact you and arrange to meet you at the hospital. A member of staff will accompany your child to the hospital but cannot grant consent to any medical procedure at the hospital.

A report will be lodged in the accident book.

**Special Requirements**

We are committed to the integration of all children. Our philosophy is that all children have a right to be educated and develop their full potential. We do not discriminate in terms of race, gender, disability, culture or religion. All children will be given access to a range of multicultural activities and toys to promote positive images of all walks of life.

The nursery building is designed with full access to all our services for everyone in mind. Please let us know if you have any difficulty accessing any area or service provided by us.

**Complaints**

We hope that you have no cause to complain about the service that we provide. If you do want to make a complaint then you should address your complaints to kay@sunshinenurseryandasc.co.uk or Mrs Linda McGregor, preferably by email. Your complaint will be fully investigated, and you will be consulted about how your complaint will be investigated, what we have found out and you will be informed of the outcome of our investigations within 20 days of the date we received your complaint. Should any further information be required from you we will contact you in accordance with the details you have provided to us.

If you are not satisfied with the outcome of our investigations or the way they are conducted, then you can make a complaint to the Care Inspectorate in line with their complaints procedure. A copy of which can be provided to you on request.

Care Inspectorate can be contacted at:

**Care Inspectorate**

**North Region**

**Johnston House**

**Rose Street**

**Aberdeen**

**AB10 1UD**

**or on 01224 796870**