



After School Club

# Parent Handbook





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## 1 WELCOME TO THE ACORN AFTER SCHOOL CLUB (ASC)

On behalf of Acorn we would like to welcome you and your child(ren) to the ASC, who we hope will settle happily into the ASC and enjoy after school experience.

This hand book contains information about the ASC and how we work. We believe we have included everything you need to know, but if you have any questions please do not hesitate to speak to a member of the ASC staff.

## 2 Mission Statement

Our vision is to provide all children from 4 - 11 years a high quality educational, inspiring, caring and secure environment. Our practitioners are committed to developing educational plans for all children focusing on their individual needs and background. Every learning experience with children is valued and vital to ensure they develop globally.

## 3 Staff

The safety of the children in our care is paramount; therefore we ensure that ALL employees hold an Enhanced DBS Check, a Food Hygiene and First Aid Certificate. The ASC Supervisor is Kim Austin. The ASC staff work together as a team in order to provide your child(ren) with the very best childcare

## 4 Equal Opportunities

The ASC is committed to provide equal opportunities in a positive manner. We aim to ensure that all staff value and respect different racial origins, religions, cultures and languages of all the children and their families/carers. We value each child as an individual and embrace all cultures without prejudice or stereotyping. Activities and toys reflect this on a daily basis and this is promoted throughout the ASC.

## 5 Opening Hours

The ASC is open term time; 3.00pm to 6:00pm, Monday to Friday inclusive for children aged 4 -11 years. The ASC is not open on St Ignatius inset days, bank or public holidays.

**\*\*Please note: Once sessions are booked, these cannot be swapped for alternatives \*\***

It is imperative that children are collected promptly at the end of the session. Parents/carers who know they are going to be late **MUST** inform the ASC at the earliest opportunity. Parents/carers who are late will receive a late charge of £30.00. If you are 15 minutes late collecting your child there will automatically be a £45.00 charge, every 30 minutes thereafter will be charged at £45.00.



## 6 Attendance

The ASC keeps a register of attendance; therefore if your child is going to be absent it is extremely important you notify the ASC on the number below as soon as possible; 07891 592092 .

In situations where children miss 5 consecutive sessions or consistently do not attend the nursery without any contact or reasonable explanation as to the absence; the Nursery Manager reserves the right to suspend the placement with immediate effect; in this situation you will need to make a new application and any sessions offered will be subject to availability.

## 7 Departures

Ofsted require the ASC to record all children's arrivals and departures for safety regulations. When collecting your child their departure time must also be recorded. If an unknown person is collecting your child (they must be over 18 years old), you must ensure the ASC and person collecting are aware of the agreed password, even if they have been nominated to collect on your child's entry forms.

## 8 Parental Responsibility and Participation

Parents have full responsibility of their children after they are signed out on the ASC register and must ensure they are appropriately supervised at all times. In order for the ASC to run smoothly, parents collect their children promptly. Parents must inform staff if their child has any form of allergy or is on any medication.

## 9 Meals

The ASC provides a hot tea and drinks. All meals are cooked fresh on site by our nursery chef. Menus change seasonally but if a parent is not happy with a particular meal or they have any suggestions we are happy to remove them or give them a try. There will be no alternatives offered at meal times, apart from for children with special dietary requirements due to religion or allergies.

**Acorn After School Club and Pavilion Day Nursery are egg and nut free environments.** There are a number of children attending the after school club / nursery with severe egg and nut allergies; some of these children's allergies are life threatening. Due to this we do not allow children to bring in a packed lunch or any other food.

## 10 Early Years Foundation Stage (EYFS)

All children under 5 within the ASC are educated using the EYFS framework, which is how the Government and early years professionals describe the time in your child's life between birth and age 5.

This is a very important stage as it helps your child get ready for school as well as preparing them for their future learning and successes. From when your child is born up until the age of 5, their early years experience should be happy, active, exciting, fun and secure; and support their development, care and learning needs. In 2012, the framework was revised to make it clearer and easier to use, with more focus on the things that matter most. This new framework also has a greater emphasis on your role in helping your child develop.



The EYFS Framework explains how and what your child will be learning to support their healthy development. Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through 7 areas of learning and development.

Children should mostly develop the 3 prime areas first. These are:

- Communication and language;
- Physical development; and
- Personal, social and emotional development.

These prime areas are those most essential for your child's healthy development and future learning.

As children grow, the prime areas will help them to develop skills in 4 specific areas. These are:

- Literacy;
- Mathematics;
- Understanding the world; and
- Expressive arts and design.

These 7 areas are used to plan your child's learning and activities. The professionals teaching and supporting your child will make sure that the activities are suited to your child's unique needs. This is a little bit like a curriculum in primary and secondary schools, but it's suitable for very young children, and it is designed to be really flexible so that staff can follow your child's unique needs and interests.

Children in the EYFS learn by playing and exploring, being active, and through creative and critical thinking which takes place both indoors and outside. Outdoor play is an integral part of a child's play and learning and therefore we provide children with the opportunity to experience the outside as and when they choose (free flow). Therefore children are able to go outside in all weathers provided they are appropriately dressed. Parents must provide adequate clothing i.e. wellies, hats, gloves, coats in winter and sun cream and sun hats in the summer.

For further information on the Early Years Foundation Stage Framework visit:

[www.foundationyears.org.uk](http://www.foundationyears.org.uk).

## **11 Photographs**

ASC will take photographs occasionally of which parents/carers should be aware; this will consist of group photographs of all children during activities.

## **12 Behaviour**

We operate a very positive and consistent approach to the management of children's behaviour. We have a GOOD choice and a BAD choice system that we run throughout the ASC. This enables the children to learn that it is the choice that they have made that is GOOD/BAD and not themselves. This enables the children to have clear boundaries according to the child's age and stage of development. We work in conjunction with parents and children to ensure that our behaviour policy is promoted at all times.



### 13 Special Educational Needs and Disability (SEND)

We are aware that children develop at different rates and will achieve learning outcomes at different times. However, we believe it is important to monitor all children's development, the ASC therefore has a SENCO, who will work in conjunction with the key person and identify areas your child may need more support or specialist input. Any such suggestion would be discussed with the parents and information for the appropriate professionals offered. Our Staff will be very sensitive and supportive to both the child's and parent's needs.

### 14 ASC Registration and Inspection

We are registered under Ofsted and a copy of our registration document is displayed on the notice board in the foyer.

We are inspected regularly by Ofsted and a copy of our last inspection is available in the ASC foyer, or you can go on to the Ofsted website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

### 15 Accidents, Illness and Medicine

All staff hold a recognised Surrey paediatric first aid certificate; which is renewed every three years. This ensures your children are kept safe and secure at all times, however accidents can and do happen. If your child is involved in an accident immediate first aid treatment will be given, an assessment of the child's condition will be made and a written account of how the accident occurred and treatment given will be recorded in an accident book. On arrival to the ASC you will be informed of the accident (unless contacted by phone earlier) and staff will ask you to read and sign the accident form.

If a child is in an accident that requires hospital treatment you will be informed immediately and arrangements to meet you at the hospital will be made. If it is felt necessary to take your child to hospital, an ambulance will be called.

If your child has an accident at home you must inform the ASC staff upon arrival to the ASC and you will be asked to complete an entry form noting details of the accident. This will be kept in your child's personal file.

Medication/Sickness:

- **Conjunctivitis**

Children who are sent home from ASC suffering from conjunctivitis must not return to ASC for at least **24 HOURS** after they have received the first part of their medication. If their eyes remain sticky after the **24 HOUR** period, (green/yellow discharge) they will not be accepted in to ASC as they will still be infectious.

- **Sickness & Diarrhoea**

If your child has three loose instances or has sickness while attending ASC you will be contacted and asked to collect your child immediately. Your child will need to remain at home for **48 HOURS** after their last loose instance or sickness as stipulated by **Environmental Health**.



- **Calpol / Nurofen**

If your child is unwell and needs to be given Calpol / Nurofen, **DO NOT** bring them in to ASC for 24 hours or until your child is well enough to return. If we need to administer Calpol / Nurofen here, we will call you first.

Please note: you will need to collect your child within **TWO HOURS** unless you are advised otherwise by the ASC Supervisor. If your child has been administered Calpol / Nurofen at home before ASC they will **NOT** be accepted in to ASC. All parents must sign a Calpol / Nurofen permission form.

**In the event that your child's temperature reaches 39 degrees or above, the nursery will administer Calpol / Nurofen immediately. Every effort will be made to contact you in this instance as your child must be collected immediately.**

- **Piriton**

In the event of your child displaying symptoms of an allergic re-action, Piriton will be given by a qualified member of staff, we will call you first. Dependant on the severity of the re-action, Piriton may be administered immediately prior to contact.

Please note: you will need to collect your child within **TWO HOURS** unless you are advised otherwise by the ASC Supervisor. If your child has been administered Piriton at home, dependant on the severity of the re-action, you need discuss with the ASC Supervisor whether they can attend the After School Club.

- **Non Prescription / Drugs Medicine**

It is our policy not to administer any medication that is not prescribed by your doctor.

- **Prescribed Medication**

If your child is receiving long term or a course of medication they can attend ASC as long as one or more of the following applies:

- Your child has a long term medical condition and requires on going treatment.
- Your child has been ill and you have adhered to the above polices, but they still require a course of treatment and they are no longer infectious.

Our policy is that we will administer any prescribed medication to your child under your direct authority. A medical consent form will need to be completed on the day/s the medication is required, these will be given to you by your child's carers. However, your child will need to remain at home for at least 24 hours after they have received the first course of medication.

## **16 Head lice**

Head lice are small insects – about the size of a sesame seed when fully grown – that live in the hair and scalp of humans. They feed on blood from the scalp. Head lice are passed from one person to another through close head to head contact. It is not usually possible for head lice to live away from the head so therefore cannot be passed by brushes, hats, combs or bedding. They also do not live on pets.



Infection is common among children, since lice are passed through head to head contact, which occurs regularly at that age. Please inform ASC staff if you suspect your child has head lice.

## 17 Safeguarding Children / Child Protection

The ASC has a duty of care to ensure the safety and welfare of all the children in its care. As childcare professionals we abide by the Surrey Safeguard Children Board (SSBC) and EYFS welfare requirements. We will protect all children from harm and any concerns regarding their safety will be appropriately investigated by the Pavilion Day Nursery nominated DSL, Kim Austin or the Deputy DSL: Sarah Tuman.

## 18 Policies

Policies are available for parents to view. Please ask a member of staff or the ASC Supervisor. Alternatively the policies can be viewed on the nursery website:

[www.paviliondaynursery.co.uk/children-policies](http://www.paviliondaynursery.co.uk/children-policies)

Login Details: [allparents@paviliondaynursery.co.uk](mailto:allparents@paviliondaynursery.co.uk)

Password: parentaccess

These policies are applicable to Acorn After School Club and Pavilion Day Nursery.

## 19 Change of Circumstances

It is highly important that we keep records of your child up to date. Please inform a member of staff or the ASC Supervisor at the earliest time possible so your child's records can be amended / kept up to date.

## 20 Withdrawing your child from the ASC / Changing your child's sessions

One month's written notice from 1<sup>st</sup> of each calendar month is required of your intention to withdraw your child or change their sessions. This should be directed to the ASC Supervisor.

## 21 Monthly Fees

Fees are charged monthly in advance and must be paid no later than the 14<sup>th</sup> of each month by internet banking.

It is extremely time consuming and disruptive for the nursery staff to be engaged in pursuing late fees, this will, therefore, result in an automatic charge of £50.00. At the end of the month a polite warning letter will be issued that the ASC placement will be suspended if fees are not paid immediately. If no payment is received the ASC place will be suspended with immediate effect and will not be reinstated until the arrears are paid in full; places will be subject to availability. Further action will be taken to recover any outstanding fees. There is a £25.00 administration fee for each cheque that is returned unpaid by your bank.

Extra sessions are available; children must be booked in advance at a cost of £13.00.

Fees are payable during periods of absence from the ASC, including sickness and holidays. **In the event of ASC closure due to unforeseen circumstances, fees will NOT be refunded to your account.**



## 22 Childcare Vouchers

Many companies now offer 'employer supported childcare' in the form of childcare vouchers. We accept childcare vouchers as a method of payment towards ASC fees, these must however be allocated to your account within the payment terms of the 14<sup>th</sup> of each month to avoid late payment charges.

There are a growing number of specialised companies employers may use in their work setting; we accept childcare vouchers from most organisations, if we do not have an account with the childcare voucher company your employer uses; we will set up an account with them.

## 23 Nursery Website

Further information can be obtained regarding the ASC on the nursery website: [www.paviliondaynursery.co.uk](http://www.paviliondaynursery.co.uk). A copy of the latest Ofsted report and upcoming diary dates are to name but a few useful sources of information available here.

## 24 Mobile Phones

You are not permitted to use your mobile phones on the After School Club / Nursery grounds.

## 25 Smoking

You are not permitted to smoke anywhere on the After School Club / Pavilion Day Nursery or St Paul's Catholic College site including the car park.

## 26 Dogs

Dogs are not permitted anywhere on the After School Club / Pavilion Day Nursery or St Paul's Catholic College site including the car park.

## 27 Complaints

At the ASC our commitment to the care of your children is paramount. It is important to us that we maintain and improve our high standards of Care and Education. However, we do acknowledge that parents may occasionally have concerns or issues. If you feel that you need to bring these to our attention, please do not hesitate to discuss them with Sarah Tuman the Nursery Manager or put them in writing or e-mail: [stuman@paviliondaynursery.co.uk](mailto:stuman@paviliondaynursery.co.uk). If you are in anyway dissatisfied with the feedback you receive you can take the matter further by informing the Directors of St Paul's Trading Ltd or Ofsted using the contact addresses below.

A complaints file is kept in the office for parents to view at any time they so wish.

### Contact Addresses

Directors St Pauls Trading Ltd  
C/O St Pauls Catholic College  
The Ridings  
Sunbury on Thames  
Middlesex  
TW16 6NX

National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester, M1 2WD  
Telephone: 0300 123 1231  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)