

The logo for 'scribbles nursery' features the word 'scribbles' in a large, orange, rounded font with a light blue outline. Above the 'i' in 'scribbles' are several decorative dots in orange and light blue. Below 'scribbles' is the word 'nursery' in a smaller, light blue, rounded font. A single orange dot is positioned at the end of the word 'nursery'.

scribbles
nursery

This policy is an addendum to our current policies, procedures and standard terms and conditions.

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Social distancing

The early years sector know that unlike older children and adults, babies and young children cannot be expected to remain two metres apart from each other and staff. The government guidelines acknowledges this and so advises that grouping measures are put in place. Scribbles has amended it's policies and procedures to help minimise the risk of infection through avoiding contact with anyone with symptoms, frequent hand cleaning, good respiratory hygiene practices, regular cleaning of settings, minimising contact and mixing, where possible.

Travelling to nursery

Parents and children are encouraged to travel by car, walk or cycle where possible and avoid public transport when travelling to/from the setting.

Where a **child has travelled by public transport** the child will have to **change their clothes on arrival**. Parents will be required to **bring a change of clothes in a bag** (preferably not fabric bag). Staff will, wearing gloves, change children's clothes on arrival and put the travel clothes in the sealed bag to go home.

Arrival and drop off

The Government have recommended where practicable, and safe to do so, that **drop off and collection takes place outside of the nursery building**. It is imperative that all parents follow this guidance to ensure everyone's safety. The following should also be considered:

- No child should be brought to the setting if they are unwell
- No child should be brought to the setting if they or anyone they live with is showing signs of COVID-19
- Any child (or family member) that shows any of the following symptoms on drop off will be refused entry:
 - High temperature
 - A new continuous cough
 - Anosmia- a loss of, or change in, your normal sense of taste or smell
- Please only send **one designated adult** to carry out the drop off and collection of your child to minimise the number of adults at the setting. We will work together with you to ensure your child can be welcomed and settled by a familiar adult. This may involve having a safe space where key children are dropped off/collected around the same time and then transferred to their base room together
- Key staff will have registers, so attendance will be marked immediately on entry
- Only parents who are symptom free and/or have completed the required isolation periods will be able to drop off or collect their child
- All parent/carers are asked to follow **safe social distancing** when dropping off and collecting children. There will be safe distancing markings outside of the setting to show these
- All parent/carers are asked to **wear a mask** when dropping off and collecting children.
- Each family will be given an **allocated drop off and collection time** and we ask that you meet these set times, as this will allow us to be able to monitor the number of adults dropping off and collecting at one time; and to make sure that a familiar adult, from the setting, is able to collect your child from the adult dropping them off.
- Children should be dropped off by one adult to the designated door.

- Aardvarks/Koalas
 - The garden door accessed through the side entrance
- Meerkats/Lemurs /Wombats
 - Through the front entrance as normal
- Strict social distancing must be adhered to by the parent/carer during drop off and collection:
 - **Only 1 adult** to approach with child/children
 - Ring the buzzer then **stand 2m back** from the door and wait for the door to be answered
 - If possible, child/children to walk over without adult for last 2 metres before entry
- If one family is already using entry/exit point, then other families to **remain in cars** or in a **socially distanced queue** until the family has left. We are aware that this will mean that drop off and pick up will take longer than usual but we appreciate your co-operation in maintaining social distancing at these busy times.
- Parents are asked not to leave travel accessories including buggies, car seats, and scooters at the setting. The buggy stores will be closed due to risks of cross contamination.

Further information will be communicated to all parents in the usual ways prior to the start date. We will also continue to keep you up to date as government guidelines change and we review our practice.

Transitions

Moving rooms:

Room transitions will be based on individual needs based on the child's age/stage of development, length of time they have had away from nursery and how their key person, and parent, feels they will respond to any further changes. We will not be able to do settling visits between rooms due to the need to keep children in their room bubbles but where possible we will move children in groups and staff will introduce themselves to the children at a safe distance in the weeks prior to the move.

The new key person will contact the parents the week before the transition to introduce themselves and answer any questions they may have.

Daily Routines

Children will be grouped in bubbles with the same staff member(s) for the duration of the session. Bubbles will be based on the child's room and are designed to repeat the same children and staff members as much as possible.

We will maintain OFSTED ratios within the bubbles as follows:

- Under 2's – 1 staff for 3 children
- 2-3 – 1 staff for 4 children
- 3 and above – 1 staff for 8 children

As far as is possible, the same staff members will be assigned to each bubble and these will stay the same during the day and on subsequent days

Infection Control

We will continue to implement our strict infection control policy, through maintaining high hygiene standards to reduce the chances of infection being spread.

In particular we will:

- Implement robust handwashing routines with extra stations, where possible. Hands will be washed thoroughly for 20 seconds with running water and soap, and dried thoroughly, or use alcohol hand rub/sanitiser ensuring that all parts of the hands are covered
- Clean hands on arrival at the setting, before and after eating, entering and leaving the garden, using the toilet and after sneezing or coughing
- Encourage staff and, where age/stage appropriate, children not to touch their mouth, eyes and nose
- Ensure good respiratory hygiene - use a tissue or elbow to cough or sneeze and use bins for tissue waste; promoting the 'catch it, bin it, kill it' approach for all staff and children
- Ensure that help is available for children who have trouble cleaning their hands independently
- Encourage young children to learn and practise these habits through games, songs and repetition
- Ensure that lidded bins for tissues are emptied throughout the day
- Clean frequently touched surfaces often using standard products, (including surfaces that children are touching, such as toys, books, tables, chairs, doors, sinks; wiping down toilets after each use, light switches, bannisters)
- Children will be discouraged from bringing items from home into the setting unless it is absolutely essential for their well-being. Where this is the case items should be appropriately cleaned upon arrival.
- Where possible, ensure spaces are well ventilated using natural ventilation (opening windows)
- Prop doors open, where safe to do so (bearing in mind fire safety and safeguarding), to limit use of door handles and aid ventilation
- Take steps to ensure symptomatic individuals do not attend nursery
- Minimise contact and mixing as much as possible (such as by staggered break/meal times, keeping staff and children in smaller consistent groups, ensuring that the same staff are assigned to each group as far as possible and keep children in the same rooms/areas/outdoor area throughout the day)
- Ensure play equipment is appropriately cleaned between groups of children using it and that multiple groups do not use it simultaneously.
- Increased frequency of cleaning; toys cleaned after use, any toys/equipment/resources that cannot be easily cleaned e.g. soft toys will not be used during this time
- There will be safe distancing of bed/cots (where possible) and children will be positioned away from each other during sleep times. Bedding and sheets will be washed daily.
- Items such as towels, flannels and bedding will not be shared by children
- Outdoor shoes removed inside

PPE

Government guidance is that PPE is not required for general use in early year's settings to protect against COVID- 19 transmission. PPE will be continued to be worn as normal for nappy changing and the administration of paediatric first aid.

PPE will also be worn by staff caring for a sick child while they await collection if a distance of two metres cannot be maintained (such as for a very young child or a child with complex needs.)

During everyday practice, staff and children will not be asked to wear face coverings as per the government guidelines.

We will ensure an adequate supply of essential supplies by ordering in advance. Contingency plans are in place to minimise the impact of any shortages of supplies. The setting will not be able to operate without essential supplies required for the management of infection control.

Suspected Coronavirus at the setting

Routine testing of children's temperatures will not take place as per government guidelines. We remind parents and staff to follow national advice on Covid-19 symptoms. We ask all staff and parents to follow government advice if anyone in their household displays any symptoms.

If a child has a high temperature whilst at nursery, parents will be called immediately. The child will be cared for in a separate room from the other children and the staff member will, in these cases, wear a face covering to minimise the spread of infection.

As part of the new policy, it is required that all parents/carers must have the ability to be able to **collect the child within 30 minutes** of notification from the nursery.

This is extremely important, as if any child is showing symptoms, we require them to be collected from the setting immediately.

All contact details must be reviewed to ensure that they are all correct. As many families are currently not able to mix with other households, emergency contacts may need to be reviewed to ensure your child can be collected within the specified time.

Staff and children in all early years settings are eligible for testing if they become ill with coronavirus symptoms, as are all members of their households. A negative test will enable children to return to their childcare setting and their parents to get back to work. A positive test will ensure rapid action to protect their peers and staff in their setting. We will work with staff and families, where testing is required, to arrange for this as soon as possible and ensure isolation periods are followed for all staff and children affected. See more details regarding this at

www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection

Where a child or staff member tests positive, the nursery will contact the dedicated advice service introduced by Public Health England (PHE) by calling the DfE Helpline on 0800 046 8687 for advice on the action to take in response to a positive case. A team of advisers will then inform the nursery on what action is needed based on the latest public health advice.

Food And Drink

We are committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements, and we will continue to follow this policy. However, due to high demand for delivery slots and some issues with supply, there may be some changes to the set menus on offer. We will communicate any changes to you.

Fresh drinking water is always available and accessible, and we will ensure that cups are cleaned after each use and not shared. All children are required to bring their own labelled water bottle.

There will be no self-service by the children, all meals and snacks will be portioned by the chef or bubble lead.

Meal times may be staggered to allow for smaller groups of children to eat at any one time, this may mean that your child will eat slightly earlier/later than usual. Again any changes will be communicated to you. Children will be supervised at all times when eating/drinking, to ensure that they do not share cup/utensils or food. Personalised cups will be used to prevent cross contamination.

Outdoor Play

Scribbles will maximise the amount of time children spend in the garden as much as possible.

Time outdoors will be staggered to allow for smaller groups of children going out to play at any one time.

Outdoor equipment will only be used where we are able to ensure that it is appropriately cleaned between groups of children using it, and that multiple groups do not use it simultaneously.

All children must have indoor footwear and outdoor shoes will not be worn in the nursery

Outings

To help ensure the safety of staff and children no external visits and outings from the nursery setting will take place during this pandemic.

To minimise contact between groups of children and staff, children should attend just one setting wherever possible therefore **there will be no school drop off or pick up at this time**. Children will be able to attend Scribbles 8am-6pm.

This will be reviewed in line with government guidelines.

Parents as partners

As we have to minimise the time parents spend at the nursery we will communicate via telephone, email and Tapestry and ask you to do the same to share information about your child. Staff will maintain safe distancing when meeting you at the beginning and end of each day and we ask that you use phone, Tapestry or email to discuss any non-urgent matters about your child rather than face-to-face. This will help to minimise delays for parents on dropping off and collecting your children.

We will continue to keep in touch with any families and children not yet returning to nursery, and keep sending through home learning ideas.

Nursery events/parent evenings will not take place in the nursery during this time and we will keep you updated as government guidelines change. We will arrange an alternative way to communicate with you for parent's night and are currently offering Zoom meetings to discuss children's reports.

Tapestry

There will be some gaps in children's assessment records due to the lockdown period. As children settle back in to nursery there will be a strong focus on personal, social and emotional development and re-establishing strong attachments.

We will spend time observing and assessing children's development, working with you to find out current interests and plan appropriate next steps.

We still want to provide children with a wide range of activities and experiences, however some of these may differ to minimise the spread of germs, for example playdough, sand and water play. This may need to be presented in an individual tray and discarded afterwards, rather than all children accessing them at the same time.

Children will have their two-year old progress check as planned.

Well Being In The Nursery

Children will be supported in age appropriate ways to understand the steps they can take to keep themselves safe including regular hand washing and sneezing into a tissue. Staff will help them to understand the changes and challenges they may have/be encountering as a result of Covid-19 through play, discussions and stories.

Staff are aware of the importance of attachments and that some children may experience separation anxieties during this time. They will work with parents to ensure they help to ease the transition back to nursery and give children the emotional support they need at this time.

We recognise that children and their families may have experienced grief and loss of close family members, or friends, during the pandemic. We understand that this is not only a difficult time for families, but it may also be a confusing time for young children, especially if they have little or no understanding of why their parents are upset and why this person is no longer around.

We will aim to discuss with each family any bereavements that may have happened during the lockdown period and work with them to support the child the best we can.

We will also signpost to other agencies should further support be required.

Settling

The settling in policy for new children will be adapted during the pandemic based on the individual needs of the children and staff at nursery.

Any new families will be asked to sign a health declaration before attending to confirm neither the child nor anyone in the family has any symptoms of coronavirus.

Parents will be invited into the garden with their child for 1 hour on the first day of settling to meet the key worker and go through nursery policies and procedures. If the weather is bad then settling will occur inside the nursery in an unoccupied room.

If a parent needs to enter the building then the following must be followed:

- Parent/carer should wear facemask (please bring your own)
- Only 1 parent/carer will be allowed in the building
- Spray down shoes with anti-bacterial/viral spray
- Parent/carer to apply 70% alcohol gel to their hands at the door
- If parent/carer and child have taken public transport, they should both bring a clean change of clothes to change into once inside the setting
- Both child and parent/carer to wash hand thoroughly
- Parent maintain social distancing, staying 2 meters away from staff
- Once parent/carer has left, a clean of area where the parent and child were settling will be completed.

On subsequent days parents will be requested to drop off their child at the door.

If any child needs additional settling with their parent present this will be arranged following our COVID procedures. We will work with parents to try and find a suitable balance that ensures social distancing from adults but meets children's individual emotional needs and ensure they feel settled at nursery.

Once children are settled parents will be asked to follow the same drop off/collection procedures as the other children, maintaining safe distancing between them and others (see arrival and drop off policy.)

Showrounds

Our website www.scribblesnursery.co.uk has virtual tours of each room available for parents to view. We are unable to have visitors at the setting at this time due to the government restrictions however we are happy to offer online video calls with a member of the management team prior to children starting. In addition you can meet the Room Leader, virtually, for the room your child would be attending.

Staff Well Being

We are very conscious of the well-being of all staff during the pandemic and of their concerns as they return to caring for children. Regular meetings/supervisions will be planned to support staff and reflect with staff on how the new arrangements are working in practice, how they feel they and the children are coping and review if we need to improve or modify anything.

Good communication and sharing plans and risk assessments will help to manage anxieties about returning to work and staff workloads will be carefully managed during this time with the emphasis on playing with the children; settling them back in, offering lots of support and reassurance

Visitors to the setting

Attendance to the setting will be restricted to children and staff where practicable.

There will be no visits from external teachers at this time.

Visitors will only be allowed to enter where prior permission has been granted and that they are not displaying any symptoms of coronavirus. They will be asked to wear a mask, sign a declaration form and scan the government QR code displayed at the entrance. The supervision of visitor's policy will be followed in these cases.

Suppliers such as food deliveries will be asked not to enter the nursery but to ring the bell and leave the delivery at the door.

Where essential visitors e.g. building maintenance, are required these will be made outside of the usual nursery operational hours where possible.

Summary of Standard Terms and Conditions

- **Registration Fees**

You are required to register your child at Scribbles. A non-refundable registration fee is payable for each child registered. If no place is available the child will be placed on a waiting list, however, registration does not guarantee a space. Changes to registration requirements must be made in writing and may result in a further administrative charge. A minimum of two full days (or equivalent) is required for children under 3 yrs. **Children 3 years and above must do a minimum of 2 full days if claiming 15hrs free entitlement and 3 full days if claiming 30hrs free entitlement.** Please note if a change of sessions is required this is subject to availability.

The Nursery does not allow staff to babysit for clients of the nursery

- **Retainer**

Prior to starting at Scribbles Nursery, one month's fees are required, without exception, to secure your child's place. An offer of a place will be made in writing with a request for payment of the retainer. If no retainer is received by the Nursery **within one week** of the date of our letter, the place may be withdrawn. If you increase your sessions at Scribbles at any time you may be required to pay the increase in retainer. The retainer will be returned on leaving Scribbles **only if the child has attended the nursery for at least six months and two full calendar months (from the 1st of the month) are given as notice, in writing.** No refunds on retainers will be made except on children leaving the nursery. Retainers due to be returned are refunded after the first day of the following billing period.

- **Change of sessions**

One full calendar month notice is required, in writing, if you wish to change sessions at any time. Where possible the nursery will try to accommodate any change of sessions request. One change of sessions per year will be allowed free of charge. Any changes requested after this will incur an administrative fee of £30 per change. **Change of sessions are not permitted during the final two month notice period of leaving the nursery.**

- **Payment of Fees**

Fees are payable monthly in advance by standing order to be received on the first of the month. Forms can be obtained from the office. Regular payment monthly by cheque or cash will not be acceptable. Fees for a child will change when they move into the next room, if appropriate, and **not** automatically on their birthday.

Sessions can only be changed from the 1st of the month. Change of sessions is not permitted mid-month. **Fees cannot be changed in the middle of a month.** Parents are held responsible for all outstanding fees. The nursery is not liable for collections from third parties, e.g. University / colleges, voucher providers, grant funding agencies. Fees are reviewed annually and any increases notified to parents one month ahead of implementation. A 5% sibling discount is available, applicable to the fees of the eldest child and will commence on the first full month attended by the younger sibling unless the child is receiving any free entitlements.

The Nursery accepts **electronic** childcare vouchers as payment against fees and operates the Early Years Free Entitlement for 3-5 year olds. Childcare Vouchers must be credited by the voucher provider to the Nursery's account prior to 1st of the month. **Paper vouchers are not accepted by the nursery and refunds from overpayment by vouchers cannot be made.**

Automatic late payment penalties will be incurred if payment is not received on time: £50 or 10% of monies due, whichever is the greater.

- **First Payment**

Parents will be invoiced for the first month, or part thereof. First month fees are calculated on a 'per session basis' starting from the Monday following the settling week, until this equates to more than the normal monthly fee when the lesser will be charged. **There is no charge for the first settling week.** The first months fees are payable by the end of the settling week. Should a mutually agreed start date be postponed by parents, the Nursery reserves the right to charge from the original start date as indicated on the nursery application form / placement offer letter.

- **Extra Sessions**

Where possible the nursery will try to accommodate requests for extra sessions. Requests must be made to the manager. These sessions are subject to availability and are charged at the daily rate. Sessions can only be booked up to one week in advance on receipt of payment and are non-refundable/changeable.

- **Notice Period and Last Payment**

When a child wishes to leave the nursery, two full calendar months (from the 1st of the month) must be given as notice, in writing. The final payment will be for one whole calendar month and no refunds will be given for children leaving part way through a month.

- **Variation of Fees**

Scribbles Nursery Limited reserves the right to review and revise its fees and conditions at any time giving twenty eight days notice in writing to parents / carers.

The Nursery reserves the right to terminate a placement if fees are not paid by the due date, if parents / carers fail to observe the Policies & Procedures of the Nursery, or a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour.

The Nursery reserves the right to terminate a placement if important information concerning or affecting your child is withheld / not communicated to Nursery management and staff.

- **Hours of Operation**

Scribbles is open for approximately 50 weeks each year, closing between Christmas and New Year, at Easter for a week, all Bank Holidays and four staff training days. Full fees are payable during closure periods and refunds/ alternative sessions will not be given if a child is absent for any reason e.g. holiday, illness, or if the nursery has to close due to reasons outside our control e.g. extreme weather conditions. The Nursery does not accept responsibility for any loss or inconvenience suffered by parents arising directly or indirectly

from a temporary closure of its premises or as a result of the non-admission of a child for any reason. Fees will be charged for all reserved sessions regardless of holidays, sickness or temporary closures.

Parents are requested to arrive no later than 10 minutes prior to the end of the session to allow time for feedback and collection. Late collection on more than three occasions will be subject to a late charge of £15 for the first 15 minutes and £15 for every 15 minutes or part thereof after 6.15pm.

- **Personal Property**

While staff will exercise all reasonable care to ensure that Children's belongings are not lost or damaged, the nursery cannot be held responsible for any loss or damage that might otherwise occur.

All items of clothing must be clearly labelled by parents prior to child placement at the Nursery.

Prms / buggies are *not* permitted in the main building or allowed to block fire exits / escape routes in order to comply with Health & Safety and Fire Regulations.

- **Nursery Uniform**

Nursery uniform (polo shirt and sweatshirt) are required to be worn for all children in Wombats, Koalas and Aardvarks) this can be bought from the nursery. Please dress your child appropriately for their day at Nursery and provide a sunhat and suncream in the summer months.

- **Illness and Medicines**

If a child becomes unwell at Scribbles the Manager will be informed and the parents will be contacted. In these instances parents will be requested to collect the child as soon as possible or if they are unable to collect the child, to make arrangements for an authorised collector to collect the child. A full list of common childhood illnesses and exclusion times is available on the Parent's Notice Board in the entrance foyer.

- **Staff will not administer any medication to children, including antibiotics and Calpol.** The exception to this rule is for: inhalers or creams prescribed by a General Practitioner, Piriton Syrup and Epipen injections in case of life threatening anaphylaxis, Long term medication which is required for a child due to a chronic medical condition e.g. cystic fibrosis

- **Trips**

We go on regular room trips and a few trips for the entire nursery. On trips for the whole nursery you will have the option for your child to attend however the nursery will close for the duration of the trip. There will be no refunds for children who normally attend on these days but who do not wish to attend the trip.