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Policies

Ibrox & Mansewood

**Smiley Stars Nursery Policies**

**Aims and Objectives of Smiley Stars Nursery**

**Mission Statement**

Smiley Stars aim is to provide a safe and secure home away from home where our children are loved, cuddled, nurtured and supported to grow into happy successful individuals.

**We provide Quality .....We aim for Excellence**

**Our Aims & Objectives**

* Ensure that each child and their family are warmly welcomed and valued
* Provide a safe and stimulating environment in which your child can feel happy and secure.
* Encourage the emotional, social, physical, creative and intellectual development of your child.
* Support each child through creating opportunities for play and developing independence.
* Treat each child fairly and justly, recognizing and respecting differences.
* Encourage positive attitudes to self and others, developing confidence, self-esteem and citizenship.
* To encourage equal opportunities for all children and adults involved with the nursery.
* Communicate openly, regularly and effectively with parents/carers and extended community.
* Be responsive to the individual needs of children and families, working in partnership and other agencies.
* Provide continuity of care and smooth transitions involving close communication between staff, parents, carers and other providers, e.g. nursery or school
* Develop positive relationships with parents and help to meet the family’s needs through responsive care. Facilitate breast-feeding for mothers who wish to feed their babies in the nursery
* Ensure a warm and welcome atmosphere with good staff, child and parent relationships through continuity of care for all children and flexible care routines.
* Help children develop intellectually through a balance of directed and free choice activities
* Create a stimulating and challenging environment, providing opportunities for learning through play following national and local guidelines.
* Effective use of assessment information to identify needs and plan the next steps for learning and evaluating regularly to meet changing needs –
* High standard of thoughtful and courteous behaviour
* Encourage children to develop self-control, self-direction and independence
* Develop strong links within the community, e.g. local library, shops, nurseries, schools, colleges and agencies such as local health services
* Remember that children are children and have a right to enjoy their childhood.

**Complaints Procedure**

Any complaints that you have regarding staff, children or parents should be reported in the first instance to the Nursery Manager or to the Nursery Depute.

The Manager or Depute then has 28 days in which to fully investigate your complaint.

Appropriate action will be taken as required.

Within 28 days, the person(s) who made the initial complaint shall receive a written report highlighting the complaint made, details of the investigation and action taken.

If you are not satisfied that your complaint has been dealt with appropriately or if you feel that you can’t speak to the Nursery Manager or Depute, please contact the Managing Director Tamara Marashi on 07577060285 or the Director Dr Rami Rifai on 07989393950 (and leave a message, and Rami will contact you when he is free) and if the matter is not resolved please contact the

Care Inspectorate

Renfrewshire House  
Cotton Street  
Paisley  
PA1 1BF

Tel: [0345 600 9527](tel:0345%20600%209527)

A copy of the Care Inspectorate’s ‘Complaints Procedure’ publication is available from the office or at [www.scswis.com](http://www.scswis.com)

**Policies and Procedures**

Policies are very important documents, which set out the way Smiley Stars works in accordance with current legislation, guidelines and good practice. They are working documents, which allow staff, parents, children and relevant agencies such as the Care Inspectorate to see how we operate our service.

Parents can view policies at any time and copies requested. A full set of policies is kept in the office and also in the staff room.

All staff members receive policy training initially as part of their induction and then at regular intervals to contribute towards their continuing professional development.

Staff members are expected to be familiar with Smiley Stars policies procedures and ensure that they implement them. Any problems or suggestions should be referred to the Nursery Manager who will make a written note for the Director.

All policies are subject to a minimum 12-month review, which will take account of:

* Changes in legislation and national/local guidelines;
* Feedback from staff, parents, children and relevant agencies.

Smiley Stars aims always to meet the **Health and Social Care Standards** and to adhere to the *Scottish Social Services Council’s Code of Practice.* Copies of the Care Standards and the Code of Practice are kept in the office and also the staff room and can be viewed at any time.

For ease of reading, all policies make the following generalisations:

* ‘Parents’ is used as a generic term to include single parents, legal guardians and carers;
* ‘Child’ is used in the singular but we recognise that some families will have more than one child at the nursery.

**Responsibility for implementation and review**

The Nursery Manager has overall responsibility for policy implementation. The Director has overall responsibility for policy review.

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**Main Policies & Procedures**

1. **Accident Procedure**

* Accidents will be dealt with by the nursery staff -who are trained in first aid (whether on premises or away on a trip)-, and if in doubt of any treatment needed, arrangements will be made to take the child to A&E.
* If this happens, the parents will be contacted at once and given clear and calm information. They will be asked to make their way to meet staff at the hospital with the child.
* Two members of staff will accompany the child taken by car, taxi. Or one member of staff for going in an ambulance.
* The Nursery Manager and Depute will be informed.
* Care Inspectorate / Riddor will be notified if appropriate.
* All accidents involving children must be recorded on an accident form; the Nursery Manager or Depute and parents must sign the sheet.
* All accidents involving staff should be recorded in the staff accident folder.
* There are first aid kits in all playrooms and the office.
* In all outings travel first aid kit must be taken out.
* In all circumstances we will follow the advice and guidance from NHS advice.

1. **Administration of Medication Policy and Procedures**
2. Smiley Stars is dedicated to providing the best possible service for parents and children. Although staff working with children are not legally obliged to administer medication, our staff team recognises that not to offer this service would be detrimental to parents and children. However, we must ask for parents’/carers’ full cooperation in ensuring that our policy and procedures are adhered to and staff are not put in a difficult position.
3. This policy applies to:

* Medication bought over the counter, i.e. **non-prescribed**;
* Medication that is **prescribed** (e.g. by a GP, dentist).

1. **Non-prescribed medication** is only given if it is:
   * in the original container and **clearly labelled** or marked **with** the child’s full name & **DOB**.
   * On a day-by-day basis, maximum of three consecutive days.
2. **Prescribed medication** is only given if it is in its original container and supplied with the pharmacy label ON THE BOTTLE – parents should ensure they request this when putting the prescription into the pharmacy. **It cannot be given** if the label is on the box. The label **must** clearly state the child’s name, dosage and have a valid date.
3. Smiley Stars will ensure that:

* records of the administration of all medicines in the nursery are kept
* written permission from parents/carers is sought before we administer medication
* staff understand what the medicine is for and how long it is to be taken
* if a child requires more complex medicines which staff cannot administer without training, we will work with the parents and take professional advice as appropriate
* No communal infant paracetamol is kept in the nursery
* All Long-term medicines (paracetamol, Piriton, Inhalers, …) are kept overnight in a secure locked unit.
* we do not give the first dose of any new medication to a child
* medication is only administered by a qualified member of staff and witnessed by another qualified member of staff

1. The Nursery Manager will spot check completed Medication Consent Forms and Record of Administration of Medication forms on a regular bases to confirm that the policy and procedures have been followed
2. In the unlikely event that we feel a child would benefit from medical attention rather than non-prescribed medication, we reserve the right to refuse nursery care until the child is seen by a medical practitioner.

**Procedures**

**Please note that a day is 24 hrs, so a 3 times a day is every 8hrs & 4 times is every 6hrs**

**Record Keeping- Written Permission From Parents – Medication Consent Form for each child**

A Medication Consent Form (example attached) giving written permission for the nursery to administer medication must be filled in by the parent/guardian. Each child will have a medical form so the medication history is in all on one sheet, Consent needs to be completed each day even for a whole course of medication. This records the following information:

**Name:** the child’s full name

**Date(s):** the date that the medication is handed in to nursery for staff to administer.

**Name of medication:** the full name of the medication.

**Reason for medication**: staff must understand what the medicine is for.

**How long the course of medication is (prescribed medication only):** e.g. 5 days

**Date dispensed (prescribed medication only):** staff should check the date that prescribed medication was dispensed, e.g. antibiotics dispensed a month ago may have been for a different condition.

**Use by Date (non- prescribed medication):** staff will check the use by date with the parents and we cannot administer the medicine if it is out of date.

**Dose to be given:** the dosage on the Medication Consent Form is the only dosage that will be administered.

* For **prescribed** medication, staff will check the dosage with the parents and against the label/instructions and if it exceeds the recommended dose we cannot administer the medicine unless there is also a letter from the doctor.
* If the dosage changes for any reason, e.g. the GP decides that a different dose is needed; a new form must be completed.
* For **non-prescribed** medication, if staff have concerns over the instructions given by parents, e.g. it is more than the maximum recommended dose or the leaflet suggests it is not suitable for the reason the parent wants to give it, staff should query this with the parent and/or check with a pharmacist.
* **How to be given**: for example, before meals. This also allows parents to advise us about the child’s needs, for example, if the child prefers a syringe type dispenser to a spoon
* **Date/time last given by parent/carer**: self-explanatory
* **Time(s) dosages to be given in nursery**: actual times must be stated, i.e. ‘every 4 hours’ is not acceptable.
* **Confirmation that the medicine has been supplied in the original container:** if not, it cannot be used and must be returned to the parent
* **Confirmation that the child has already had at least one dose of the medicine**: this is required to ensure that the child has not suffered any unwanted reaction
* **Nursery Management notification:** once the parent signs the Medication Consent Form, the medication should be stored in individual bags (notify management if the medication needs to be kept in the fridge) and should be notified before the first dose is given to the child.

**Record Keeping By Staff – Record Of Administration Of Medication (Ram)**

* The member of staff administering the medicine must complete the Record of Administration of Medication (RAM) by noting:
* the dates and exact times the medicine was given;
* the dose given;
* the reason for any late dosages, e.g. because a child was asleep;
* That the medicine is returned to the parents each day.
* The RAM must be signed by:
* the member of staff administering the medicine and also by the witness immediately after each dose is given;
* the parent, so that they know the time of the most recent dose;

**Administration of The Medication**

Before giving any medication staff must:

* refer to the Medication Consent Form and read the information leaflet that accompanies the medicine;
* wash their hands;

When giving the medication both staff must:

* carefully follow the instructions;
* Double check the medication sheet that it correspond with the child and medication.
* Offer the child a drink with the medication if appropriate.

If a child spits out their medication or refuses to take it the parents should be contacted for advice. A note should be made on the RAM.

If too much medicine is given we will seek advice without delay from the GP or pharmacist. A note should be made on the RAM and the parents advised.

**Storage of Medication & Medicine Spoons**

* Medication that does not require refrigeration will be kept in the playroom cupboard/office, in a secure locked unit. This is located out of the reach of the children and in an area that is below 25°C. The exception to this is Epi-pens allergy medication.
* Medication that requires refrigeration will be stored in the fridge, which is in an area of the kitchen not accessed by the children. Each child’s medication is stored in an individual named plastic bag.
* All inhalers must be labelled clearly with child’s name. They will be stored within easy reach of staff in case of immediate need but will remain out of children’s reach and under supervision at all times. Please refer to our Children with Asthma Policy and Procedure
* Individual medicine spoons/syringes should be kept with each child’s medication and washed and dried after use. As these are easily lost or broken a small supply of communal spoons will be kept in a separate, labelled and lidded container. These will be washed and dried before being returned to the container.

1. **Child Protection Policy**

**Child Protection Statement**

Smiley Stars acknowledges that all children and young people have the right to be cared for and protected from harm and to grow up in a safe environment in which their rights and needs are respected. The welfare of children is paramount. (Protecting Children and Young People: Framework for Standards, Scottish Executive, 2004)

Smiley Stars aims always to meet the Health & Social Care Standards which reflect the rights of children and young people as set down in the UN Convention on the Rights of the Child 1989. One of the main principles of the Health & Social Care Standards is Wellbeing: I feel safe & I am protected from neglect, abuse and avoidable harm.

Smiley Stars aims at all times to abide by the SSSC Codes of Practice for Employers and Employees, employees being responsible for making sure that no action or omission on their part harms the wellbeing of the children in their care. Employees must uphold public trust and confidence in the service provided and this includes their undertaking not to abuse, neglect or harm the children in their care.

**Staff at Smiley Stars will:**

Must read and understand child protection policy initially as part of their induction and thereafter as part of their continuing professional development in order that they:

* have a clear understanding of their roles and responsibilities in protecting children and young people from harm, abuse, bullying and neglect;
* are knowledgeable about, and have a clear understanding of, relevant legislation relating to children and young people.

**Smiley Stars will follow Safe Recruitment procedures:**

Smiley Stars recruits and selects staff, volunteers and students through a process, which takes account of safe recruitment practices. These include interviews, checking references and obtaining PVG from Disclosure Scotland. All staff have a probationary period of 9 months before their appointment is confirmed.

**What is child protection?**

Action taken to protect a child from harm now and in the longerterm. (Protecting Children and Young People: Framework for Standards, Scottish Executive, 2004)

**What is child abuse?**

The Scottish Office (1996) definition of child abuse is:

‘Children may be in need of protection where their basic needs are not being met, in a manner appropriate to their age and stage of development, and they will be at risk through avoidable acts or omissions on the part of their parent(s), sibling(s), or other relative(s) or a carer i.e. the person(s) while not a parent who had actual custody of a child.’

This means that for a set of events or circumstances to be defined as ‘child abuse’, 3 elements must be taken into account:

1. Is there demonstrable damage or harm to the child or genuine reason to be concerned that the child will be harmed in some way?
2. Is this due to the action or inaction of the parent or other carer?
3. Could this have been (or can this be in the future) avoided?

The five categories of abuse are:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. Physical | 1. Sexual | 1. Non-Organic Failure to Thrive. | 1. Emotional | 1. Neglect |

Please see Appendix 1 for definitions of each category

**Grounds for concern**

Working in the nursery setting in daily contact with children puts staff in an almost unique position. You are able to listen carefully to children and assess their wellbeing. You will often be able to detect even minor changes in a child’s physical, emotional and psychological wellbeing, to notice injuries, patterns of injury, to notice mood swings, listlessness, to recognise any departure from the behaviour that is ‘normal’ for that child and to recognise ‘clues’ that a child gives deliberately or otherwise that all is not well.

Grounds for concern can arise from a wide range of circumstances. Generally these are:

* A child states that abuse has taken place or that the child feels unsafe.
* A third party or anonymous allegation
* A child’s appearance, behaviour, play, drawing or statement causes a suspicion of abuse.

See Appendix 2 for possible signs of abuse.

As part of our Child Protection policy, when a child is brought to nursery with an injury, we ask and expect to get an explanation from the parent as to how the injury happened.

The parent of a child, who has received an injury at nursery, including an unexplained injury, has the same right to ask and expect to get an explanation of how their child became injured. It is therefore every member of staff’s responsibility to record any incident that results in a child getting an injury, however caused, on an incident form.

If you notice a child with an injury, no form has been written and no one has any information or witnessed any incident as to how the child became injured then an incident form must still be filled in to this effect and parent still informed.

**If a member of staff suspects abuse the following action must be taken immediately:**

* Report your grounds for concern to the Nursery Manager or Depute
* Do not wait to gather evidence
* Do not agree to keep the information secret
* Do not discuss the matter with others

**Disclosure from a child:**

During your work in the nursery there may be a time when a child approaches you to discuss their life outside the nursery. It is vital that you know how to react to this in a sensitive and appropriate manner.

You (**Staff**) should at all times:

* Allow the child time to speak and not interrupt. Do not make suggestions to the child that might jeopardise the investigation.
* Reassure the child that they were right to tell you and that you are glad they did.
* Don’t interrogate or question the child other than to clarify what they have just said. If you do have to ask a question, ensure that you use an open-ended question. Open questions encourage the child to provide information in the order they wish to give it; with the detail they feel comfortable with, and in their own words. Do not use direct or closed questions. This may put suggestions to the child and could jeopardise subsequent social work investigations. They will have to go over it again during the investigation anyway and you should spare them having to re-tell it too many times.
* Be honest with the child and tell them you cannot keep it a secret. You have to tell someone who will help them.
* Remain calm and no matter how hard it is for you to listen, think how hard it must be for the child to talk about. Do not show and anger, disgust, disbelief or negative feelings.
* Listen to the child – REALLY LISTEN. It is not your responsibility to investigate the allegations.
* As soon as practical – write down everything the child said word for word. Do not add anything or put down an interpretation of what you think they meant. Report all grounds for concern to the Nursery Manager immediately.
* Remember above all that this is all-confidential and MUST not be discussed with anyone other than the Nursery Manager.

**Reporting Procedures**

**Member of staff**

If a member of staff suspects abuse the following action must be taken immediately:

* Report your grounds for concern to the Nursery Manager
* Do not wait to gather evidence
* Do not agree to keep the information secret
* Do not discuss the matter with others

The **Nursery Depute/Manager** will then follow the procedural action points in the order they feel is most appropriate for the particular circumstances. There should be the absolute minimum of delay in moving through the action points.

All grounds for concern will be treated as a priority for action:

* Consider immediate needs of the child/ren involved
* Take emergency action if required. Phone the police if the child is in an immediate danger
* Gather information
* Ask staff to record information, signed and dated.
* Store all information in a confidential file
* Contact will be made with the duty social worker at the social work office. During this, discuss with the social worker what action to take next including when and by whom parents will be informed
* If required, report a medical emergency to the medical services and administer first aid before reporting to the social worker.
* Urgent circumstances may require help from the police to avoid further abuse, immediate pursuit of the alleged abuser, avoidance or destruction of evidence or an immediate place of safety for the child.
* If a member of staff is alleged to be involved then the Nursery Manager will take all necessary steps to ensure the protection of the child. Contact will be made with the Nursery Director, the police and the social work department. The Nursery Manager may consider the need for precautionary suspension. All employees will be treated with consideration pending the outcome of any investigation and we will ensure that any employees alleged to have abused a child will have adequate information and access to representation in any disciplinary or review process.

Everyone within the nursery setting has a responsibility to be aware of child protection issues; however it is important to have one designated person who has agreed to monitor child protection issues.

The **child protection co-ordinator** at Smiley Stars is the Nursery Director who is responsible for ensuring that:

* Policies are up-to-date and meet local and national guidelines
* They attend child protection training and meetings
* They co-operate on behalf of Smiley Stars Childcare with inter-agency Child Protection Support Plans
* They liaise with other establishments and external organisations
* They help to ensure that all staff, students and volunteers are aware of the policy and that they have read it and understood it
* They know who the social work contact is
* They have up-to-date telephone numbers for both local social work and police.

In the event of a suspicion that abuse has taken place, all reports should be given directly to the Nursery Manager not the child protection co-ordinator.

**Contacts**

|  |  |
| --- | --- |
| **Govan Local Social Work Office** | **Govan Police Station** |
| **0141 287 0555.**Out of hours: 0800 811 505 | 923 Helen Street, Govan, G52, Phone: 101 |

1. **Codes of Conduct (Staff, Parents & Visitors)**

**Staff:**

Our staff are our most valuable resource and we want to take care of their safety and well being as much as the children’s. All staff must:

* protect and promote the rights and interests of the children and parents who uses the service.
* create and maintain the trust and confidence of the children and parents.
* promote the independence of the children while protecting them, as far as possible, from danger and harm.
* respect the rights of the children, while striving to make sure that their behaviour does not harm themselves or other people.
* must uphold public trust and confidence in social services.
* All nursery staff are accountable for the quality of their work and will take responsibility for maintaining and improving their knowledge and skills.

**Personal Relationships**We recognise that, from time to time, close personal relationships may develop between members of staff and between staff and parents. In order to ensure that potential conflicts of interest are avoided, employees are required to inform (management) of any relationship which may affect their work or compromise the business in any way.  
  
Any such information will be treated in the strictest confidence. We fully acknowledge the right of employees to privacy in their personal affairs. However, experience has shown that the effect of such relationships can cause a blurring of judgement whereby conflicts of interest arise.

It is Smiley Stars policy that all staff conduct themselves in a professional manner. All visitors to the nursery – parents, children, other professionals, etc. – are treated with dignity and respect.

**Parents and visitors in relation to staff**

We expect that parents and visitors show the same respect to our staff. Dangerous, Discriminatory or Exploitative Behaviour in relation to Staff. Bullying, harassment, violent or abusive behaviour or any form of unjustifiable discrimination from another member of staff, parent or visitor is not acceptable. If you experience or witness any abuse of this nature you should inform the Manager right away. If appropriate, the person instigating the abuse, etc. will be subject to Smiley Stars disciplinary procedures and/or the matter may be reported to the police.

The child’s place at the nursery may also be terminated.

1. **Confidentiality Policy**

Smiley Stars Nursery adhere to GDPR Data Protection May 2018: Nerlana Ltd (T/A Smiley Stars) is registered with the Information Commissioner’s Office.

All staff & children files are maintained by the Nursery Manager. Access to files are restricted to the management team and the owner of the file (i.e. Staff, Parents or child) files are kept in a cabinet in the locked office.

* All members of staff are expected to respect confidential information in order to establish and maintain the trust and confidence of children and their families.
* In order to meet the needs of the children in our care it is important for staff to share information with parents and with one another. All information is confidential and shared on a need –to-know basis.
* Under no circumstances will confidential information about a child be shared with any other parents.
* Information given to the nursery staff will be treated in the strictest of confidence and will not be discussed with anyone outside the nursery unless there are child protection issues. (See Child Protection Statement and Policy).
* It may be necessary in some circumstances for Smiley Stars to seek advice from other childcare and education professionals. This will only be done following discussion with parents and with their written permission.
* Parents should be given a clear explanation of our policy on confidentiality when their child starts at the nursery.

1. **Equal Opportunities Policy – Children & Families**

* Every child is special at Smiley Stars and will be welcomed and valued as an individual regardless of race, culture, ability, religion or gender.
* Everyone involved with Smiley Stars will be welcomed and valued as an individual regardless of race, culture, ability, religion, sexual orientation or gender.
* Smiley Stars will value the local community and environment as a source of learning opportunities.
* Familiar experiences will be used as the starting point for learning.
* Every child will be encouraged to develop a positive sense of self.
* Every child will be encouraged to value others as individuals, recognising that differences are part of life’s rich tapestry.
* The unique contribution that every child makes will be valued and this will be demonstrated by drawing on children’s knowledge and experience
* Stereotyping, tokenism and labelling will be actively challenged.
* Discrimination is usually a product of ignorance or fear so every effort will be made, as appropriate, to encourage children, staff and parents to become knowledgeable about other cultures.
* Staff will provide positive role models with regard to equal opportunities and receive training as part of their continuing professional development.
* Staff will ensure that names are pronounced and spelt properly.
* Staff will give parents and children opportunities to talk about their culture and experiences at home and include parents and children in planning and implementing learning experiences.
* All children will be offered equal opportunity to participate in all learning experiences.

1. **Equal opportunities - Staff\***

Smiley Stars Nursery is an equal opportunities employer and committed to promoting equal opportunities. No job application or employee receives less favourable treatment on the grounds of religious belief, race, colour, nationality, age, ethnic origin, political affiliation, sex, sexual orientation or marital status.

This principle will apply in respect of all conditions of work, holiday entitlement, work allocation, sickness, training, promotion and redundancy.

Selection and promotion criteria will be on the basis of relevant qualifications, experience, merits and abilities. All employees will be given equal opportunity and, where appropriate, additional training to progress within the service. Training needs are regularly discussed at staff review meetings.

\*Please check Employee Handbook in the staff room for further information

1. **Fire Drill Procedure – summary**

**Fire drills will be carried out at least monthly when possible**

**Assembly point: on the** **pavement, head towards 42 Ibrox Terrace– Ibrox**

**Assembly point: up the hill on the same side of the street - Mansewood**

1. All children must be counted and checked against the register/iPad.
2. All staff must be signed in and checked against the register/iPad.
3. All visitors must be signed in and out using the Visitor’s Book at the main door of the nursery.
4. The Nursery Manager or Depute will check fire exits when carrying out Risk Assessments on a daily basis.
5. When the fire alarm is raised, it is imperative that staff remain calm at all times.
6. When the fire alarm has been set off, each member of staff will move the children quickly (but no running) and calmly to the assembly point, taking with them their register/iPad. They then supervise their group of children. They will be asked to give the Manager an immediate account of the number of children present in their group.
7. It is the duty of the Manager to do a role call ensuring all children and staff are present:
   * an immediate check of numbers of children & staff will be made;
   * a detailed check of names of staff, children and visitors will then be made.
8. Everyone must wait for the all-clear from the Manager before re-entering the building. Under no circumstances must anyone re-enter the building without the all clear. On return to the nursery, numbers will be checked again.

(Refer to Fire Drill/Fire Emergency Procedures for full details)

1. **Fire drill & Procedures - Ibrox**

**Fire exits**

There are three fire exits on the ground floor – the main entrance, Kitchen and staff doors. **These exits must be kept clear at all times.** In the event of the fire alarm sounding, staff are to use the front door. Should the main hall be inaccessible, staff on the first floor are to congregate in the 2 -3 playroom and close the door. All doors are fire doors and when closed they help to contain fires.

**Fire bells/’Break glass points’**

There are 2 of these situated throughout the nursery:

* At the main entrance on the ground floor.
* At the rear entrance

In the event of a fire please break the glass to raise the alarm. These alarms will be tested monthly and there is no need to evacuate during these tests.

**Extinguishers**

There are 6 fire extinguishers situated throughout the nursery:

* 1 (red label) water extinguisher located in hall on the ground floor at the front door.
* 1 (black label) carbon dioxide extinguisher located on the first floor at the front door.
* 1 (black label) carbon dioxide extinguisher located on the ground floor in the kitchen.
* a fire blanket in the kitchen.
* 1 (black label) carbon dioxide extinguisher located outside the office on the first floor.
* 1 (red label) water fire extinguisher located outside the office on the first floor.
* There is an additional extinguisher in the cellar for use with the boiler.

**Assembly point**

All staff and children are to assemble in on **the** **pavement, head towards 42 Ibrox Terrace.** In the event of a fire, you are to assemble at the designated point and await further instruction from the Manager i.e. follow ‘Evacuation procedures’.

**Responsibilities:**

**General:**

**In the event of a fire or fire drill, it is imperative that all staff remain calm and help to get the children out of the building safely.**

When the children are outdoors in the garden staff have to ensure they have the registers/iPad with them in case of evacuation.

There is a side gate exit that should be used if children are in the garden and the fire alarm sounds. You should not attempt to re-enter the building.

**All staff must ensure that they inform the manager/operations manager when leaving the building e.g. going out a walk and complete the outings form prior to leaving the building.**

All staff must ensure that their emergency contacts list is up-to-date and kept alongside their room register, as this may be referred to in the event of a fire.

**Baby room**

All staff to carry babies or use the evacuation cot and go outside to their allocated assembly point, ensuring they have their register/iPad with them and have closed the door behind them. The baby room must use their nearest fire exit.

**2 – 3 Room**

Staff are to assist and supervise children on the stairs as they go outside to their allocated assembly point, ensuring they have their register/iPad with them and they have closed the room door behind them. The 2-3 room must use their nearest fire exit.

**3 – 5 Room**

Staff are to assist and supervise children on the stairs as they go outside to their allocated assembly point, ensuring they have their register/iPad with them and they have closed the room door behind them. Check that there are no children in the children’s toilets on the way out. The 3-5 room must use their nearest fire exit.

**Kitchen/Staff room/Baby Messy Room**:

Staff should assist children to front exit, and meet the rest of their group at the assembly point. The rear exit should only be used if the front one is blocked by fire. The cook should use the nearest safe exit, which may be the back door, and meet at the assembly point.

**Students/Volunteers:**

Help staff to evacuate the children from the building. The Manager will advise you on the fire procedures and assembly points during your induction.

**Manager/ Director:**

Ensure they have a phone and their nursery keys with them. On hearing the alarm, the manager should head to the front door to ensure that it is safe for the children and staff to exit the building. Then carry out a sweep of the nursery building to ensure no –one is left inside. If it’s a planned fire drill, take note of the evacuation time. Before joining staff and children in the garden, ensure you take out the staff fire register and reset the alarms on the way. Once outside, check with room seniors that all staff and children are accounted for before allowing them to re-enter the building. In the event of a fire, join staff immediately at the assembly point without resetting the alarm, with the nursery keys and phone and ensure that everyone is accounted for. The Manager would also be responsible for contacting the fire brigade and parents using the emergency contacts that are kept alongside the room registers.

1. **Fire drill & Procedures – Mansewood**

**Fire exits**

There is four main fire exits on the ground floor – the main entrance, the side door in the 0-2 room, the patio doors in the 3-5 room and the back entrance leading to the garden. There is an additional exit on the top floor taking you downstairs which leads you to the front of the building. **These exits must be kept clear at all times.** In the event of the fire alarm sounding, staff are to use their nearest fire exit. Should that fire exit be inaccessible, staff to find the next closest one. If they can’t access it ensure all doors are closed. All doors are fire doors and when closed they help to contain fires.

**Fire bells/’Break glass points’**

There are 3 of these situated throughout the nursery:

* At the main entrance on the ground floor.
* In the 0-2 years room near their main exit.
* On the second floor near the fire exit door.

In the event of a fire please break the glass to raise the alarm. These alarms will be tested weekly and there is no need to evacuate during these tests. We evacuate on a monthly basis in a spontaneous fire drill.

**Extinguishers**

There are 11 fire extinguishers situated throughout the nursery:

* 1 (red label) water extinguisher located in hall on the ground floor at the front door.
* 1 (black label) carbon dioxide extinguisher located on the ground floor at the front door.
* 1 (Green label) foam extinguisher located on the ground floor at the back door.
* 1 (Green label) foam extinguisher located on the middle landing outside the office.
* 1 (black label) carbon dioxide extinguisher located on the middle landing outside the office.
* 1 (black label) carbon dioxide extinguisher located on the kitchen.
* There is also a fire blanket in the kitchen.
* There is also a fire blanket in the staff room.
* 1 (red label) water extinguisher located in hall upstairs.
* 1 (Green label) foam extinguisher located upstairs next to the fire exit door.
* 1 (black label) carbon dioxide extinguisher located upstairs next to the fire exit door.

**Assembly point**

All staff and children are to assemble up the hill on the same side of the street. **No one is to assemble near the building or on any of the paths or pavements.** In the event of a fire, you are to assemble at the designated point and await further instruction from the Manager i.e. follow ‘Evacuation procedures’.

**Responsibilities:**

**General:**

**In the event of a fire or fire drill, it is imperative that all staff remain calm and help to get the children out of the building safely.**

When the children are outdoors in the garden staff have to ensure they have the registers/iPad with them in case of evacuation.

There is a side gate exit that should be used if children are in the garden and the fire alarm sounds. You should not attempt to re-enter the building.

**All staff must ensure that they inform the manager/operations manager when leaving the building e.g. going out a walk and complete the outings form prior to leaving the building.**

All staff must ensure that their emergency contacts list is up-to-date and kept alongside their room register, as this may be referred to in the event of a fire.

**Baby room**

All staff to carry babies or use the evacuation cot and go outside to their allocated assembly point, ensuring they have their register/iPad with them and have closed the door behind them. The baby room must use their nearest fire exit.

**2 – 3 Room**

Staff are to assist and supervise children on the stairs as they go outside to their allocated assembly point, ensuring they have their register/iPad with them and they have closed the room door behind them. The 2-3 room must use their nearest fire exit.

**3 – 5 Room**

Staff are to assist and supervise children on the stairs as they go outside to their allocated assembly point, ensuring they have their register/iPad with them and they have closed the room door behind them. Check that there are no children in the children’s toilets on the way out. The 3-5 room must use their nearest fire exit.

**Kitchen/Staff room**:

Staff should assist children to nearest exit and meet the rest of their group at the assembly point. The rear exit should only be used if the front one is blocked by fire. The cook should use the nearest safe exit and meet at the assembly point.

**Students/Volunteers:**

Help staff to evacuate the children from the building. The Manager will advise you on the fire procedures and assembly points during your induction.

**Manager/ Director:**

Ensure they have a phone and their nursery keys with them. On hearing the alarm, the manager should head to the front door to ensure that it is safe for the children and staff to exit the building. Then carry out a sweep of the nursery building to ensure no –one is left inside. If it’s a planned fire drill, take note of the evacuation time. Before joining staff and children at the assembly point, ensure you reset the alarms on the way. Once outside, check with room seniors that all staff and children are accounted for before allowing them to re-enter the building. In the event of a fire, join staff immediately at the assembly point without resetting the alarm, with the nursery keys and phone and ensure that everyone is accounted for. The Manager would also be responsible for contacting the fire brigade and parents using the emergency contacts that are kept alongside the room registers/iPad.

1. **Health and Safety Policy and Procedures** (Staff Please refer to Peninsula handbook)

**Our statement of general policy is:**

* Providing leadership and adequate control of identified health and safety risks.
* Consulting our employees on matters effecting their health and safety.
* Providing and maintaining safe equipment.
* Ensuring the safe handling and use of substances.
* Providing information, instruction, training where necessary for our work force, taking account of any who do not have English as a first language.
* Ensuring that all workers are competent to do their work and giving them appropriate training.
* Preventing accident and cases of work related of ill health.
* Actively managing and supervising health and safety at work.
* Having access to competent advice.
* Aiming for continuous improvement in our health and safety performance and management through regular (at least annually) review and revision of this policy.
* The provision of the resource required to make this policy and our health and safety arrangements effective.

**Responsibilities**

1. Overall and final responsibility for health and safety is **Tamara Marashi, Managing Director**
2. Day-to-day responsibility for health and safety is the **Carrie MacKay the Depute** **Manager at Ibrox or Kirsty Colquhoun the Depute at Mansewood**
3. All employees must:
   * co-operate with supervisors and managers on health and safety matters;
   * not interfere with anything provided to safeguard their health and safety;
   * take reasonable care of their own health and safety;
   * report all health and safety concerns to an appropriate person (as detailed in this policy statement)

**Health and Safety - risks arising from our work activities**

* Risk assessments will be undertaken by the **Depute Manager**, **early years practitioners and the Nursery Manager as appropriate.**
* The findings of the risk assessments will be reported to **Tamara Marashi who will also:**
  + approve/decide on action required to remove/control risks;
  + be responsible for ensuring the action required is implemented;
  + check that the implemented actions have removed/reduced the risks
* Assessments will be reviewed every 12 months or when the work activity changes, whichever is soonest

**Consultation with employees**

* Employee representative is **Carrie MacKay (Ibrox) -Kirsty Colquhoun (Mansewood)**
* Consultation with employees is provided by **Jane Scott (Ibrox) -Kirsty Colquhoun (Mansewood)**

**Safe equipment**

**Carrie MacKay (Ibrox) -Kirsty Colquhoun (Mansewood)** will be responsible for:

* identifying all equipment needing maintenance
* ensuring effective maintenance procedures are drawn up
* ensuring that all identified maintenance is implemented
* checking that new equipment meets health and safety standards before it is purchased.
* Any problems found with equipment should be reported to **Jane Scott (Ibrox) -Kirsty Colquhoun (Mansewood)**

**Safe handling and use of substances**

**Carrie MacKay (Ibrox) -Kirsty Colquhoun (Mansewood)** will be responsible for

* identifying all substances which need a COSHH assessment
* undertaking COSHH assessments
* ensuring that all actions identified in the assessments are implemented
* ensuring that all relevant employees are informed about the COSHH assessments
* reviewing the assessments every *6 months* or when the work activity changes, whichever is soonest.

**Tamara Marashi** will check that new substances can be used safely before they are purchased.

**Information, instruction and supervision**

* The Health and Safety Law poster is displayed in the staff room
* Health and Safety advice is available from the office.
* Supervision of young workers/trainees will be arranged undertaken/monitored **Jane Scott (Ibrox) - Lindsay Nolan (Mansewood)**

**Competency for tasks and training**

**The Manager will:**

* Provide induction training for all employees
* Provide job specific training
* Keep training records
* Evaluate training needs, identify, arrange and monitor training

**Accidents, first aid and work-related ill health**

**The first aid boxes are kept in each of the playrooms, kitchen and office. Tamara Marashi**

* The appointed person/first aider is **Jane Scott** or **Carrie MacKay – Ibrox** and **Sima Marashi** or **Lindsay Nolan - Mansewood**
* All accidents/incidents and cases of work-related ill health are recorded in the Accident Book. This book is kept in the office*.*
* **Tamara Marashi** is responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority (see Appendix 1 & 1b).

**Answering the door**

* Students/volunteers and trainees would not normally be expected to answer the door.

**The code for answering the door is as follows:**

* greet everyone politely;
* If you don’t the person – ask who you are here for, ask for identification and then ask them to wait while you close the door and fetch the Manager. They must sign in for Fire Safety.
* If someone comes to collect a child and you have not seen them before, ask the caller for ID and the agreed password, ask them to wait outside and check with the Nursery Manager.

**Monitoring**

* To check our working conditions, and ensure our safe working practices are being followed, we will
  + Check all the equipment on a regular basis
  + All electrical equipment will be checked yearly by a qualified electrician.
* **Tamara Marashi** is responsible for
  + investigating accidents;
  + investigating work-related causes of sickness absences;
  + acting on investigation findings to prevent a recurrence.

**Emergency procedures – Fire and evacuation**

* **Tamara Marashi** is responsible for ensuring the fire and evacuation procedures are undertaken and implemented.
* The designated Fire Safety Officer (FSO) is **Danielle Dawson – Ibrox** and **Sima Marashi - Mansewood**
* Escape routes are checked each morning and logged on the risk assessments on the iPad. Any problems and remedial action taken must be reported to the Manager. Any problems which cannot easily be remedied must be reported to the Manager immediately
* Fire extinguishers are visually inspected by the **FSO** monthly.
* Fire extinguishers and smoke detectors are maintained and checked by CHUBB engineers every year.
* Alarms are tested by the ***FSO every week.***

**Health and Safety Staff Code of Conduct**

1. No smoking on the premises.
2. No ‘personal’ food or drink, with the exception of water, in any room occupied by children.
3. No inappropriate jewellery to be worn, e.g. chunky rings, hooped or dangly earrings, bracelets. These and all other items of body jewellery should be removed before going on duty. If in doubt, please ask.
4. Dress code: Smiley Stars polo shirt supplied must be worn at all times with black or dark denim trousers and indoor shoes. If extra layers are required, please wear either your hoodie or the zipper with the nursery’s logo. Staff are required to bring a suitable change of shoes to use while in the nursery. Shoes worn on duty should be comfortable and safe: flip-flops, platforms, mules and high heels are not suitable. If in doubt, please ask. Staff are also required to set an example to the children by changing into appropriate footwear.
5. Hair which is longer than shoulder length should be tied back.
6. Nails should be kept short. False nails and nail extensions pose a serious hazard and must not be worn to nursery.
7. No running inside the premises unless engaged in active play, where children should be encouraged to run in a safe environment.
8. There should be no trailing wires.
9. All fire exits to be clearly marked and free from obstruction.
10. All fire extinguishers should be clearly marked.
11. A copy of the fire drill should be clearly visible within every play room.
12. Never leave sharp scissors or potentially dangerous objects lying within reach of children.
13. When dealing with bodily fluids and changing nappies, protective gloves and aprons must be worn at all times.
14. Only early years practitioners approved by the manager are allowed to administer medicine to a child.
15. No student should be left unsupervised at any time and children must be supervised at all times.
16. Staff must have access to a phone while the children are playing in the garden.
17. Staff alone in a room at any time must have access to a phone.
18. Under no circumstances may a member of staff take a child from the nursery unless written consent has been obtained from the parent of the named child.
19. All cleaning materials/ hazardous substances to be placed out of the reach of children.
20. All bulk chemical cleaning fluids are kept in their designated, locked store.
21. Children must not enter the kitchen unless closely supervised and a 1:1 ratio. At Ibrox, the gate must be kept bolted at all times. Children will only use the back door to gain access to the garden.
22. Make sure that all rooms are clean, clear of rubbish and tidy at all times.
23. Ensure that safety hazards and faults are immediately put right and reported to management and logged on the daily check list.
24. Ensure children are prevented from using unsafe resources and are encouraged to help keep play clean and safe.
25. Do not allow the children to climb up on the tables and chairs.
26. Dummies must be stored in individually named covered containers.

**Accident Reporting**

All accidents must be reported and recorded using an accident report form on the learning journal. Parents must sign the accident/incident sheet to acknowledge that they have been informed.

Whoever witnessed the accident must deal with it unless they feel incapable of doing so; in that case, seek help from the Nursery Manager.

The first aid boxes are kept in the designated areas, regularly checked to ensure their contents are up to date. If not, inform the Nursery Manager.

**Accident procedure**

1. Small accidents, bumps etc are dealt with by the nursery staff.
2. Any other accident or illness – arrangements will be made to take the child to either the Doctor’s Surgery or Accident and Emergency at the Queen Elizabeth University Hospital. If this happens the parents/carer will be contacted at once by the Manager and given clear and calm information. They will be asked to make their way to meet staff at either the doctor’s or hospital with the child. Two members of staff will accompany the child taken by car, taxi or ambulance. They will contact the Nursery Manager on arrival.
3. All accidents must be recorded on an accident report form which must be signed by parents.
4. There is a first aid kit in each of the playrooms and a travel kit for outings is kept in the nursery bag.

**Records to be kept**

Smiley Stars Nursery must keep a record of any reportable injury, disease or dangerous occurrence for three years after the date on which it happened, this must include;

* Date and method of reporting
* Date and time and place of the event
* Personal details of those involved
* A brief description of the nature of the event or disease

1. **Infection Control Policy and Procedures**

Smiley Stars strives to minimise the risk of infection within the nursery we follow NHS guidelines Exclusion Criteria (Appendix 4)

But in case of a highly contagious infectious disease, we may have to make decisions and exclude children from nursery to prevent spreading the infection around other children and staff.

* Management ensure that the highest hygiene standards are maintained. All of our staff are given training in Infection Control Procedures and are aware that they have a responsibility to ensure that they put these procedures into practice.
* Staff encourage the children to learn about good personal hygiene through their daily routine and through play learning experiences relating to healthy living.
* We ensure that supplies of soap, paper towels, tissues, disposable gloves and aprons and anti-bacterial cleaning agents are readily available.
* We particularly encourage good hand hygiene throughout the nursery as we acknowledge that it is the single most important practice in reducing the spread of infection. Hand hygiene posters are displayed throughout the nursery. The children are actively encouraged to wash their hands properly by staff setting a good example and also showing the children what to do. This helps to ensure that proper hand washing becomes a lifelong habit. Even our babies have their hands washed after nappy changing and before mealtimes to get them used to the hand-washing routine.

**Hand washing:**

It is essential that staff and children wash and dry their hands frequently and thoroughly. Please follow the hand washing routine poster displayed in all toilets and encourage the children to do the same. Hands must always be washed and dried after:

|  |  |  |
| --- | --- | --- |
| using the toilet | coughing | blowing your own nose |
| wiping runny noses | handling rubbish, | being in contact with an animal |
| sneezing | Before eating or handling food. | coming in from outdoors |

If staff are unable to leave the playroom to wash their hands, anti-bacterial gel may be used as a temporary measure only. Hands must be washed as soon as possible thereafter.

**Personal hygiene:**

All staff should be neat and tidy with high standards of personal hygiene. When working with children, health and safety is paramount, so:

|  |  |
| --- | --- |
| long hair should be tied back | nails kept clean & short |
| no excessive jewellery | if ears are pierced, studs should be worn |
| wear indoor footwear | clothing should be clean and ironed as appropriate |
| facial piercings should be removed |  |

**Mealtimes:**

* + food, including snack, should always be presented to children on a plate or in a bowl
  + as food invariably ends up on the tray or table, these surfaces should be cleaned properly by spraying sanitiser before the children sit down
  + children should not share food or utensils at mealtimes
  + if a child drops their utensils on the floor then clean ones should be given
  + after meals/snacks children‘s hands and faces should be wiped with an individual face cloth rinsed in warm water
  + face cloths are for single use only and must be washed before re-use
  + after meals/snacks tables and chairs should be cleaned by spraying sanitiser.

**Toilets**

**Staff must:**

Apologise to parents that we cannot use potties in the nursery (infection Control)

* + supervise children in the toilet areas at all times
  + explain to children in a manner appropriate to their age and stage that it is important to keep the toilet area clean
  + ensure that children flush the toilets and wash their hands
  + keep the toilet area clean and tidy throughout the day, check toilet pans regularly and if necessary clean using disinfectant spray and blue/white roll wearing gloves and apron, also clean flush handles, taps, door handles and any other hand contact sites regularly.
  + disposable aprons and gloves to be worn when assisting a child at the toilet.
  + bins emptied, lids cleaned, and new bin liners inserted
  + supplies of towel dispenser, toilet rolls and soap checked and topped up if necessary
  + sinks, toilets, changing mat & worktop under changing mat all should be cleaned by disinfectant spray
  + floor mopped.

**Nappies:**

* + Nappy changing requires good hygiene procedures – it provides an ideal opportunity for germs to be transmitted to the baby, to staff and to the surrounding area
  + ensure that you have all the equipment you need before you begin
  + disposable gloves and aprons must be worn at all times when changing nappies and discarded after each use in the bin
  + A clean apron and gloves must be used for each change
  + mats with torn waterproof coverings must not be used – notify the Nursery Manager who will provide a new mat and discard the old one
  + never leave a child alone on the changing worktop
  + never share nappy cream
  + don’t use fingers to remove cream from containers – use the disposable gloves provided which must be discarded in the bin after one use
  + do not come out of the toilet area wearing apron/gloves
  + dirty nappies must be bagged and put into the bin
  + dispose of your gloves and apron in the bin once a clean nappy is on
  + all children must wash their hands after nappy changing
  + All changing surfaces that is soiled must be cleaned with disinfectant spray
  + staff must wash their hands thoroughly after changing each nappy
  + Even if there is no apparent need arising from soiling, all babies, mobile and non-mobile, must wash their hands/have their hands washed after nappy changing to promote the hand-washing routine. Staff must use their knowledge of the child and make a professional judgement regarding how best to do this with a non-mobile baby.

**Changing sick/soiled children:**  If a child has been very sick or soiled and needs to be changed:

* act immediately
  + put on disposable gloves and apron
  + take the child to the nearest toilet area
  + remove soiled clothing
  + wash child as appropriate with warm water using a disposable cloth and dress in clean clothes
  + all soiled clothing must be immediately double-bagged using nappy sacks/carrier bags and tied tightly at the top to seal (child’s name on the outside and given home to the parents)
  + discard all disposables in the bin
  + wash and dry your hands

**Floors:**

* + Spills should be cleaned up immediately and contaminated hard surfaces cleaned with disinfectant spray
  + Hard floors should be mopped at least weekly using disinfectant solution
  + Playroom floors and rugs should be sweeped daily and regularly as appropriate.

**Toy/equipment cleaning**

* + soft toys, bouncy chair top covers to be machine washed as required and at least weekly

**Hard/plastic toys –**

* + wash in hot, soapy water using a designated brush as frequently as practical and when visibly soiled
  + rinse and thoroughly dry
  + please ensure that toys containing small holes are dry before the children play with them
  + toys that cannot be washed, rinsed and dried must be cleaned with soapy water using a clean cloth, it is vitally important that each toy is dried thoroughly as wet, moist areas are breeding grounds for germs
  + soft toys must be laundered in the washing machine
  + all toys to be stored in a clean container or cupboard
  + water play toys should be dried after each use
  + discourage children from putting shared toys in their mouths

**Outdoor play:**

* + Area to be checked for cleanliness including animal contamination before children go outside – any animal contamination must be reported to the manager immediately who will deal with it appropriately
  + Small outdoor toys to be stored in the shed when not in use
  + Small outdoor toys contaminated with body fluids to be washed in soapy water, and thoroughly dried
  + Large outdoor toys to be stored in the shed and cleaned as for small toys
  + Outdoor shoes/wellies to be removed before entering the playrooms
  + Staff and children to wash and dry hands thoroughly after boots, jackets, etc. have been removed

**Animals**:

* + If a child comes into contact with an animal, e.g. pats a dog while out on a walk, the child should use wipes to clean their hands and then thoroughly wash their hands on return to nursery

**Laundry**:

* + dirty laundry must be stored in the red linen bag provided away from clean laundry
  + dirty laundry should be transferred to the laundry area AND NEVER DURING FOOD PREPARATION
  + wash and dry hands after handling dirty laundry
  + when dealing with fabrics soiled with solid material such as vomit, flush the solids into the toilet and use the dissolvable red bags suitable for the washing machine.
  + use disposable gloves when handling fabrics contaminated with body fluids

**Tooth brushing:**

* + children are provided with their own toothbrush when they start nursery
  + this should be stored upright in the Brush Bus, with the lid on
  + the Brush Bus should be cleaned out using hot, soapy water regularly and allowed to dry
  + children should never share a brush and each child’s brush should be replaced regularly, in particular after an infection of the mouth, e.g. thrush
  + if a brush falls on the floor – replace it
  + to prevent cross-contamination ensure that toothpaste is distributed to children using a plate.

**Food preparation and handling:**

* + wash hands thoroughly prior to handling food
  + Food should be prepared on clean chopping board (i.e. buttering the toast on the white chopping board) areas where food is to be placed should be kept clear and wiped down with soapy water prior to food being placed on them
  + chopping boards should be washed in the dishwasher after use and replaced frequently
  + all staff handling food must ensure that they are following personal hygiene procedures as above.
  + staff are encouraged to eat & socialise at meal times – water may be drunk freely
  + any member of staff returning to work after a period of ill health may need to avoid preparing and serving food – this should be discussed with the Nursery Manager as appropriate.

**Dummies and bottles:**

* + Dummies should be stored in a covered container with the child’s name on when not in use
  + Parents must be encouraged to hand in milk powder and the bottle to be made when required.
  + used bottles should be rinsed and put in child’s box or bag
  + if a dummy or bottle falls on the floor or is picked up by another child, it should be cleaned immediately and sterilised where necessary
  + all dummies and bottles must be taken home at the end of the day, unless a parent request, it can be kept in their box (Baby Room only)

**Raising children’s awareness of good hygiene practices** (appropriate to their age and stage) – **staff should**

* + be a good role model
  + demonstrate and stress the importance of proper hand washing – remember to use the ‘hand wash song’
  + ensure that the children know about the importance of cleaning teeth
  + ensure that the children know about the importance of using a tissue to ‘catch’ sneezes
  + ensure that the children know how to put a tissue safely in the bin
  + ensure that the children know how infection can be spread through coughing and sneezing

**Raising parents’ awareness of good hygiene practices – staff should**

* + let parents know what you are doing to raise awareness of good hygiene practices, e.g. through the newsletter
  + encourage parents to participate
  + remind parents of the rules if necessary:

1. prams not to be brought into the hall
2. ill children not to be brought into nursery – exclusion periods included in the Parent Terms & Conditions (Registration Forms)

**Cleaning during an outbreak of illness and when contaminated**

* + Toys contaminated with body fluids such as saliva and nasal discharge must be washed in hot soapy water
  + Remember to wash and dry your hands after handling contaminated toys, chairs, …
  + All contact surfaces such as door handles, light switches chairs, …etc. must be wiped with disinfected spray
  + Cleaning routines followed through vigorously, using disinfectant.

1. **Social Networking & Mobile Phone Policy (Also refer to the Employee Hand Book)**

Social Networking Sites and Blogs

What this policy covers

This policy sets out the Nursery's position on employees' use of social networking sites and blogs, whether conducted on Nursery media and in work time or your own private media in your own time.

Your responsibilities

Social networking sites and blogs offer a useful means of keeping in touch with friends and colleagues, and they can be used to exchange views and thoughts on shared interests, both personal and work-related.

The Nursery does not object to you setting up personal accounts on social networking sites or blogs on the internet, in your own time and using your own computer systems. However, you must not do so on Nursery media or in work time.

You must not link your personal social networking accounts or blogs to the Nursery's website. Any such links require the Nursery's prior consent.

You must not disclose Nursery secrets, breach copyright, defame the Nursery or its clients, suppliers, customers or employees, or disclose personal data or information about any individual that could breach the GDPR May 2018 on your blog or on your social networking site.

Social networking site posts or blogs should not be insulting or abusive to employees, suppliers, Nursery contacts, clients or customers.

References to the Nursery

If reference is made to your employment or to the Nursery, you should state to the reader that the views that you express are your views only and that they do not reflect the views of the Nursery. You should include a notice such as the following:

'The views expressed on this website/blog are mine alone and do not reflect the views of my employer'

You should always be conscious of your duty as an employee to act in good faith and in the best interests of the Nursery under UK law. The Nursery will not tolerate criticisms posted in messages in the public domain or on blogs about the Nursery or any other person connected to the Nursery.

You must not bring the Nursery into disrepute through the content of your website entries or your blogs.

Any misuse of social networking sites or blogs as mentioned above may be regarded as a disciplinary offence and may result in dismissal without notice.

You should be aware that any information contained in social networking sites may be used in evidence, if relevant, to any disciplinary proceedings.

We also feel that restrictions need to be placed on staff when they access social networking sites. The nursery has a high reputation to upkeep and comments made on sites such as ‘Facebook’ could have an impact on how parents using the nursery view the staff.

You must not post anything onto social networking sites that would offend any other member of staff or parent using the nursery.

If you choose to allow parents to view their page on social networking sites then this relationship must remain professional at all times.

**You must not disclose any information that is confidential or proprietary to the Nursery or to any third party that has disclosed information to the Nursery. The Nursery's Data Protection Policy (detailed elsewhere in the Employee Handbook) provides guidance about what constitutes confidential information.**

**This policy should be read in conjunction with the Nursery policy on Computers and Electronic Communications (also detailed elsewhere in the Employee Handbook).**

Procedure

Breaches of this policy will be dealt with under the Nursery's Disciplinary Procedure. You should be aware that the Nursery regards breach of any part of this policy as gross misconduct that may result in disciplinary action up to and including dismissal without notice.

If you become aware of information relating to the Nursery posted on the internet, you should bring this to the attention of your manager.

Use of Mobile Phone/smart watches

We believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education. This is why mobile phones are not to be used during working hours. Please turn off all notification and apps from the smart watch and use it as a watch only.

Staff must adhere to the following:

* Mobile phones are not to be turned on during your working hours
* Mobile phones can only be used on a designated break and then this must be away from the children
* Mobile phones should be stored safely in the staff room at all times during the hours of your working day
* Smart watches are to be used as watches only
* During outings, staff are not permitted to use their mobile phones other than to call the nursery. No photographs should be taken of the children on any phones, either personal or nursery-owned
* If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

**Parents and visitors use of mobile phones**

* The nursery operates its own mobile usage policy in relation to staff and visitors to the premises. Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care, parents and visitors are also kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children

**Managing Director & Manager use of mobile phones**

Managing Director is to have her mobile phone on her, to enable smooth running of two establishment and be contacted at any time (for business purposes)

1. **Staff Attendance & Absence Procedures**

**Absence From Work – Illness, Incapacity, Absenteeism**

**Absenteeism** is absence from work without permission or reasonable excuse.

Absenteeism is a breach of discipline and will be dealt with under the disciplinary procedure.

**Illness** or **incapacity** constitute reasonable excuse but must be properly certified (according to the procedure below)

**Procedure for notifying absence due to illness**

If you are unable to attend work due to **illness** YOU must **phone** nursery and speak to either the Manager or Depute as soon as possible on the first day of absence, and at 4 pm that day, to confirm attendance/absence for the next day.

If your absence continues YOU must **phone** either the Manager or Depute giving

* full details of the reason for your absence
* what, if any, medical advice you have received
* the expected duration of your absence

If your absence continues beyond 7 days you must send by 1st class post a letter signed as above together with a medical certificate from your doctor. Further letters and doctor’s statements are required for each 7 days of continuing absence.

On your return to work you are required to attend a Return to Work interview with the Manager or Depute.

**If you are unable to attend work due to incapacity** (which is not due to illness) YOU must **phone** either the Manager or Depute Manager as soon as possible on the first day of absence. You must give full details of the reason for your absence and the expected duration of your absence. In most circumstances you would be expected to take either annual or unpaid leave for this type of absence.

**All Other Policies & Procedures**

1. **Abandoned Child Procedure**

When a child has not been collected by 6.00pm and we have heard nothing from the parent/guardian to explain why, this child is deemed to have been ‘abandoned’. In these circumstances staff will:

1. Phone the home/mobile number
2. Phone the work number
3. Phone the emergency contact number

By 7.00pm if we still have no information and have been unsuccessful with the phone calls, we are obliged to phone: **Social Work Services**, **Emergency out-of-hours service – 0800 811505**

1. **Absent children - Child Protection procedures –**

If a child is absent the following procedure must be followed:

* Notify the office
* note any absences on the Child Absence Form (form on the iPad), reason and intial it
* if you know why the child is absent, state this on the form + and initial it,
* the Nursery Manager/*a designated person* will contact the parent(s) and note time + the reason for absence on the form and initial it.
* If the nursery is unable to contact the parent(s) a voicemail should be left.
* Email parent(s) and ask why the child is off and when to expect the child back.
* If necessary, repeat the next day and if appropriate.
* If there is no reply phone emergency contacts
* If still unsuccessful, and the nursery manager feels that there are suspicious circumstances regarding the child, she has the right to contact the local authorities; Child Protection Team, Social Services, Police, ….

1. **Acceptance of money or personal gifts from parents/children**

In most nurseries staff receive small gifts such as chocolates, toiletries and flowers from parents. Smiley Stars are always delighted when families show their appreciation of staff’s good service in this way.

It is not considered appropriate for staff to receive gifts of money.

1. **Additional Needs / Care Plans**

Smiley Stars recognises that all children may have additional needs at some point in their lives. These can be both short and long-term. For example, if a family has a new baby, their older child may need additional support to meet their emotional needs whereas if a child has a serious visual impairment, their needs are more complex and will require the nursery to work in partnership with other agencies.

On commencing nursery, each child is allocated a key worker within their room, who will be responsible for monitoring and recording the progress of the child. The key worker is responsible for working along with parents to identify any additional needs their child may have. They would help to develop individual care plan for each child if required. This would be done in consultation with parents and any other outside agencies where appropriate.

Care Plans will be revised as often as needed, some care plans are long term some children may have as many as they need and some may need none.

The Nursery Manager is responsible for identifying current guidelines and appropriate agencies and cascading this information as required.

1. **Admissions Policy & Settling-in**

The nursery will record the names of children whose parents wish them to attend the nursery,

together with preferred start dates and number of sessions required per week.

Child numbers will be strictly regulated so that the maximum legally permitted number is not

exceeded.

Prior to the child’s attendance at the nursery, the parents must complete and sign our

Registration Form which includes Enrolment, All About Me and Terms, Conditions. These provide

the nursery with vital information so we can provide the best possible care

Settling dates will be agreed with parents before the due start date if this is not done at the

booking-in visit.

The Manager will confirm by email to the parent(s) the start date and settling dates +

**Settling-in** is such an important time and should never be rushed. We encourage parents to take as long as they need and will work very closely with them to make sure we’re doing everything we can to help parents’ and child feel happy and secure with us. Every family’s situation is different so settling-in is agreed on an individual basis to suit not only your child’s needs but your needs too.

* Smiley Stars Nursery realises this is an important transition for both parent and child.
* At Smiley Stars we see our role as a partner with parents in the care and learning of their child. First visits to the Nursery are very important. Parents are invited into the nursery to look around and talk with staff before their child starts. This gives the parent an opportunity to ask questions and meet staff, as well as giving the child the opportunity to look around so that the nursery is not unfamiliar when the child starts.
* The nursery asks for background information in the form of an ‘All-about-me’ form to help make settling-in as easy as possible e.g. a child’s likes/dislikes, favourite comforter, sleep routines, etc.
* Children and parents need to feel secure in this new situation. Close contact between parents, children and staff together with mutual support and encouragement are very important. Even though most children are keen to start nursery, staff will ensure that nobody is rushed into settling-in. Each child is different and for this reason there is no set time limit for settling-in - some children take longer than others.
* Settling is new to most parents but something that we are very experienced at, so we ask parents to respect our professional opinion if we feel that a child is not ready to start nursery. This doesn’t happen very often but in these circumstances we must put the child’s emotional and social needs before the parents’.

1. **Allergies**

Children with allergies will be offered a suitable alternative. Their meal will look and be of the same nutritional value as the other meals served in the nursery, this ensures that all children have adequate nutritional intake and also that children with allergies are not made to feel ‘left out’ or ‘different’ in any way. Parents are responsible for informing the nursery of the type and nature of the allergy. Parents will be required to fill out an allergy protocol for their child and are responsible for keeping this up to date. Staff will check for allergies prior to serving foods or carrying out baking activities. In the event of a very severe allergy, the nursery may ban children and staff from eating certain foods in the nursery, and other measures may also be put in place.

1. **Baking or food activities**

This policy has been devised to inform staff members or students who are undertaking baking activities of the basic procedures involved to ensure safe food handling and health and safety. Any member of staff carrying out a baking or food handling activity will be responsible for ensuring basic health and safety procedures are followed.

* **Check allergy chart before starting to ensure that there will be no risk to any child participating.**
* Before commencing any baking or food handling activity all staff and children involved must thoroughly wash their hands and nails, following the guidelines in the infection control policy.
* Collect all foodstuffs before commencing activity and check sell by dates and product condition before using any product.
* Ensure that all foods such as raw vegetables have been thoroughly washed before use. To do this, wash vegetables in clean running water and then put them into a clean bowl.
* Ensure that raw and cooked foods are not used together, prepared together or stored together to avoid any risk of cross contamination. If you are in any doubt regarding this speak to the nursery manager or nursery cook
* All cuts or calluses must be covered prior to starting activity. Blue plasters MUST be worn when handling foods. Protective gloves are readily available and may be worn. Disposable aprons should be worn over clothing and hair should be tied back or should be covered to avoid contaminating food.
* After finishing any activity all excess foodstuffs must be either binned if soiled or covered and stored appropriately. If you are unsure how to store any item speak to the manager or cook for guidance.
* Any items put into fridge must be clearly labelled and dated to avoid any confusion. It is the responsibility of the staff to ensure that items are stored suitably and correctly. All sweet baking must go home to allow parents to monitor their child’s sugar intake.
* It is the responsibility of the staff to ensure that any jars or tubs are wiped clean before being returned to the cupboards. All tubs and jars must be properly sealed.
* Please read the healthy living policy for more information on foods, which are suitable for children’s baking.
* Environmental Health and Care Inspectorate guidance will be followed in respect of all baking or food activities.

1. **CCTV Policy**

Smiley Stars Nursery is securely monitored by a CCTY surveillance system. The Nursery Manager/Owner is responsible for the operation of the system for ensuring compliance with this policy.

We recognise that the use of CCTV has become a common feature of our daily lives and while its use is generally accepted, CCTV operators have certain duties and responsibilities to those whose images are caught on camera.

The Nursery complies with the Information Commissioners CCTV Code of Practice to ensure it is used responsibly and safeguards both trust and confidence in its continued use.

The use of CCTV and the associated images is covered by the Data Protection Act 1998. This policy outlines the nursery’s use of CCTV and how it complies with the Act and is associated with the Nursery’s Data Protection policy, the provisions of which should be adhered to at all times.

The System comprises of 16 fixed position cameras, a monitor, digital hard drive recorder and 2 public information signs. Cameras are located at strategic points on the premises; main room, entrance, play rooms &amp; front and back garden. No camera is hidden from view and all will be prevented from focusing on areas of private accommodation. Signs are prominently placed at the

entrance and exit points of the site to inform staff, children, parents and visitor that a CCTV installation is in use. The digital recorder and single effectiveness of the limited system it is not possible to guarantee that the system will detect every incident taking place on the site.

**Purpose of the System**

The system has been installed by the nursery with the primary purpose of:

* Helping ensure the safety of all the staff, children, parents and visitors,
* Monitoring staff interaction with children & ensuring children are appropriately cared for.
* Facilitate the identification of any activities/event which might warrant disciplinary proceedings being taken against staff and assist in providing evidence to the Nursery Manager
* Reducing the threat of a child being abducted
* Damaged to the building
* Theft & assist in the prevention and detection of crime

The system will not be used to provide images for the world-wide-web or record any sound & it is consistent with the respect for the individuals’ privacy

**Recording**

Digital recordings are made using a digital video recorder operating in real mode, monitoring the site continuously 24 hours a day. Images will normally be retained for between 4-6 weeks from the date of the recording and they will then automatically be overwritten.

**Access**

Viewing of the recorded images of CCTV will be restricted to the Management within the office, and also to those staff who need to have access in accordance with the purpose of the system.

Out of nursery hours, the owners will have access to CCTV images via secure remote access to assist in maintaining the security of the premises. This is not a “webcam” facility; parents will not have access to view recordings.

1. **College/University Student Placements**

* Smiley Stars welcomes students to the Nursery and is committed to supporting their learning and development.
* In return, Smiley Stars expects students to show commitment to their own learning and development and to make the best use of this valuable experience.
* Student placements will be agreed between the College/University and the Nursery Manager.
* Hours of work will be agreed between the Nursery and the Student.
* Disclosure and vetting will be the responsibility of the College/University.
* The College/University must provide written confirmation of the placement.
* At the start of placement the nursery manager who will go over routines and procedures will give the Student an induction.
* Students will not be counted in staff ratios, will not be left unsupervised and will not change nappies without supervision.
* Students will be allocated a mentor who will guide and support the student.
* Time and space will be made available for Students to meet with their Assessor/Tutor who will be made most welcome at the Nursery.
* Time will be allowed, at the Nursery Manager’s discretion, for the student to meet with their mentor and go over/complete any necessary paperwork.

1. **Corporate image policy**

Smiley Stars Nursery is committed to providing a high quality service in an environment where quality is evident. Evidence of quality can be seen in the following areas:

|  |  |  |  |
| --- | --- | --- | --- |
| customer care | decoration | dress code | resources |
| cleanliness | outdoor areas | policies | staff appearance |

We recognise that each area is an area for development so comments and suggestions are very welcome.

**Customer care:**

Choosing childcare can be a stressful time for families: we must ensure that we do everything possible to make this a positive experience for everyone involved.

Visiting families must always:

|  |  |  |
| --- | --- | --- |
| be warmly welcomed | thanked for visiting | given a follow-up ‘phone call or letter |
| shown round the nursery and outdoor areas | introduced to all members of staff | be provided with the appropriate information |

**Decoration:**

Any interior décor/accessories requiring attention due to accidental damage, wear and tear etc. should be reported to Management.

**Cleanliness:**

The highest standards of cleanliness, hygiene and infection control are expected at all times. This applies to everything – staff, equipment, resources, furniture, floors, walls, etc.

Any area requiring attention should be dealt with immediately and if necessary reported to the Management.

**Outdoor areas**:

All areas should be kept tidy and any area requiring attention should be dealt with immediately and if necessary reported to the Nursery Manager or Depute.

**Staff appearance**:

All staff should be neat and tidy with high standards of personal hygiene. When working with children, health and safety is paramount, so:

* long hair should be tied back;
* nails kept short & unvarnished;
* minimal jewellery

**Dress code**:

* Polo shirt, with Smiley Stars logo
* Black/dark denim full-length trousers
* Shoes or slippers for indoor wear only – i.e. outdoor shoes not to be worn in the playrooms.

**Resources**:

All resources must be kept in good condition. Any item requiring attention should be dealt with immediately and if necessary reported to the Nursery Manager or Depute.

**Policies**:

It is essential that all staff are familiar with and contribute to all policies.

**Documents**:

Every piece of paper we produce is important and is a reflection of Smiley Stars Nursery. All letters/documents on file or going out to parents, other agencies etc. must:

* have the spelling checked – ask one of the team or use a dictionary
* use corporate formatting;
* Be filed appropriately.

**Corporate formatting for all documents:**

* header and footer as indicated (not to be used on company letter-headed paper)
* default font – Comic Sans 11pt, headings – bold (no underline), alignment – justified

1. **Emergency & Permanent Nursery Closures Policy**

It is our duty to ensure the safety of all service users and staff in compliance with the Health & Safety at Work Act 1974 and our registration with the Care Inspectorates.

Whilst we will endeavour to maintain a full service and cause the minimum disruption to our Nursery provision we may from time to time be forced to close the Nursery due to circumstances out with our control.

The decision to close the Nursery is not taken lightly and will be made based on the assessment of a number of factors and information which may include weather and travel circumstances, access to and condition of the Nursery, infection outbreaks and availability of appropriate levels of qualified staff and any other unforeseeable circumstances.

Ultimately the decision to open or close the Nursery will be made by the Management team and every effort will be made to contact all staff, parents and carers as soon as is practicably possible.

The following procedures will be followed wherever possible:

* If a decision to close is made before the day of closure or before 7.30 am on the day of closure, all parents and carers will be emailed and sent a text message accordingly at the time of the decision.
* If a decision to close is made on the day of closure after 7.30 am, all parents and carers will be contacted by text or telephone accordingly. Depending on the circumstances, a message confirming the closure will be left on the Nursery's websites whenever possible.
* The decision for ongoing closures will be assessed on a daily basis.
* If we are required to temporarily relocate during a Nursery session due to an emergency, we will go to the
  + **Smiley Stars - Ibrox:** Ibrox Library, 1 Midlock St, G51 1SL - tel: 0141 276 0712
  + **Smiley Stars - Mansewood:** Eastwood Parish Church Hall, 5 Mansewood Rd, G43 1TW tel: 0141 637 2803

and inform parents and carers by Famly, email or telephone accordingly. The availability of this location will be confirmed annually at the start of each Nursery year.

* In the event of prolonged closures, we will ensure that the community is aware of and up to date.
* An up to date record of emergency contact details for each child and staff member will be kept in the Nursery and by each member of staff.

**Contingency Planning for Emergency Staff Cover:**

In the event of unforeseen staff shortages, the Nursery will endeavour to cover absences by calling in part time staff or asking for help from our sister nursery. If we are subsequently still unable to secure sufficient cover the above procedures will be implemented.

We appreciate that closing the Nursery at short notice may cause inconvenience for parents and carers but we ask for your cooperation and understanding when we have to deal with circumstances out with our control.

**Contingency plans should there be financial difficulties:**

In the event of unforeseen any financial difficulties, families will be notified and:

* arrangements for service users and their families to be given a minimum of 3 months’ notice and to be consulted on arranging alternative placements.
* plans to update personal details.
* arrangements for notifying the Care Inspectorate and Glasgow City Council at the earliest opportunity

**We therefore ask that you make sure all contact numbers are kept up to date in case of emergency.**

1. **Garden Policy**

At Smiley Stars Nursery, we acknowledge the importance of the children having daily access to outdoor play where they will have opportunities to explore their natural environment. We believe that children should be out in all weathers unless deemed dangerous, i.e. thunder and lighting, black ice, windy or extremely hot.

**Aims:**

We aim to provide a safe, stimulating outdoor environment where space is used effectively to enable children to explore their natural environment through a range of learning experiences. Also, ensuring there is a range of interesting resources suitable to their individual needs. We aim for all the children to have access to the garden at least once a day.

Procedure:

To ensure all staff are fully aware of carrying out the daily Risk Assessment, prior to entering the garden. If any risk or hazards have been identified staff must report it to the manager straight away.

* Children will be able to choose to use the outdoor area freely during Free play, Staff will then provide learning experiences relating to the individual child’s interest.
* Children will need to have appropriate outdoor clothing for the weather to enable them to fully access the learning experiences outdoors. This will include:
  + Waterproof (All in ones/two piece)
  + Appropriate shoes or wellies
  + Hat, scarfs, gloves
  + Sun cream &amp; sun hats
* Whenever children are using the outdoor area we will ensure it is appropriately staffed using the same ratios of adults to children as apply indoors.

1. **Healthy Living Policy**

We know that children’s health in the early years can influence them for the rest of their lives. Our role is to maximise the opportunities for promoting children’s health. We realise that although parents have the main responsibility for ensuring that their child has a healthy diet, we can play an important part in influencing health eating habits, dental care and physical activity. We also have a duty to provide a range of healthy and varied meals, drinks and snacks.

**Milk feeds & Food under 6 months**

Milk feeds both expressed breast and formula (prepared as guidelines) will be given as directed in the ‘All About Me’ care plan. Children under 6 months will not be given solid foods unless we are expressly asked to do so by the parent. Babies under 6 months will only be offered foods that the parent has tried at home and confirms that no allergic reaction to the food has occurred. Foods will be pureed into a smooth consistency. See appendix 1 for foods offered to babies less than 6 months.

**Children aged less than 1 year**.

Children under 1 year have a very different dietary requirement from older children.

Cows milk is not offered as the main drink. It may be used in small quantities in cooking (not for babies under 6 months). The menu is balanced and contains a wide range of foods offering a variety of tastes and textures. Foods may be mashed or chopped into manageable lumps or served as finger foods. Fruit and vegetables will be offered at every meal, with 2-3 portions of starchy foods per day and at least 1 serving of diary foods. Salt or sugar is not added to foods and fatty foods, confectionary and diet or low fat foods are avoided.

**Children over 1 year to 5 years**

The menu for this age group is made up of the 4 main food groups:

1. Milk & milk products,
2. Proteins such as eggs and pulses and meat substitutes (no meat at Ibrox, as we are a vegetarian nursery),
3. Starchy foods such as bread, cereals and potatoes
4. Fruit and vegetables.

Very high fibre foods such as brown rice and wholemeal pasta generally avoided as they are unsuitable for young children. The fibre required by children comes from the fruit and vegetables, wholemeal bread and peas beans and pulses.

For this age group, fruits such as apple and pear are washed and served with the skins on.

Milk and water are the only drinks offered at nursery and these are available to children at any time of the day as well as with meals.

Our Menu follows 4 weeks pattern (menu may change depending on children’s requests, likes and dislikes). **We will try our best to follow the set menu but sometimes depending on the children and unforeseen circumstances we may swap lunches between days of the week.**

**Healthily Eating Habits**

* Smiley Stars positively promotes good eating habits.
* The food is presented in manageable sizes for the children’s developmental stage, i.e. mashed, chopped, pureed etc., the food is presented in fun and imaginative ways.
* We use height appropriate tables and chairs; we use child friendly plates and cutlery. We serve food that the children find familiar and ensure food is not served too hot.
* Children are encouraged whenever appropriate, to take part in the preparation, serving and clearing away at mealtimes.
* Children are encouraged to remain seated at the table during mealtimes and if distracted they are gently reminded to come back to the table by staff.
* Parents are informed by way of daily report sheet of what and how much their child ate at nursery. This ensures that parents can monitor their child’s nutritional intake. Children who refuse food at mealtimes are offered an alternative; this is always discussed with parents at the end of the day.
* Parents are always consulted when children refuse food over a period of time or consistently refuse main meals to ensure a consistent approach to encouraging healthy eating with both nursery and home.
* Children who finish their main meal are offered more.
* The nursery does not allow parents to bring in foods from home in any event.

**Oral Health**

Smiley Stars participates in the Smile Too programme which is designed to promote oral health in children under 5 in Glasgow. Staff within the nursery help to develop good hygiene and oral health practices for all children by promoting oral health awareness in activities such as tasting activities. They provide an oral health information station for parents and visitors. The children are encouraged to brush their teeth. The menu is designed with low sugar and the children have only milk or water to drink. Snacks are carefully monitored to ensure they do not encourage tooth decay between meals. As part of our commitment to the Smile Too programme, we have a dedicated member of staff who co-ordinates all the oral health promotion within the nursery.

**Physical Exercise**

All the children at Smiley Stars have ample opportunity to participate in physical play. This may be a structured activity or a child led spontaneous activity. Physical activity may be indoors or out. As well as physical activity, children have the opportunities to learn about their bodies and how they move thorough activities, books, posters and discussions. Staff use these opportunities to promote children’s awareness of exercise.

**Hygiene**

Hygiene is very important when working with young children. Good hygiene practices are encouraged from a young age. Children wash their hands before eating, after visiting the toilet, coughing or sneezing on their hands. The methods used for hand washing are detailed in the infection control policy and should be used for both children and staff. Staff use theme discussions and activities to promote the children’s awareness of the importance of hygiene.

**Baking**

The children will have opportunities to participate in cooking and baking activities at nursery. These opportunities are used to allow the children to explore and enjoy food. A wide variety of foods can be made and not focus on sweet, sugar or chocolate foods. Children can enjoy learning about different foods, tastes, textures and also foods from other cultures. The nursery has a baking policy which must be followed when baking. Foods with a very high sugar or fat content are not suitable for the children to use for baking. All baking must be sent home to allow parents to monitor their own child’s sugar intake.

1. **Key Worker**

A close bond between staff and children is very important to all of us. The children and staff usually form bonds quickly and easily.

Each child is allocated a key worker who is the main point of contact for parents, but we are also aware that all members of staff must also get to know the child and parents well. All of our staff work closely together as a staff team so that everyone is familiar with the child’s needs.

Each Key Workers group is displayed in the playroom.

1. **Lost Child Procedures**

If the Nursery’s policies and procedures are being observed the likelihood of a child being lost is small. Very occasionally a child may become separated from the group on an outing or become lost.

With careful planning and co-operative working amongst staff, children should not be out of sight of an adult during an outing.

If it is realised that a child is no longer with the group, staff should look carefully all around without leaving the group.

* That key worker’s children should be re-allocated to other members of staff.
* The Nursery manager will contact the parents immediately.
* The police will be informed and all the children will be returned to the Nursery.
* At the end of the day the manager will complete an incident report.

1. **Manual Handling Policy**

In order to ensure that all staff lift and handle children and heavy objects safely, then the following should be observed. For further advice, please contact the Nursery Manager.

Children should be lifted one at a time, except in an emergency situation, e.g. fire evacuation.

Older children should be assisted onto their feet and lifted from a standing position whenever possible. Staff should bend at the knees to avoid back strain.

When lifting smaller children from the floor, start from a position of – on one knee and the other foot flat on the floor, lift the child onto the front knee then stand up, bend from the knees not your back. Your head should come up first to minimise the possibility of back injury.

When moving heavy articles and furniture for cleaning etc. they should be slid rather than dead lifted. Assistance should be sought from another member of staff to assist with the move. When lifting the ladders, assistance should be sought. Bags of sand should be stored at ground level and assistance sought to transfer the sand to the tray. Care should be taken when carrying objects on the stairs.

Staff should be careful when packing rubbish into bin bags that they do not overfill them and make them heavy to lift into the bins. The large wheelie bin should be tilted using the footplate before moving it.

Care should be taken when moving buggies and staff should try to minimise the lifting of buggies whenever possible. Assistance should be sought on stairs if the buggy is heavy.

1. **No Smoking Policy**

Smiley Stars Nursery operates a no smoking policy on the premises and outdoor areas. This includes all staff, parents, students and visitors to the nursery.

Anyone wishing to smoke is asked to do so outside the nursery grounds.

Any member of the public found smoking within the nursery grounds will be required to leave.

Electronic cigarettes (e-cigarettes) are battery-powered devices that are designed to mimic cigarettes by vaporizing a nicotine-laced liquid that is inhaled by the user. The use of e-cigarettes on the premises and outdoor areas are prohibited.

1. **Outings Policy;**

At Smiley Stars we aim to ensure all children are taken out regularly, and subject to staff ratio and weather permitting.

These include:

* Trips on foot, e.g. visits to the park, and the library, local markets and places of interest.
* Day outings, e.g. visits to the museum, sea world and science centre.

Before any party leaves for the outings the staffing is to ensure that all the children participating on the outing is signed out along with the staff in the appropriate log on iPad.

For all outings the following procedures must be followed:

* Written permission from parents/carers is obtained for outings when a child first joins the nursery.
* Staffing ratios must be maintained at the same level as in force in the nursery. Additional staff/volunteers will accompany the outing when available to increase the ratio.
* A first aider must be present and a suitable first aid box must be taken.
* The children must be counted before setting off and counting must be ongoing at regular intervals throughout the outing.
* Supply of nappies and wipes should be taken and it should be established prior to the outing that there will be facilities to cater for changing children.
* Drinks must be provided and offered if the weather is warm or if energetic exercise is part of the day.
* Some spare clothing is taken suitable for the different age groups.

**Risk assessment;**

The managers carry out a comprehensive risk assessment before the proposed visit. It will assess the risks which might be encountered on the visit, and will indicate measures to prevent or reduce them. The risk assessment should be based on the following considerations:

* What are the hazards?
* Whom they might affect?
* What safety measures are needed to reduce risks to an acceptable level?
* Can the group leader put the safety measures in place?
* What steps will be taken in an emergency?

Manager planning an off-site activity will make a preliminary visit to the venue, in order to carry out an on-site risk assessment.

1. **Parents as Partners**

Smiley Stars team will work with parents as partners in providing quality care and learning for their children as the parents know their own child best and we positively look out for their input.

* All parents are welcome to visit the nursery and spend time with their child at nursery at any time, hence becoming involved in the overall support network we provide for children and their families.
* Parents have access to their child’s records and will be consulted in respect to the care given.
* Parents will be given daily feedback, both verbal and written.
* Parents will receive regular newsletters and information will also be posted on the Parent’s Information Board. Information leaflets provided by other agencies are available from the stand in the vestibule.
* Parents will have the opportunity to come to open days and informal nights to meet the staff and discuss their child’s development.
* Parents are actively encouraged to contribute to nursery life, e.g. suggest topics, outings and activities, etc.
* Suggestions and comments are most welcome and can either be discussed with a member of staff, by email or posted in our ‘Feedback Box’ located in the front hall.
* The office door is always open for parents to come in and have a formal or informal chat and to express their views. Management assures all parents that their views are welcomed and will be listened to and taken account of, and will be reflected in nursery practice.

1. **Prams and Buggies**

In order to prevent accidents resulting in injury to staff or children, the following should be observed when using nursery buggies:

* Buggies should be unfolded properly, checked that all locks are secure and that the back is securely in position. The buggy, reins and harnesses should look and feel secure. They should be adjusted to fit each child. If you feel that the buggy is unsafe or unstable in any way please do not use and inform the Nursery Manager or Depute.
* The buggy and reins should be checked for cleanliness and cleaned if necessary before using.
* After use, the buggy should be cleaned and all items removed. e.g. rain cover, blankets etc.
* Any dog mess on wheels must be removed and the wheels disinfected.
* The buggy should be folded correctly, before being stored away. If you are unsure seek assistance.
* **If the buggy is wet, please leave to dry before folding to prevent mould.**

1. **Promoting Positive Behaviour**

* Positive behaviour is behaviour which is acceptable in terms of the child, other people and the environment.
* Negative behaviour is behaviour which is unacceptable in terms of the child, other people and the environment.
* Staff recognise that there is usually a reason for unacceptable behaviour and will encourage parents to let them know of any problems.
* Staff will make every effort to promote positive behaviour through praise and encouragement and wherever possible ignore unacceptable behaviour unless it has the potential to harm the child, others and/or the environment.
* Staff will let parents know about positive and negative behaviour. Their views will be sought on the possible reasons for unacceptable behaviour.
* Unacceptable behaviour that continues will be carefully observed and strategies for helping the child will be discussed with the parents.
* Staff will never label children as ‘bad’ or ‘naughty’.
* Staff will never physically punish, shout at, threaten or humiliate children
* **Clear and consistent age-appropriate boundaries will be set for children’s behaviour, for example, tidying up resources after using them.**

**Behaviour Management Strategies:**

**Promoting Positive Behaviour** - the method used will be appropriate to the age and stage of the child

* Explain & show to children what to do
* CONSISTENTLY ‘catch’ them when they’re good, i.e. reinforce any positive behaviour by giving positive reactions REGULARLY
* Draw attention to the good behaviour of others
* Be a good role model
* Use stories, posters, etc. to show children examples of good behaviour
* Activities to encourage positive behaviour
* Organise the space
* Praise/rewards
* KEEP CHILDREN BUSY AND INTERESTED

**Managing Negative Behaviour** – the method used will be appropriate to the age and stage of the child

* KEEP CHILDREN BUSY AND INTERESTED
* Remove sources of frustration, e.g. use time limits for popular activities
* Distracting the child
* Ignoring as described above
* Reasoning and explaining
* Keeping calm
* Warning look
* Removing the child from the situation, letting them know about the behaviour you expect before they can return to the activity
* Reminding children of the rules
* Experiencing the consequences of their actions
* Saying ‘no’ and meaning it – being consistent

**Repeated Unacceptable Behaviour, e.g. hitting, biting**

All incidents must be recorded by staff using the ‘ABC’ observation method\* so that we can try to identify any patterns to the behaviour.

\*The ABC observation method is where staff note the Antecedent, the Behaviour and the Consequence, i.e. what happened immediately before the behaviour, the behaviour itself and what happened as a consequence of the behaviour. For example, X sits beside Y (antecedent), Y hits X (behaviour), Y is told ‘no’ and removed from the situation (consequence).

* A confidential meeting with parents must be arranged, initially with the key worker
* A strategy for dealing with the behaviour should be agreed between the parents, key worker and manager and adopted consistently both at home and in the nursery
* If the unacceptable behaviour continues, the parents with the full support of the nursery should seek further professional advice. In the first instance this would usually be the child’s Health Visitor or GP.

**Physical Control of Nursery Children**

A child may display behaviour, which is well beyond acceptable boundaries and which put themselves, other children and staff at risk. The use of physical intervention is wherever possible avoided. However, where necessary and appropriate, reasonable force will be used to control or restrain children.

Physical restraint will only be used as a last resort when all other behaviour management strategies have failed by a qualified member of staff

Minimum physical restraint might be appropriate:

* Where there is imminent risk of injury
* Where there is a developing risk of injury
* Where there may be significant damage to property
* Where a child is behaving in a way that is compromising good order and the safety within the setting.
* In self-defence.

A qualified member of staff who has reason to be concerned about a child should take action when a child indicates an intention to harm self, others or property. Staff members will work as a team to resolve the situation by giving clear instructions to the child about what will be the consequences of their actions. Physical restraint will only be used as a last resort. In extreme cases where physical intervention may become necessary two members of staff will be present and details of the incident and outcomes will be recorded within 24 hours of the event and retained within the child’s file. Parents will be given details of the incident as soon as possible after it occurs with a copy of the incident report.

Where routine room management is not effective in dealing with the continued behaviour of a particular child a behaviour plan will be put into place. This will be drawn up in consultation with the child’s key worker, and parents/carers. Such plans will identify undesirable behaviour potential triggers for such behaviour and the risks to staff and children. It will also contain advice for staff for management of such situations. All relevant staff should be made aware of the content of such plans, which are subject to regular review.

1. **Safe collection of children**

Staff will expect each child to be collected by either a parent or a named person known to nursery staff as authorised on their enrolment form.

If there are unforeseen circumstances and a parent wishes to make arrangements for an unauthorised person to collect their child, they must notify staff beforehand and agree a password that the person collecting the child will use. The person collecting the child must also show photographic ID.

* Children under the age of 16 years cannot collect a child from nursery.
* All persons picking up a child from nursery must be fit to do so and not under the influence of drink or drugs.

**If staff are in doubts – however slight- report to management, who will take action.**

1. **Safe Recruitment Policy**

Smiley Stars uses safe recruitment practices (we follow Safer Recruitment Through. Better Recruitment guidelines) to recruit and select staff.

* Applicants will usually be asked to complete a standard application form.
* A detailed job description will be available for all applicants which includes a section on the minimum qualifications and skills required for the post.
* All applicants will be given the same information and the same opportunities to apply for the post.
* A short list of candidates will be asked to attend an interview
* At interview the candidates will be shown the nursery and introduced to staff as well as being given information about the ethos of the nursery. All candidates will be given verbal information about the terms and conditions of employment at interview and informed that this would be put in writing should an offer be made. Interviews will be conducted in the same way for all candidates.
* Recruitment interviews are usually conducted by the Director/Manager. Suitable candidates will be asked to attend a second interview (2 days trail) to explore specific issues in more depth. These candidates will have their references checked and the SSSC register will be checked. They will be under constant, close supervision.
* Appointments are usually made in writing and where appropriate are made subject to the following conditions:
  1. The candidate must provide the names of 2 referees who can give satisfactory written references. These should ideally be their previous employer, a former employer, former lecturer or school guidance teacher. If these are not available then 2 personal referees may be used - they must have known the candidate for at least 2 years and not be related to them.
  2. The candidate must sign a medical declaration and if it is considered necessary they will be asked to request a letter from their GP confirming their suitability to work with children.
  3. The candidate must undergo an PVG Disclosure check from Disclosure Scotland. This check will be repeated every 3 years.
  4. The candidate must provide written proof of qualifications.
  5. The candidate must be SSSC registered if applicable or eligible to register with SSSC. Smiley Stars safe recruitment practices include checking information on the SSSC register about potential employees.
  6. The successful candidate is given a mutually agreed start date and usually asked to confirm the offer in writing.

Most appointments are made on the basis of a nine-month probationary period during which regular review meetings are held. If there are no matters of major concern, the member of staff would normally be issued with a full contract of employment.

1. **Sand and water play**

* One of the main aims of sand & water play is to encourage the children to experiment, but children should be discouraged from throwing sand or spreading it too widely & splashing water.
* Sand should be swept up regularly during play, & water spillages must be cleaned up immediately.
* Numbers of children playing at the troughs should be limited and play should be supervised.
* the toys cleaned daily to prevent spread of infection.
* Sand should be replaced regularly.
* When playing with water, children should roll up their sleeves and wear waterproof aprons.
* The water tray should be emptied after everyday

1. **Scissor Policy**

When using scissors within the nursery, supervision is a priority.

* Learning experiences using scissors are important and valuable, e.g. developing fine motor skills. However they do pose a health and safety risk when not used correctly.
* Items such as scissors must only be used in an activity when staff are in close supervision. This means that staff must be at the same table as the children at all times during the learning experience. The scissors used must be round ended and appropriate for the age and stage of the child.
* If for any reason a member of staff has to leave the table or cannot maintain close supervision, e.g. a child not at the table requires your attention, the scissors must be removed from the children until close supervision can be resumed.
* Children should be reminded when using scissors of the need for safety, how to correctly hold scissors and rules on what they can and cannot cut during the activity.

1. **Secure Handling, Use, Storage & Retention Of Disclosure Information Policy**

In accordance with the Scottish Executive Code of Practice we will ensure the following:

* PVG disclosures will be requested for all staff, students and volunteers.
* Disclosure will only be used for recruitment purposes.
* Disclosure information will only be shared with those authorised to see it in the course of their duties.
* Where additional information is provided to the designated signatory but not to the applicant, the designated signatory will not disclose this information but will inform the applicant that additional information has been provided, should this affect the recruitment decision.
* Disclosure information will be stored in a locked non-portable cabinet for the duration of the employment. Only those authorised to have access to this information will have access to this cabinet.

No image or photocopy will be made of the disclosure; however, the following details will be retained on the Safe Recruitment Record:

* Date of issue of PVG check
* PVG type
* Unique reference number of PVG

All staff with access to disclosure information will be made aware of this policy and will receive training and support.

1. **Sleeping Children Policy and Procedures**

Smiley Stars recognises that good sleeping habits play an important role in children’s development. Sleep is crucial for the growth of the brain and the healthy functioning of the body.

All children should be able to sleep in a calm, comfortable environment in which they are carefully monitored.

Children’s sleep routines follow those at home wherever possible. Parent’s and children’s preferences regarding settling down to sleep are respected.

Children are never left alone when they are sleeping and are regularly and carefully monitored.

Babies are always placed on their backs to sleep and duvets, quilts and pillows are not used for babies under a year old. No other items (with the exception of a comfort object if the baby has one) are placed in or over the side of the cot.

Children must be comfortable while asleep-

* For sleep mats/cots a clean sheet (washed daily) and blanket (washed weekly) must be used.
* Bouncy chairs can be used to settle babies to sleep then moved to their cot/mat. Please make sure that the baby is covered with a clean blanket.

Children must not sleep next to a radiator or in direct sunlight.

* Young babies must be placed in the lower half of the cot to ensure they do not wriggle downwards too far and end up with their head under the covers
* Do not place any objects including bedding over the side or the cot whilst the child is asleep
* Do not place bottles, cups food or other objects in the cot at any time

1. **Snack/mealtimes – keeping clean**

Mealtimes and snack times should be a pleasant experience for everyone. They are also messy times! This is fine as we should be encouraging even the youngest children to explore their food and feed themselves. However, we do want the children to go home clean and tidy.

**In Order to Implement this Policy Effectively Staff Will Find it Helpful to Sit with the Children, Supervising and Offering Support to the Children to Feed Themselves**

**Use of bibs**

* Babies will use a ‘pelican bib’ when they are having snack/meals
* Staff should tell the children what they are doing, i.e. that they are putting a bib on to protect their clothes.
* Older children will be offered an appropriate bib (if needed).

**Use of facecloths**

Smiley Stars staff must use individual, clean facecloths to clean the babies’ and children’s hands and faces after meals and snacks.

**After meal/snack**

* Member of staff washes own hands
* Clean cloths taken from basket and placed in the grey basin.
* Cloths immersed in warm water and squeezed out
* Cloths returned to tray
* Each child has individual cloth to wipe hands/face
* Children are encouraged to wipe face and hands.
* Dirty cloths placed in laundry basket
* Cloths machine washed and dried same day
* Cloths returned to basket

**Food Spills**

Food spills on clothing, tables, chairs & floors must be cleaned up immediately to avoid staff & children getting food on sleeves, slippers, etc. Staff must not wait until meal/snack time is over to clean up spills.

1. **Substance abuse – staff**

* Staff must not come to work under the influence of drugs or alcohol.
* Any member of staff suspected of being under the influence will be suspended immediately pending a full investigation. Medical assistance will be sought if required.
* Any member of staff found to be under the influence of drugs or alcohol will be subject to disciplinary procedures.
* Staff must not bring illegal drugs or alcohol into the nursery.
* Staff should ensure that if they are taking prescribed or over-the –counter medication that this does not adversely affect their ability to work. If in doubt, they should consult their pharmacist or GP.
* Prescribed or over-the–counter medication must be stored in the member of staff’s locker or in the fridge as appropriate. If stored in the fridge, it must be clearly labelled with the staff member’s name.
* Staff must not use drugs or consume alcohol while at work.
* Staff who suspects another member of staff or management of being under the influence should refer to the Whistleblowing Policy.

If any member of staff feels in need of counselling or guidance, Smiley Stars will offer their full support.

1. **Sun Safe policy**

To ensuring that all children are fully protected from the dangers of too much sun. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

The following guidelines are for the prevention and care of children in the sun:

* Children must have a clearly named sun hat
* Children must have their own sun block cream named and dated with prior written consent for staff to apply.
* Children need light weight cotton clothing suitable for the sun, with long sleeves and long legs if prone to sunburn
* Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun
* Staff will make day to day decisions about the length of time spent outside dependant on the strength of the sun
* Shade will be provided to ensure children are able to cool down or escape the sun should they wish or need to

1. **Toilet Training**

Apologise to parents that we cannot use potties in the nursery (infection Control)

Every child reaches the toilet training stage at a different time and until then there is no benefit in trying to hurry the process along. Generally, a child is ready when:

* They are aware that their bladder or bowel needs to be emptied (the nervous system reaches this level of maturity between approx. 2-3 years);

**And**

* The child’s communication skills are sufficiently developed so that he or she can indicate a need to go to the toilet.

When the parent and child are ready to begin toilet training, staff will be pleased to assist and offer helpful advice. We strongly recommend that parents discuss starting this process with the child’s room staff. It is recommended that this process does not coincide with, for example, a new baby, moving house, or any other changes in the child’s life.

We recommend that the toilet training process is started at home, either over a quiet weekend or holiday. If this process is approached in a calm and relaxed manner, the child is more likely to succeed. We can then try as far as possible to mirror the routine used at home.

Some children use ‘Pull-ups’, as an introduction to this training process, and these can be useful for the frequent accidents. However, putting a child into pants may help as it makes them feel grown up and they are more aware of what’s happening, e.g. the feeling of dampness. We would ask you to bring in several spare changes of clothes to cover the little accidents that will inevitably happen during this time.

**Please dress your child in clothes that can be easily removed, as the need to use the toilet is often urgent!**

Toilet training can be straightforward but problems may arise if too much is expected of a child too soon. If at first we don’t succeed, we leave it for a while, and then try, try again. It is important to note that every child experiences set backs, even once they have gained control.

The important things are to be positive and patient, praise the child and approach the issue in a calm, matter-of-fact manner. Above all Positive, Praise, & Patience.

1. **Whistle Blowing Policy**

**All members of staff at Smiley Stars are expected to show respect for everyone in the nursery – children, parents and fellow members of staff.**

**Staff need to be positive role models and contribute to the warm, caring ethos of the nursery.**

**No member of staff should feel uncomfortable about any aspect of their work here.**

All staff at Smiley Stars have a responsibility to take action whenever they witness unacceptable professional practice, inappropriate physical contact, verbal abuse, bullying or intimidation to a child, parent or fellow member of staff.

Any member of staff who feels that they need to raise concerns should come to the Nursery Manager who will take the appropriate action. This action may lead to disciplinary procedures being invoked.

All concerns will be treated in the strictest of confidence and no member of staff will be discriminated against for whistle blowing.

If you feel that you cannot approach the Manager yourself, please ask another member of the nursery team to approach her on your behalf.

If you witness unacceptable professional practice, inappropriate physical contact, verbal abuse, bullying or intimidation to a child, parent or fellow member of staff by the Depute or Nursery Manager you should approach the Director (Tamara Marashi) who can be contacted on her mobile (07577060285).

If you are unable to contact the Director you should contact the following agencies for advice:

* Care Inspectorate – 0141 843 6840
* SSSC – 01382 346177

1. **Young People – Work Experience Policy and Procedures**

Smiley Stars welcomes work experience pupils through the Glasgow City Council Education Services programme.

Our Public and Employers’ Liability Insurance provides cover for young people for the period of work experience.

During their week at the nursery the young person will:

* On arrival, be given their induction (induction checklist attached) by the Manager/Acting Supervisor or a designated member of staff
* Be expected to follow Smiley Stars policies and procedures under guidance from all of the team
* Be expected to wear comfortable clothing, flat shoes, no visible body piercing and the minimum of jewellery
* Work with various members of staff in each of the rooms within the nursery. This may include the office
* Behave appropriately and use appropriate language
* Follow instructions from staff
* Respect staff and their professional judgement
* Respect confidentiality
* Recognise that staff are here to offer support and guidance and ask for help as soon as they need it
* Not be left alone with a child/children at any time
* Not change nappies, take children to the toilet, empty nappy bins or prepare food
* Report any accidents or incidents to the Manager/Acting Supervisor
* Take the same breaks as Smiley Stars staff
* Sign in and out
* Not count towards adult:child ratios

During the young person’s work experience week, Smiley Stars staff are expected to:

* Welcome the young person
* Remember that the young person may never have been in a nursery environment before
* Maintain confidentiality
* Encourage the young person to take part in play activities and the nursery routine
* Give the young person appropriate instruction before taking part
* Supervise the young person whilst taking part
* Provide verbal feedback
* Ensure that the young person follows Smiley Stars policies and procedures
* Report any untoward incidents or accidents to the Manager/Acting Supervisor

At the end of the week the Manager/Acting Supervisor or a designated member of staff will write a confidential report on the young person’s experience, taking into account strengths and areas for development.

**Appendices**

**Appendix 1**

1. **Physical abuse**

‘Actual or attempted physical injury to a child where there is definite knowledge, or reasonable suspicion, that the injury was inflicted or knowingly not prevented.’

Physical injury may include a serious incident or a series of minor incidents including bruising, fractures, scratches, burns or scalds, deliberate poisoning, attempted drowning, smothering, Munchausen’s Syndrome by Proxy, serious risk of actual injuries resulting from parental lifestyle prior to birth (e.g. substance abuse while pregnant) and physical chastisement deemed to be unreasonable.

1. **Sexual Abuse**

‘Any child below the age of 16 may be deemed to have been sexually abused when any person(s) by design or neglect, exploits the child, directly or indirectly, in any activity intended to lead to the sexual arousal or other forms of gratification of that person or any other person(s) including organised networks. This definition holds whether or not there has been genital contact and whether or not the child is said to have initiated the behaviour.’

Sexual abuse may include activities such as incest, rape, sodomy of children, homosexual practices towards children, intercourse with children, lewd or libidinous practices or behaviour towards children, indecent assault of children, taking indecent photographs of children, encouraging children to become prostitutes or witness intercourse or pornographic material.

1. **Non-Organic Failure to Thrive**

‘Children who significantly fail to reach normal growth and developmental milestones (i.e. physical growth, weight, motor, social and intellectual development) where physical and genetic reasons have been medically eliminated and a diagnosis of non-organic failure to thrive has been established.’

Factors affecting a diagnosis may include inappropriate relationships between caregiver and child, especially at meal times, for instance, the persistent withholding of food as punishment and the sufficiency and/or suitability of food for the child. In its chronic form non-organic failure to thrive can result in greater susceptibility to more serious childhood illness, reduction in potential stature, and in very young children may be life threatening in a very short space of time.

1. **Emotional Abuse**

‘Failure to provide for the child’s basic emotional needs resulting in a severe effect on the behaviour and development of the child.’

This may include situations where, as a result of persistent behaviour by the parent(s) or caregiver, children are rejected, denigrated or scapegoated, inappropriately punished, denied opportunities for exploration, play and socialisation appropriate to their stage of development or encouraged to engage in anti-social behaviour, put in a state of terror or extreme anxiety by the use of threats or practices designed to intimidate them, isolated from normal social experiences, preventing the child from forming friendships.

Children, who are left alone for long periods, are under-stimulated or suffer sensory deprivation, especially in infancy, children who do not experience adequate nurturing or who are subject to a large number of caregivers may also come into this category. Sustained or repeated abuse of this type is likely, in the longer term, to result in failure or disruption of development of personality, inability to form secure relationships and may, additionally, have an effect on intellectual development and educational attainment.

1. **Neglect**

This ‘occurs when a child’s essential needs are not met and this is likely to cause impairment to physical health and development. Such needs include food, clothing, cleanliness, shelter and warmth. A lack of appropriate care results in persistent or severe exposure, through negligence, to circumstances which endanger the child.’

Physical neglect may also include a failure to secure appropriate medical treatment for the child, or when an adult carer persistently pursues or allows the child to follow a lifestyle inappropriate to the child’s developmental needs or which jeopardises the child’s health.

**Appendix 2**

**Possible Signs of Abuse**

Whilst this list is designed to list possible signs of abuse, it is not exhaustive, nor does it imply that if a child displays any of these signs then it means the child is being abused. Care and caution is advised by all staff that should keep an open mind and not jump to conclusions.

Signs of abuse are sometimes hard to see. Often the behaviour of the child is the first clue - anxious and disturbed behaviour by children, displays of undue fear of adults, apprehensive or withdrawn behaviour, or conversely very aggressive behaviour.

Staff should also be aware of parents’ unusual or suspicious behaviour including delay in seeking medical advice, over-attendance at clinics or surgeries, or attendance at various different medical establishments and conflicting explanations of an injury.

**Indicators of sexual abuse**

Children may:

|  |  |  |
| --- | --- | --- |
| Become insecure or cling to parent in a fearful way | Show extreme fear of a particular person | Cry hysterically when their nappy is changed, or clothing removed |
| Have some physical signs in the genital or anal areas | Have soreness or bleeding in the throat, anal or genital areas | Regress to a much younger behavioural pattern |
| Behave in a way sexually inappropriate to their age | Stare blankly, seem unhappy, confused, sad |  |
| Play out sexual acts in too knowledgeable a way with dolls or other children | Become withdrawn, stop eating, have chronic nightmares, begin wetting again when previously dry | Seem to be bothered or worried but won’t tell why, as if keeping a secret |
| Change from being happy and active to being withdrawn and fearful | Repeat obscene words or phrases said by the abuser | Say repeatedly that they are bad, dirty or wicked |
| Become aggressive and hurtful | Produce drawings of sex organs |  |

**Indicators of physical abuse**

Most children during the course of the day will bump and bang themselves and many young children will appear to have bruises all over. However, it is vital that staff members working with children are aware of possible signs of non-accidental injury such as:

|  |  |  |
| --- | --- | --- |
| Black eye | Bruising around mouth and lips | Fingertip bruises |
| Grasp marks | bruised cheek | Swollen joints |
| Cigarette burns | Fractures of several different ages | Crescent marks of fingernails |
| Strange marking from being hit with objects such as a brush | Incisions, sometimes a clean wound or scars | Scalds, particularly with splash marks or a tidal mark |
| Red outline of instruments such as sticks or belts – centre remains white | Adult bite mark (may look like 2 crescents, diameter about 1.5 inches) | Pinpoint haemorrhages on face, around ears or anywhere on the body |

If there are also emotional/behavioural indicators, then abuse should be considered:

|  |  |  |
| --- | --- | --- |
| Afraid or anxious | Frozen watchfulness | Passive |
| Poor self esteem | Regressive behaviour | Withdrawn |
| Lacing in confidence | Change in behaviour | Angry |
| Emotional outbursts | Unresponsive | Self-harming |

**Indicators of emotional abuse**

Emotional abuse can be very difficult to pinpoint but the emotional/behavioural indicators mentioned above may be present.

**Indicators of neglect**

|  |  |  |
| --- | --- | --- |
| Constant hunger | Tired all the time | Self-conscious about changing clothes |
| Poor personal hygiene | Scavenging for food | Untreated medical problems |
| Unkempt | Withdrawn | Lateness or non-attendance at school |
| Emaciated | Apathetic | Rocking, hair twisting |
| Destructive tendencies | Low self-esteem | Inappropriately dressed |

**For further information please read the “Children’s Charter” in the back of the Staff Policy Folder in the staff Room**

**Appendix 3**

**RIDDOR**

Reporting of injuries, diseases and dangerous occurrences regulations, Smiley Stars Nursery has to make a report to HSE in the event of:

|  |  |
| --- | --- |
| Death or major injury | Disease – reportable work-related disease |
| Over three- day injury | Dangerous occurrence |

**Incident contact centre:** Phone 0845 30099323,

Appendix 4



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