



BABY HOME NURSERY PARENT HANDBOOK



JULY 8, 2024

BABY HOME NURSERY

Lake Point Tower, Lake Level, Cluster N, JLT, Dubai, PO Box 336657

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WELCOME LETTER

Dear Parents,

I am delighted to welcome you to Baby Home Nursery and feel confident that your child will be happy here. They will of course be taken such good care of by our lovely nursery team. We aim to create a home from home experience for your little one. At Baby Home Nursery we follow the British EYFS Curriculum and have monthly themes and weekly topics. There are many fun-filled activities awaiting them!

There are a few things I would like to mention, to ensure a smooth and safe transition;

- **Spare Clothes**

On your child's first day of Nursery, please bring in a change of clothes; clearly label each item with your child's name and place in a clear plastic bag. We will keep this spare set of clothes at the nursery until needed (so no need to carry each day). If your child needs to be changed into their spare clothes, please replenish on the next day of Nursery.

- **Bedding**

For children who will require a nap during nursery hours, please provide a sheet and blanket; both labelled with your child's name. Please bring these fresh every Monday and take home every Friday.

- **Snack Boxes and Water Bottles**

Due to limited storage, please do not send your child to nursery with an oversized bag/trolley bag! The bag needs to contain your child's snacks, a water bottle and if applicable, diapers and wipes. Please ensure bags are no bigger than 30cm x 30cm x 18cm.

Bags should be a similar size to the one on the left;



Please ensure your child's bag, snack box and water bottle is labelled with their name. Food items should be healthy e.g. fruit and vegetables, pasta salad, sandwiches, chicken, rice, cheese and yoghurt. Please avoid unhealthy food, such as cakes, sweets and chocolate. Also please note that we are a 'nut free' Nursery, therefore no Nutella, whole nuts, or any other products which contain nuts.

Following safety protocols we do not use a microwave or refrigerator at nursery. If there are any items which need to stay cool, please put an ice pack into the snack box or provide a heated lunch bag.

Please provide your child with a water bottle and fresh water every day. Their water bottle should be clearly labelled with your child's name.

- **Nappies**

If your child is in nappies, please bring a supply of these for the week to stay in the Nursery, along with wet wipes and **nappy bags**. We will let you know when these need replenishing.

- **Routine**

As your child's first day at Nursery is fast approaching, could I please ask you to let us have details of your child's daily routine. This can be by email, WhatsApp or written down and brought to the Nursery on your child's first day. This information is particularly required for the younger children, i.e. Tulips class and also for those children who stay until 6pm. These details should include;

- Milk/food/sleep - what time, how much and how often?
- Do they have a comforter or pacifier - what name do you use to describe it?
- Do they have any particular likes or dislikes you think we should know about?
- Do you have a special word you use for when your child needs to go to the toilet?

Your child's routine will inevitably change over the coming weeks and months, as they settle into a new environment and get used to new faces!

There may be tears on your child's first day of Nursery. This is perfectly normal and can last for a few days. Our staff are very experienced in supporting new children starting nursery and we have a settling policy to help support children to adapt to the nursery environment. We are always here to support families with the transition to nursery! When you and your child meet the class teacher on their first day, we find that a quick goodbye is often best while telling your child that you will be back soon to see them. If they are going to get upset, you will only delay the inevitable by 'hovering' around and if it's near the classroom it can also upset the other children who are trying to settle. Please don't worry, the class teacher will feedback to you with photos and feedback on our WhatsApp groups to let you know how your child is doing. Myself or the class teacher will also be in contact about your child's pick-up time.

Your child will soon understand that Nursery is a happy, enjoyable place for them to be. Most children learn this very quickly and are soon more than happy and eager to return each day.

I feel very excited and privileged to be welcoming you and your child to Baby Home Nursery and look forward to working together with you, to provide the very best possible experience.

Warm regards,

Sally Garvey

Nursery Principal

ARRIVAL AND DEPARTURE POLICY

We will ensure safe arrival and departure for children, through our secure door access system.

A child who is picked up late can get anxious, and staff who have worked a full day need to be able to count on leaving their job promptly. Being on-time is a significant contributor to the job satisfaction of all of our staff and the happiness of our children.

- Collection of children will not be allowed except by one of the parents or someone either shared on the registration form or nominated by the parent – on the 'Authorised Persons' form, and shown to the nursery staff with EID.
- Parents must adhere to their scheduled timings and pre-selected days.
- The Nursery must be informed prior to the scheduled pick up time, if you are going to be late for any reason and **no later than 6pm, on any occasion.**
- A late pick up fee of 20 dirhams per half hour will be charged, if your child is collected late
- Late pick up fees are payable on the same day.
- For late pick-ups after 6pm, a fee of 100 dirhams will be payable.

ASSESSMENT POLICY

Rationale

Observation, assessment and record keeping form an integral part of our nursery education provision and the delivery of the Early Years Foundation Stage Curriculum. We view observing, assessing and recording as a holistic cycle that allows us to reflect on the planned curriculum and children's interests, maps children's progress, and enables us to judge how effectively we are building learning over time. This cycle begins with careful observation and assessment, undertaken by staff working closely with the parents. Tina Bruce (1987) summarises this as 'observe, support, extend', an approach which is developed in the guidance of the Early Years Foundation Stage. Through observing and recording, we can assess each child's motivation, interest and progress. We can celebrate achievement as well as find out where the gaps are and plan an effective differentiated curriculum to meet needs.

Upon a new child enrolling at Baby Home Nursery important information is gathered from parents including information about the child's health, family circumstances, cultural background, linguistic heritage and additional needs. ***Please refer to our Communication Policy.*** In addition further information may be gathered about the child's likes and dislikes as well as their habits and home routines. This information helps practitioners to ensure the child has a smooth transition into the nursery.

Baby Home Nursery follows the Early Years Foundation Curriculum and uses the assessment guidelines as set out in the Early Years Outcome (Herts for Learning) which sets out to assess children in the 7 areas of learning. These are divided into Prime and Specific areas:

Prime Areas

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

Specific Areas

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

In addition, observations are made on the ways in which children engage with other people and their environment – playing and exploring, active learning, and creating and thinking critically – known as the characteristics of effective learning. These characteristics underpin learning and development across all areas and support children to remain effective and motivated learners.

Each child's typical developments and achievements are recorded in order to inform future planning. Developmentally appropriate planning is made to suit the level of development of each child.

Aims for staff

- To know each child's level of development to ensure that planning meets the diverse needs of all the children
- To fully support learning and development
- To celebrate progress in learning and development
- To value the contributions of and work in partnership with parents

Aims for children

- To make progress and achieve their full potential
- To feel valued as individuals whose achievements, needs and interests are known and respected
- To be offered new challenges
- To reach their full learning potential

Objectives

- To develop good relationships between a child's parents/carers and their child's nursery teachers to ensure that information about the child is shared effectively
- To ensure that schedules and routines flow with the child's needs
- To ensure that all children feel secured and valued
- To ensure teachers build on what children already know and can do
- To develop the expertise of teachers so that they know how to respond effectively to the observations they make

Types of Assessment

The most common form of assessment in the early years is **Formative**. This is the on-going assessment carried out by teachers both formally and informally during a unit of work. The results of formative assessments have a direct impact on the teaching materials and strategies employed immediately following the assessment.

Summative: Summative assessments occur at defined periods of the academic year such as assessment weeks leading up to report writing.

Records and Record Keeping

Teachers use records to review children's progress, set appropriate targets for the future and to form the basis of reports. Observations made by practitioners are shared with the parents in both formal and informal ways.

Records are kept in many ways. These include:

- Teacher's plans
- Children's work
- Teacher's notes, e.g. significant outcomes
- Teacher progress charts
- Termly reports to parent

Photos and samples of work

- Samples of work and photos are an important contribution to the observation, assessment, record keeping and learning journey process. Parents are regularly updated through teacher WhatsApp parent chats and children's work is sent home weekly.

Identifying extra needs

Through the process of observing and assessing a child, if at any stage the teacher believes the child will benefit from additional outside agency support, they will firstly inform the Principal who will also observe and assess. The Principal and class teacher will arrange to meet with the parents as appropriate to discuss their observations and child's needs including ways to further support their child. The Principal may advise the parent to seek further assessments through outside agencies which the child may benefit from.

Confidential and Safeguarding Information

- Staff must ensure that confidential and safeguarding information is stored safely, confidentially and appropriately.
- Staff must ensure that sensitive information, whether face to face or by phone call, is discussed in a private space

ATTENDANCE AND PUNCTUALITY

POLICY

The impact of non-attendance at nursery significantly increases gaps in knowledge and understanding for children. Research has shown that this has a huge impact on their attainment, achievement and future life choices.

Aim

To promote good attendance and punctuality in partnership with parents and carers in Early Years and to ensure that good habits are formed early, so that children are school ready.

Rationale

Regular early years attendance is important for all children, even babies, as it is only through regular, consistent routines that children build up the secure attachments they need for healthy development.

Regular attendance has a positive impact on all aspects of a young child's learning and development. A regular routine supports the young child to feel settled and secure. Unsettled children have higher stress levels which, in turn, prevent them from being able to benefit fully from the learning opportunities available.

We promote good attendance and punctuality by:

- Ensuring children attend for the expected hours
- Requiring parents to call or WhatsApp the nursery to inform us of any impending or immediate absence or if they are going to be late

- Requiring parents to report sickness
- Communicating with parents and following up on non-notification of absences as part of promoting good attendance and punctuality
- All unauthorised absence will be followed up and children's attendance will be monitored
- Encouraging parents to consider taking their children on holiday outside of term time, so that they are 'school ready' and get into good habits
- Consistently following up poor attendance and punctuality
- All staff, including teachers, support staff and volunteers will be responsible for ensuring that the policy and procedures are followed, and consistently and fairly applied.

Safeguarding

We all have a duty to keep children safe and protect them from harm and very poor attendance can be an indication of neglect and be seen as a safeguarding issue. *Please refer to our separate Safeguarding policies. These policies are available for all parents to view in reception and with the principal.*

Supporting Families

We will work with families to support their child's good attendance and punctuality

Attendance and Punctuality

Your child's class teacher has a responsibility to record daily attendance and share this information with the principal. It is essential therefore that class teachers ensure that register records are accurate. This information is also critical in the event of a fire or evacuation at nursery.

Parents are encouraged to abide by their allocated nursery time schedule and must aim to collect their child on time. Parents must inform the principal with plenty of notice if they will be late to pick up their child and abide by the Registration and Fees policy which refers to a late pick-up fee. The importance of picking up your child on time is significant for your child's emotional well-being. Often children can become upset or distressed if their parent arrives late. For example, if their classmates have been picked up but they are waiting for a longer time than normal it can cause unnecessary anxiety in your child.

Regular attendance and good punctuality are an important foundation for maximizing achievement and obtaining the greatest benefit from education as well as underpinning personal development. Good relationships with children and their families are vital in encouraging regular attendance and punctuality. Children settle well and want to attend settings when they feel valued and have a sense of belonging. Good habits of attendance and punctuality are key skills for adult life.

BABY SIGN LANGUAGE

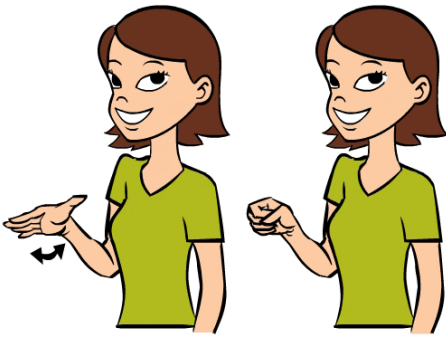
I would like to introduce you to 'Baby Sign Language' (BSL), a proven, effective communication technique for our younger learners.

Babies and toddlers often struggle to communicate their wishes to adults and can become frustrated. BSL is a means of communication where babies and toddlers use modified gestures to express themselves. With BSL, we aim to develop their non-verbal skills to accelerate the process of communication in a fun and interactive manner.

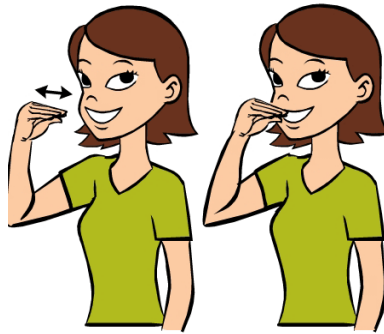
I have attached eight visual aids, depicting eight words which we will start using with your children in the Nursery. I would encourage you to apply this technique at home to facilitate your child's adoption of this communication method and thus, reduce frustration. We can demonstrate these actions to you, to clarify how they are used.

At Baby Home Nursery we will continuously strive to give you and your children the best possible learning experiences.

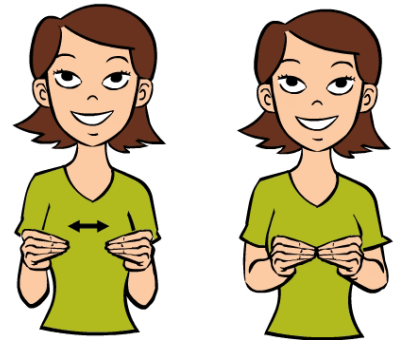
BABY SIGN LANGUAGE - ACTIONS



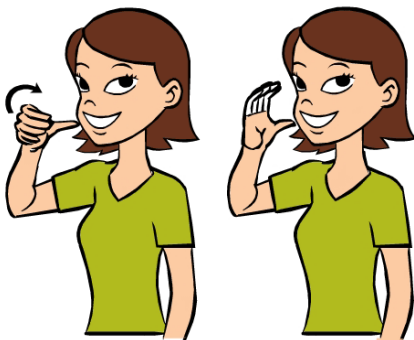
Milk



Eat



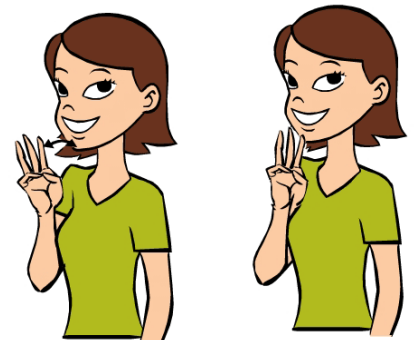
More



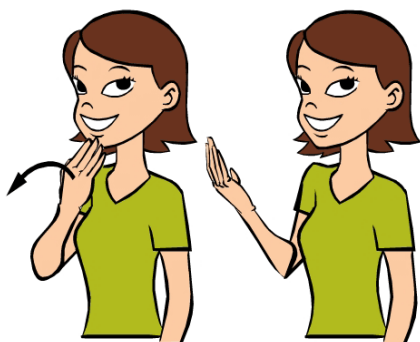
Drink



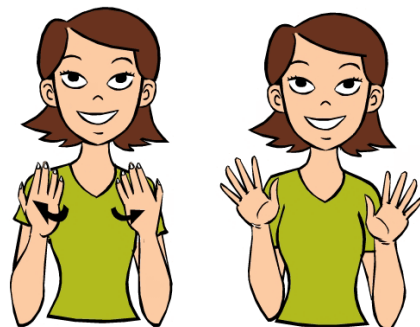
Please



Water



Thank you



All done

BEHAVIOUR MANAGEMENT POLICY

At Baby Home Nursery we aim to provide a positive and consistent environment in which children are able to play and learn in a safe and secure environment. We work in partnership with parents by communicating and offering advice and support, especially when dealing with behaviour issues.

Aims

- To promote a nursery where everyone feels valued, happy, safe and secure
- To promote mutual trust and respect so that everyone can work together in a supportive way
- To encourage increasing independence and self-discipline so that children learn to accept responsibility for their own behaviour

It is recognised that all children behave in different ways and that changes in behaviour are usually a result of a change in their environment or a developmental stage.

At the start of every academic year the Principal provides staff training on behaviour management and each class works together to create positive class boundaries and expectations which are suitable and age appropriate for their class. This code is displayed around the nursery and inside each classroom. For example, kind hands, walking feet and listening ears. Any new child or member of staff who joins the nursery through the academic year adopts these principals.

Creating a Caring Learning Environment

In order to enable an effective learning environment in which children can develop socially and academically, good behaviour in all aspects of nursery life is necessary. We seek to create a caring learning environment for all children by:

- Encouraging and acknowledging good behaviour and boundaries and having a consistent approach to undesirable behaviour.
- Promoting self esteem by encouraging children to value and respect themselves and others.
- Providing a safe environment
- Promoting early intervention.
- Encouraging a positive relationship with parents and carers to develop a shared approach.
- Encouraging children to take responsibility for their behaviour.
- Ensuring a **consistent** approach to both positive and negative behaviour
- Explaining unacceptable behaviour using various in-class techniques (highlighted in staff training).
- Treat classroom equipment and resources appropriately and with respect.
- Being good role models.
- Using appropriate language when talking to children and other staff
- Recognizing that all children are individual so adapt responses and practice for their individual needs

Children thrive when they have boundaries and routines in place so they understand what is happening and what is expected, giving them a sense of security.

At Baby Home Nursery we reward the positive behaviour which is desired and use positive language to promote this ethos. For example, we don't promote the use of negative language such as "don't" and "no" and instead ask the children to show us what behavior we would like to see e.g. "let's use walking feet."

Encouraging good behaviour

Positive behaviour is promoted through:

- Praise, rewards and encouragement, i.e. thumbs up, smiles, stickers, positive language, class behaviour charts, responsibility eg. the class line leader.

- Positive reinforcement. This should be specific, directly related to the behaviour, immediate and especially at first, frequent.
- Using it as an example to others to promote desired behaviour.
- Modelling and developing social skills such as: sharing, manners, kindness, listening, hygiene and taking turns.
- Encouraging children to take responsibility for their own behaviour and that of others, i.e. supporting a child to tell another child “please don’t do that, I don’t like it.”

Dealing with undesirable behaviour

Our starting point is to take into account each child’s age and stage of development. Criticism of the action and not the child is used. Staff will try to prevent unwanted situations occurring by intervening before they happen.

Unacceptable behaviour includes:

- Bad language and derogatory language
- Not complying with turn taking sharing and other social skills.
- Physical harm of the other children/self or staff.
- Repetitive damage of nursery property or of that belonging to another child.
- Persistent bullying.

Anti-bullying

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened. We acknowledge that any form of bullying between children, staff or parents is unacceptable, and it will be dealt with immediately.

We have a variety of strategies that we use to deal with unwanted behaviour. These vary according to the age and stage of the child, the situation and other factors such as tiredness.

These include:

- Verbal warnings with explanation, frown, voice disapproval
- Removal of equipment
- Distraction
- Removing of child from situation
- Traffic light system
- Reminders (verbal and visual)
- If appropriate have a short time-out.
- Remove privileges

However, our focus is always on **promoting positive behaviour** and the prevention of undesirable behaviours.

In the case of persistent undesirable behaviour shown, a meeting will be held between the Principal and the parents/carer so that the behaviour can be discussed and strategies agreed upon to resolve the problem.

If a child is showing persistent undesirable behaviours that are not typical to their age/stage we will then take the following steps.

- Persistent behavioural problems will be discussed with the Principal, the child's class teacher and parent/carer and noted in the child's records.
- If necessary an individual behaviour plan (IBP) will be implemented.
- Further advice from partnership agencies might be advised for the parents eg. a speech and language therapist

Baby Home Nursery aims for all children to be treated fairly and in a consistent manner by all members of staff. This policy aims to not directly or indirectly discriminate against any child. *All staff will be responsible for ensuring the behaviour policy and procedures are followed.*



CHILD PROTECTION AND

SAFEGUARDING POLICY

Baby Home Nursery recognises its moral responsibility to create a safe and supportive environment for all children and to safeguard and promote their welfare. We are fully committed to promoting a safe and welcoming environment for all children and staff, where they feel respected and valued.

All staff are trained to understand the best practices related to protection and safeguarding of all children and appropriate actions to be taken to protect them. The procedures contained in this policy apply to all staff and volunteers.

- The nursery's responsibility to safeguard and promote the welfare of children is of paramount importance
- All children, regardless of age, gender, ability, culture, race, language or religion have equal rights to protection
- Children who are safe and feel safe are better equipped to learn
- Baby Home Nursery is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment
- All staff have an equal responsibility to act on any suspicion or disclosure that may suggest a child is at risk of harm at home, in the community or at nursery
- If, at any point, there is a risk of immediate serious harm to a child, a referral will be made to relevant statutory body and public services. The principal must always be notified if any staff member or indeed parent suspects anything which may cause a child harm. Anybody can make a referral. If the child's situation does not appear to be improving, any staff member with concerns should press for reconsideration. Concerns should always lead to help for the child at some stage
- Children and staff involved in child protection issues will receive appropriate support

- This policy will be reviewed at least annually unless an incident, new legislation or guidance suggests the need for an interim review

Purpose/Aim

- To provide all staff with the necessary information and training to enable them to meet their safeguarding and child protection responsibilities
- To ensure consistent good practice across the wider network
- To demonstrate the nursery's commitment with regard to safeguarding and child protection to children, parents and other partners
- To establish a safe environment at nursery where all students feel safe, cared for, protected and nurtured

Child-right based approach

A child rights-based approach is an approach which sees each child:

- 1) As a unique and equally valuable (non-discrimination) human being
- 2) With the right not only to life and survival, but also to development to his/her fullest potential
- 3) Offering the best understanding of anyone of his/her own situation and with essential experience to offer
- 4) Who deserves to have his/her best interests met

Confidentiality

Failing to keep confidentiality may put people at risk of physical harm and false rumours etc. People in the organisation (both adults and children) need to be reassured that any sensitive information in their personnel records / any personal information about them is treated with respect. This means that such information is only accessible to the minimum number of people necessary for the functioning of the organisation and that there is clear guidance on instances when confidentiality should be breached in the best interests of the child / child protection. Difficult decisions may also need to be made in situations where the best interests of one child are at odds with the best interests of many children. You may need to balance keeping personnel

records confidential with sharing concerns with other organisations about a child if deemed in their best interest.

For an organisation to be accountable, information needs to be properly recorded, signed and dated, clearly marked as either opinion or fact, whether witnessed by anyone else etc.

Sensitivity in discussions around child protection is essential

CATEGORIES OF ABUSE 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.
- Unexplained injuries or burns (particularly if they are recurrent)
 - Improbable excuses given to explain injuries
 - Refusal to discuss injuries
 - Withdrawal from physical contact
 - Fear of returning home
 - Fear of medical help
 - Aggression towards others
 - Self-destructive tendencies

EMOTIONAL ABUSE

- Failure to provide for the child's basic emotional needs such as to have a severe effect on the behaviour and development of the child. This includes conveying to children the feeling that they are worthless or unloved.
 - Physical/mental/emotional developmental lags
 - Admission of punishment which seems excessive
 - Over reaction to mistakes

- Inappropriate emotional response to painful situations
- Neurotic behaviour (e.g., rocking, thumb sucking etc.)
- Extremes of passivity or aggression

SEXUAL ABUSE

Where a child 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 organized 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.

Signs and Symptoms

- Age-inappropriate sexual knowledge, language, behaviours
 - Loss of appetite or compulsive eating
 - Becoming withdrawn, isolated
 - Reluctance to go home
- Bed-wetting (depends on age of child and stage of potty training completed)
 - Drawing sexually explicit pictures
- Over-reacting to criticism • Have outbursts of anger/irritability

Signs of sexual abuse are somewhat easier to see in older children - primary age and above.

NEGLECT

Refers to persistent or deliberate failure to meet a child's physical or psychological needs e.g. a failure to provide adequate food, clothing or shelter, failure to protect a child or failure to provide adequate medical care. It may also involve neglect or failure to give adequate response to a child's emotional needs.

- Constant hunger

- Poor personal hygiene
- Constant tiredness
- Poor state of clothing
- Frequent lateness and/or unexplained non-attendance
- Untreated medical problems

WHAT TO DO ON DISCLOSURE

For example, if a staff member or adult tells you about any suspected case of abuse or neglect with a child whether physical or emotional

Stay calm (Don't over-react, however shocked you may be)

- ↓ Listen, hear and believe (Listen carefully, take it seriously)
- ↓ Give time for the person to say what they want (Don't make assumptions and don't offer alternative explanations, ask questions beginning with Tell me about...Explain...Describe... Avoid 'who, what, when, where' questions)
- ↓ Reassure and explain that they have done the right thing in telling. (Do not promise confidentiality; explain that only those professionals who need to know will be informed)
- ↓ Record in writing as near verbatim as possible and as soon as possible on a Disclosure Form
- ↓ Report to the relevant authority

Only authorised agencies may investigate child abuse allegations (Currently, in Dubai this would mean the Police only).

Involvement of outside agencies:

Dubai Foundation for Women and Children (DFWAC) This is the first licensed non-profit shelter in the UAE for women and children who are victims of domestic violence, child abuse and human trafficking. It was established in July

2007 by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to offer victims immediate protection and support services in accordance with international human rights obligations. The Foundation provides a helpline, emergency shelter, and support services to women and children victims. DFWAC aims to protect physically, sexually and emotionally abused women and children, prevent ongoing abuse and the escalation of violence and promote social awareness through education and outreach.

DFWAC provides: • A safe shelter • Case management • Medical care • Psychological support • Counselling • Legal, consular and immigration assistance • Helpline 800 111 or email help@dfwac.ae

Notifying parents

The nursery will normally seek to discuss any concerns about a child with their parents. This must be handled sensitively. However, if the nursery believes that notifying parents could increase the risk to the child or exacerbate the problem, advice will be sought first from relevant UAE agencies.

Child protection procedures

Recognising abuse: to ensure that our children are protected from harm, we need to understand what types of behaviour constitute abuse and neglect.

Abuse and neglect are forms of maltreatment. Somebody may abuse or neglect a child by inflicting harm, for example by hitting them, or by failing to act to prevent harm.

Abuse may be committed by adult men or women and by other children and young people. It is very important that staff report all of their concerns, however minor or insignificant they may think they are – they do not need ‘absolute proof’ that the child is at risk.

Signs and Symptoms: there are primarily four categories of abuse: physical abuse, emotional abuse, sexual abuse and neglect

Physical abuse

Physical abuse is a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or

carer fabricates the symptoms of, or deliberately induces, illness in a child, but is now more usually referred to as fabricated or induced illness.

Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger.

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact and /or including assault. They may also include non-contact activities, such as involving children in looking at, or in the production of sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via the internet).

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development provide adequate food, clothing and shelter (including exclusion from home or abandonment); It is the responsibility of staff to report their concerns. It is not their responsibility to investigate or decide whether a child has been abused.

A child who is being abused or neglected may:

- have bruises, bleeding, burns, fractures or other injuries
- show signs of pain or discomfort
- keep arms and legs covered, even in warm weather
- look unkempt and uncared for

- appear fearful
- frequently miss nursery or arrive late
- show signs of not wanting to go home
- display a change in behaviour – from quiet to aggressive, or happy-go-lucky to withdrawn
- be constantly tired or preoccupied
- be wary of physical contact
- Display sexual knowledge or behaviour beyond that normally expected for their age and/or stage of development

Confidentiality and Information Sharing

All staff will understand that child protection issues warrant a high level of confidentiality, not only out of respect for the pupil, family and staff involved but also to ensure that information being released into the public domain does not compromise evidence. All staff must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children. All staff must be aware that they cannot promise a child/parent to keep secrets

Record keeping

The nursery will maintain safeguarding (including early help) and child protection records. • Keep clear detailed written records of concerns about children (noting the date, event and action taken), even where there is no need to refer the matter to relevant agencies immediately; • Ensure all records are kept secure and in locked locations; • Ensure all relevant child protection records are sent to the receiving school when a pupil moves to big school. Where possible and without interpretation, the exact words spoken by the child or parent/carer will be recorded.

Records will be signed, dated and timed by the member of staff making the record.

All staff will understand that child protection issues warrant a high level of confidentiality

Guidelines for Good practice and Code of conduct for staff

To meet and maintain our responsibilities towards children, we need to agree standards of good practice which form a code of conduct for all staff.

This includes

- Treating all children with respect
- Setting a good example by conducting ourselves appropriately and being good role models for children
 - Encouraging positive, respectful and safe behaviour among children
 - Being a good listener
- Being alert to changes in children's behaviour and to signs of abuse and neglect and exploitation
- Recognising that challenging behaviour may be an indicator of abuse
- Reading and understanding the school's child protection policy, Staff Behaviour Policy (code of conduct) and guidance documents on wider safeguarding issues, for example bullying, behaviour, e-safety, safer recruitment etc.
- Maintaining appropriate standards of conversation and interaction with and between children
- Referring all concerns about a child's safety and welfare to the principal

CLOTHING POLICY

- We encourage ALL children to wear their BHN uniform daily. You can buy uniforms for 42 AED which includes tax. We recommend getting at least 2-3 uniforms to start with as they will often get messy with daily Nursery activities.
- There are many advantages of having a nursery uniform. For example, it helps them to feel part of a team, it eliminates disagreements, saves time in the morning and also protects your child's own clothing from stains during messy activities. Furthermore, it prepares children for when they start school - and at this time it will be non-negotiable!
- When the children have excursions or outside activities, wearing a uniform is part of our health and safety policy as it is an excellent method of identification. It is compulsory for all of our Nursery excursions.
- If your child is reluctant to wear the uniform when getting ready at home, please bring the polo shirt to nursery, and we will be happy to change them. Most of the time, when children see their friends wearing the shirts, they are happy to wear the same clothing.
- It is an essential component of educative play, that children are able to enjoy art and craft activities. Inevitably children will transfer some of the materials to themselves and their clothing. Parents should therefore dress their children with this in mind. Baby Home Nursery will accept no liability for clothing damaged whilst the child is at the nursery.
- As well as a change of clothes, babies and toddlers must also be provided with at least 5 diapers daily, plus baby wipes, diaper bags and diaper cream – when necessary.
- Please ensure your child is provided with a complete change of clothes, which must be clearly labeled with the child's name. Place clothes inside a clear plastic bag, which is also labelled with their name.
- All clothing should be simple, comfortable, appropriately sized, washable, and weather friendly. For Daffodils and Sunflowers classes, the clothing should be easy to manipulate by the child. Elastic waist pants or shorts with no belts are easy for children to get off, to be able to use the bathroom as independently as possible and especially when they wait until the last minute to go! If children

need a change of clothes, either due to an accident or a spill, they feel independent and successful when they can do it themselves. Sneakers without ties are good shoes to wear. Those having velcro closures for instance, make shoes easier to slip on and take off.

- Keep clothes plain and simple. Children tend to fiddle with decorations like ribbons, frills, zippers, or snaps and then need them tied, zipped, or snapped back into place further disrupting class time.
- We have a variety of 'dressing-up' outfits for children to wear during role-play activities. Please do not send your child to nursery in such clothing, as they may become spoiled and can cause friction between other children, as well as put pressure on other parents to follow suit!
- For safety reasons, jewelry should not be worn. Both jewelry and tattoos can also be distracting and cause all sorts of problems.
- Please save the expensive or precious apparel to wear elsewhere. Comfortable, appropriately sized, and washable clothing should be worn daily. Many times, in an effort to be independent, children are unintentionally messy. If children worry that their parents will be upset if paint or marker gets on their clothing, they are reluctant to participate in the activity.

COMMUNICATION POLICY

Good communication between Baby Home Nursery and the parent or carer is essential in building an effective nursery - parent partnership in order to support and strengthen each child's learning and development. Children achieve more when nurseries and parents or carers work together in partnership and share information effectively with one another.

We need to ensure that communications between all members of the nursery community are clear, professional, timely and appropriate. All communications between the nursery and parents will be respectful, professional and underpinned by considerations of appropriate privacy and confidentiality principles.

Definition of communication

Good communication is much more than the exchange of information. It involves the management of relationships and the need to involve people. Communication is as much about attitude and behaviour as it is about message. We should also remember the importance of listening. Every member of staff has a responsibility to support effective communication

Types of Communication at Baby Home Nursery

- Website
- Facebook: the nursery will keep a list of those children for whom permission has not been given to appear in any social media.
- Instagram
- WhatsApp groups (these are set up with parents/carers and the teacher as well as with the Principal)
- Emails
- Phone
- Newsletters
- Formal and informal child reports

- Face to face with the teacher at pick up and drop off time

It is the parent's responsibility to make sure that they have checked all of the above communication channels. At Baby Home Nursery we follow the British EYFS Curriculum and the language of all communication is English. Teachers will not use personal email accounts and all emails will come through the Principal.

Aims

- We aim to have clear, effective communication with parents and the wider community at all times. Effective communication enables us to share our aims and values by keeping parents informed about nursery life. This reinforces the important role that parents play in supporting the nursery.
- To create a culture of open and respectful communication that promotes closer collaboration
- Foster close communication between parents and the teachers of their children
- While staff will always seek to establish open and friendly relationships with parents, relationships are kept professional.
- We aim to respond promptly to parents' WhatsApp messages and emails. The use of WhatsApp and email communication between a parent and the Principal or class teacher can speedily and effectively deal with any problems that might arise.
- Keep parents regularly informed about its expectations, and their children's activities and development at nursery
- Ensure communication is open, honest, ethical and professional
- We seek to avoid bias, stereotyping or any form of racial discrimination. We wish to recognise and celebrate the contributions made to our society by all the cultural groups represented in our nursery.

Written reports and Parent teacher meetings

Once every term a full report is written by the teacher and sent to parents. This report uses the assessment guidelines as set out in the Early Years Outcome (Herts for Learning) which sets out to assess children in the 7 areas of learning following the EYFS Curriculum. The report identifies areas of strength and areas where further development is needed.

Following these termly reports, parents are invited to attend parent-teacher meetings either physically or virtually. This is a great opportunity for parents and teachers to discuss a child's development socially, physically and academically. It is also a chance for parents to share any information from home which may be helpful for the teacher to know such as a change in routine.

Any parent wishing to meet with a member of staff should contact the school in advance and request a meeting. This may take place virtually or physically at the nursery following safety protocols.

Dealing with Parental Concerns

We encourage parents to contact their child's class teacher at the earliest opportunity if they have concerns regarding their child's progress or well-being. Depending on the severity of the concern the Principal will be involved and support a speedy resolution. Please also refer to our nursery *Appeals process*.

Absences

If a child will be absent for any reason the parent must inform the teacher or principal at the earliest opportunity either by WhatsApp, email or phone.

Use of Photographs and Names

Photographs are used in the nursery for many purposes, including displays and records of practical work and important school events.

We may use photographs of children or their work when communicating with parents/carers and the wider community through WhatsApp, reports, newsletters and in the nursery website or nursery brochures.

Although not strictly required by law, we have decided that parental permission must be obtained before using photographs of children or their work as described in this policy.

Parent's Responsibilities

It is the parent's or carer's responsibility to update the nursery principal immediately if there is a change to any contact details. For example, a change of address, change of phone number/WhatsApp number or change to authorized people allowed to pick up their child. It is important for the principal and teachers to have up-to-date accurate information about the child in order to ensure the child's safety and well being.

Upon child enrolment it is important for parents to share significant information with Baby Home Nursery about their child in order to ensure a smooth transition to nursery. This may include information about their child's health, family circumstances, cultural background, linguistic heritage and additional needs. In addition further information may be gathered about the child's likes and dislikes as well as their habits and home routines. This information helps practitioners to ensure the child has a smooth transition into the nursery.

Please also refer to our Parent Notification policy

COMPLAINTS POLICY AND PROCEDURE

Outline of this Policy:

Baby Home Nursery believes in delivering the highest quality child care and education, in line with the EYFS Curriculum. We appreciate that parents play a vital role in supporting their child's development and strive to work in partnership with them to achieve the best possible outcomes for their child. If a parent feels unhappy about any aspect of the care or service offered, then they have the right to complain. Be assured that concerns are taken seriously and will not affect the treatment of your child in any way. We welcome feedback and recommendations, as these allow us to regularly review and update our procedures. Please feel free to offer suggestions you feel will enhance our setting, either by email or in writing. These will be fed back to management, and where appropriate, discussed at our next meeting. Parent satisfaction surveys will be sent out periodically to facilitate this process.

At Baby Home Nursery we understand that parents deserve prompt, courteous attention to their concerns or complaints and promise to take them very seriously. In most cases informal discussions with appropriate staff are sufficient to resolve the majority of concerns. However, where initial attempts to resolve an issue are unsuccessful and the person raising the concern or making the complaint remains dissatisfied, we have a formal complaint procedure should they wish to take the matter further.

In addition to our 'Complaints Policy' we also have a 'Child Protection Policy,' which contains information on safeguarding. Where concerns link to the welfare of a child, this policy will be implemented. (A copy of all our policies are held in reception for perusal at any time – any new policies or amendments will be emailed to all parents.)

Nursery Complaints Procedures aim to:

- encourage resolution of problems by informal means wherever possible
- be easily accessible
- be simple to understand and use
- be impartial
- allow swift handling with established time-limits for action and keeping people informed of the progress
- ensure a full and fair investigation
- respect people's desire for confidentiality
- address all the points at issue and provide an effective response
- provide information to the Nursery management team so that services can be improved

Investigating Complaints:

At each stage the person investigating the complaint ensures that they;

- establish WHAT has happened so far and WHO has been involved
- clarify the nature of the complaint and the nature of any unresolved issues
- meet with the parent or contact them where there is uncertainty or further information is required
- establish what the parent feels would put things right

- interview those involved in the matter allowing them to be accompanied if requested
- conduct the interview with an open mind and persist in questioning if necessary
- keep clear notes of any interviews

Resolving Complaints:

At each stage in procedures the nursery wishes to resolve the complaint and where appropriate will offer one or more of the following:

- an explanation
- an apology
- acknowledgement that the situation could have been handled more effectively
- reassurance that the event complained about will not be repeated
- an account of the steps taken to ensure it will not recur
- in light of the complaint, an undertaking to review Nursery policies

The Stages of a Complaint:

A complaint may be made in person, by telephone, email, in writing or by using the Nursery Complaint Form. At the end of any meeting or phone call, the member of staff ensures that the Nursery and the parent have the same understanding of what was discussed and agreed. Brief notes are made and added to the record of the complaint

Whilst on occasion there may need to be some flexibility between the stages, there are broadly three stages for a complaint:

Stage 1

Complaint reported to a Member of Staff

- The teacher of the pupil whose parent raises the complaint, shall be the first person to attempt to resolve the situation where practicable.

Stage 2

Complaint reported to the Principal

- If the complaint cannot be satisfactorily resolved by the teacher, it will be referred to the Principal. At this stage a formal complaint form will be completed and acknowledged within 5 working days.
- Any relevant information, including witness statements, will be gathered and the complaint fully investigated.

Stage 3

- The result of the investigation will be communicated back to the parent within 20 working days.
- If the parent is not satisfied with the outcome, the complaint will be referred to the Managing Director (owner.)

COMPLAINT FORM

Parents/Carers Name:	Pupil's Name:
Your Relationship to the Pupil:	Class:
Address:	Day Time Telephone Number: Evening Telephone Number: Email:
Complaint Details:	
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signature:	Date:

Official use

Date acknowledgement sent:	By who:	Complaint referred to:	Date:
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CONFIDENTIALITY POLICY

This policy represents the agreed principles for confidentiality throughout the Nursery. All Nursery staff, representing Baby Home Nursery have agreed to this policy.

Baby Home works with many children and families and will sometimes be in contact with confidential information. All data collected by the nursery is stored confidentially and kept in a locked cabinet.

Staff working at Baby Home Nursery are aware that information they may gain through professional discussions about pupils, their families or other staff, must be kept confidential. Information of a particularly sensitive nature will be shared on a 'need to know' basis only.

We will respect confidentiality in the following ways:

- Parents will have access to the files and records of their own children but will not have access to information about any other child.
- Issues related to the employment of staff whether paid or unpaid, will remain confidential and only accessed by the people directly involved with making personnel decisions.
- Staff will not discuss individual children, other than for purposes of curriculum planning/group management or with people other than the parent of the child.

Any anxieties or evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the child's key person or managers. Information given by parents to the managers or key person will not be passed onto other adults without permission, unless to do so compromises the safety of the child.

Students on work experience or other recognised courses observing in Baby Home Nursery, will be advised of our confidentiality policy and required to respect it.

All the undertaking above is subject to the paramount commitment of the nursery, as is the safety and wellbeing of each child. Please see our child protection policy.



EMERGENCY EVACUATION

POLICY

“Providers must take reasonable steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency, and must have an emergency evacuation procedure”

Statutory framework for the EYFS

Baby Home Nursery will ensure to always have access to a landline telephone or a mobile phone which is always fully charged.

- Up to date lists of each child's parent's contact numbers and emergency contact numbers are found in every child's file. When any personal parent information changes such as mobile numbers or their address, it is the parent's responsibility to inform the nursery immediately. All parent information and child files are located in the filing cabinet in the nursery clinic. Parent contact numbers are also found in each classroom bubble with the class teacher.
- Police and fire department numbers are displayed in reception:

999 for Police.

998 for Ambulance.

997 for Fire Department (Civil Defence)

- The nearest hospital with accident and emergency department is identified

In the event of an emergency all appropriate staff have received the required paediatric first aid training outlined by DHA.

A full updated First Aid Kit is available and when needed a travel first aid kit. The first aid box is located in the nursery clinic and clearly labelled.

EMERGENCY ACTION PLAN

1. Contain the emergency without harm to child or staff (e.g. in case of fire- use a fire blanket)
2. Check the safety of all the children and remove them from the immediate area - never leave them unattended.
3. If necessary, administer emergency first aid
4. Contact the children's parents or emergency contact.

In the case of a serious emergency where a child needs to be taken to the nearest hospital, all medical costs should be covered by the parent.

EQUALITY, DIVERSITY AND

INCLUSION POLICY

Statement of intent:

We will ensure that our service is fully inclusive in meeting the needs of all children, regardless of their ethnic heritage, social and economic background, gender, special educational needs, ability or disability.

Our setting is committed to anti-discriminatory practice to promote equality of opportunity and values diversity for all children and families.

“Equality doesn’t mean treating everyone the same, it means treating everyone fairly.”

At Baby Home Nursery we aim to:

- Provide a secure and accessible environment in which all our children can flourish and in which all contributions are considered and valued.
- Include and value the contribution of all families in our understanding of equality and diversity.
- Provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and disabled people.
- Make inclusion a thread that runs through all of the activities of the setting.

Admissions

- Our setting is open to all members of the community.
- We base our admissions policy on a fair system.
- We ensure that all parents are made aware of our equality and diversity policy and all other relevant policies.
- We do not discriminate against a child or their family, or prevent entry to our setting, on the basis of colour, ethnicity, religion or social background.
- We do not discriminate against disabled children. Consideration needs to be given to any reasonable adjustments required to include any child who may have a disability or special educational need.
- We develop an action plan to ensure that all individuals can participate successfully in the services offered by the setting and in the curriculum offered.
- We take action against any discriminatory behaviour by staff or parents. Displaying of openly discriminatory and possibly offensive materials, name calling, or threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner.

Employment:

- Posts are advertised and all applicants are judged against criteria required.

- Applicants are welcome from all backgrounds and cultures. Posts are open to all, subject to appropriate experience, qualifications and suitability to facilitate the service which best meet the needs of the children and their families.
- The applicant who best meets the criteria is offered the post, subject to references and criminal records checks. This ensures fairness in the selection process.

Curriculum and Environment:

The curriculum offered in the nursery encourages children to develop positive attitudes about themselves as well as to people who are different from themselves.

The environment is accessible for all visitors and service users. Reasonable adjustments have been made to accommodate the needs of disabled children and adults.

We do this by:

- Making children feel valued and good about themselves.
- Making adjustments to the environment and resources to accommodate a wide range of learning and physical impairments.
- Making appropriate provision within the curriculum to ensure each child receives the widest possible opportunity to develop their skills and abilities.
- Celebrating a wide range of festivals.
- Creating an environment of mutual respect and tolerance.
- Differentiating the curriculum to meet children's special educational needs.
- Ensuring that children learning English as an additional language have full access to the curriculum and are supported in their learning.

At Baby Home Nursery we promote equality, positive self-image and self-esteem by:

- Modelling a positive attitude towards difference/diversity/inclusion.
- Showing respect for different family circumstances.
- Discussing feelings and emotions and listening with respect.
- Emphasising that everyone has their own skills to use, everyone is special, and that team work is positive.
- Using familiar, relevant, non-stereotypical images.
- Reflecting the children's real experiences of themselves or family members.
- Sharing the way we behave with each other.
- Praising and appreciating each other.
- Using different forms of communication e.g. signs and symbols we can all understand.
- Stating facts and respecting feelings e.g. if a child asks "why is..... different?"
- Highlighting similarities rather than differences e.g. between disabled and non-disabled people.
- Using opportunities to discuss different gender roles, challenge stereotypes and support a range of gender expression.
- Showing genuine interest in different cultures, e.g. through a willingness to try a variety of foods.
- Positive modelling of non-discriminatory behaviour.
- Gently picking up on inappropriate language or teasing.

- Encouraging children to play and share together.

Examples of what to **avoid** doing/saying:

- Being negative about different types of hair/accent/skin colour/food.
- “That’s not normal” or “that’s only for boys/girls” (stereotyping gender roles)
- Ignoring, dismissing or laughing at other people’s feelings.
- Depicting disabled people as silly/useless/victims needing to be helped/pitied.
- Asking ‘closed’ questions that only allow a “yes/no” answer.
- Putting our own opinions on the children.
- Making personal comments about others’ appearance, beliefs or practices.

How we challenge inequality, prejudice and discrimination by adults:

General principles

- Listen to individual’s concerns.
- Use opportunities to share information about religions, beliefs, cultures and lifestyles.
- Stereotyped ideas about what’s suitable for boys or girls can limit children’s opportunities to learn and develop.
- Remove individuals from heated situations, remain calm.
- Consider witnesses to incidents, send clear message of non-tolerance.
- Challenge the behaviour not the person.
- Everyone to take responsibility for challenging discriminatory behaviour/language.

Additional principles for staff:

- It is not appropriate for members of staff to discuss their own personal views with children or parents/carers.
- It is only appropriate to discuss personal views with other staff/parents, if they are open to it.
- We need to be sensitive to other’s views and feelings and respect each other’s entitlement to hold different views and beliefs.
- Staff should provide opportunities for exploring experiences and ideas, and listen to children and parents sensitively, sympathetically or positively, but stay neutral themselves.
- Staff can discuss with their line managers any religious or cultural needs which conflict with working requirements.

How we challenge inequality, prejudice and discrimination by children:

- Using resources to promote equality.
- Avoid stereotyping gender roles
- Looking after each other and encouraging respect for one another.
- Following the Baby Home Nursery Behaviour policy.
- Refer concerns about any discriminatory behaviour or language to their supervisor.
- Raise these concerns with parents.
- Share relevant information about children and strategies with the staff involved with that child.

Consequences of discriminatory behaviour for the victim:

- Low self-esteem
- Feeling isolated
- Diminished levels of well-being
- Feeling of rejection and worthlessness
- Inability to work effectively
- Loneliness/solitude
- Helpless
- Rejected
- Inferior

Examples of discriminatory behaviour:

- Verbal abuse/put-downs, name calling or the use of racial language
- Intimidation
- Intentionally malicious and false gossip
- Intentional humiliation

No one should suffer any of the above unfair treatment. Anyone found to be the perpetrator of discrimination will be dealt with.

HANDWASHING POLICY

Purpose: Effective hand hygiene reduces the incidence of healthcare-associated infections and in particular the spread of Covid-19. **This policy was introduced in schools and nurseries in light of Covid-19 and still remains applicable**

Wash hands using soap and warm, running water. Vigorously rub hands during washing for at least 15 - 20 seconds (Sing the Happy Birthday song) with special attention paid to the backs of the hands, wrists, between the fingers and under the fingernails.

Reducing the spread of germs

Cleaning and disinfecting and promoting hand hygiene are important everyday actions to slow the spread of COVID-19 and other infectious diseases and protect children and staff at Baby Home Nursery.

Why is cleaning and disinfection important?

SARS-CoV-2 spreads very easily from person to person but can also spread by touching a contaminated surface or object. Although surface transmission of this virus is less likely, it is still possible that a person could get COVID-19 by touching a surface or object that has the virus on it and then touching their own eyes, nose, or mouth. SARS-CoV-2 can be reduced and killed on surfaces, objects, and hands if the right products are used correctly. Cleaning and disinfecting can reduce the risk of spreading infection by reducing and killing germs on surfaces people frequently touch.

Why is practicing good hand hygiene important?

Keeping your hands clean is one of the best ways to protect yourself and others from getting sick. When SARS-CoV-2 gets onto hands and is not washed off, it can be passed from person to person. Germs from unwashed hands can get into the body through the mouth, nose, and eyes and make people sick.

Good hand hygiene – regular handwashing with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer with at least 60% alcohol, if soap and water are not readily available – reduces the spread of germs that can cause illness, especially if done at key times throughout the day. To avoid poison emergencies, hand sanitizers should be stored away, and out of sight of children under six years of age and should be used with adult supervision. Hand Sanitizers are not used with children at Baby Home Nursery due to risk of children putting hands in their mouth and ingesting toxic substances.





HEALTH & HYGIENE POLICY

Purpose: To promote a healthy lifestyle and a high standard of hygiene in Baby Home Nursery's day to day work with children.

This is achieved in the following ways:

Healthy Food

- Parents are encouraged to bring in healthy snacks and a healthy lunch for their child each day. We have a strict NO NUT policy at nursery. Parents are advised on enrollment of examples of healthy food options and class teachers help to promote healthy food and discuss this with parents, offering advice when asked.
- Any food bought in by a child is strictly NOT SHARED at nursery between other children or staff.
- Allergies are recorded when a child is enrolled at Baby Home Nursery and all staff are aware of allergies with each child in the nursery. An allergy list is displayed in each classroom and is on the noticeboard in the clinic as well as with the Principal. ***It is the parent's responsibility to inform the Principal of all and any allergies their child may have***
- During weekly Junior Chef session teachers will provide healthy, wholesome food, promoting and extending the children's understanding of a healthy diet.

Outdoor Play

- Children will have the opportunity to play in the fresh air throughout the year. We have a schedule for each class to use the outside play area daily. Cleaning, sanitization and disinfection are thorough and recorded daily after each class uses a play area. The teaching assistant of each class records when the area is sanitized and cleaned.

For outside excursions we fill in a risk assessment form and record trips. Permission is sought to take children out of the nursery.

Sickness & Illness

- Parents are asked to keep their child at home if they have an infection, and to inform the Nursery as to the nature of the infection so that the Nursery can alert other parents/carers, and can make careful observations of any child who seems unwell.
- Parents are asked not to bring into the Nursery any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.
- Parents are asked not to bring into the Nursery any child who has had viral or bacterial conjunctivitis until at 24 hours has elapsed since the start of treatment and medical attention has been sought from their Doctor's surgery.

- If a child is on prescribed medication the following procedures will be followed: - the parent will complete a written Nursery medication form, giving clear instructions about the dosage, administration of the medication and permission for the named members of staff to follow the instructions. Ms Aida, our nurse, will administer any medicine needed with approval from the parent of the child and principal.

- All medications will be kept in a safe place away from children.

- The Nursery will ensure that the first aid equipment is kept clean, replenished and replaced as necessary. Sterile items will be kept sealed in their packages until needed. Accident/Incident Folders are available in the nursery for reporting and recording.

- All accidents are to be reported and countersigned by staff and parents/carers.

Medicines

- Following full consultation with parents/carers and staff certain medicines may be administered.

- Parents will have the opportunity to discuss health issues with the principal and nursery staff and will have access to information available to the Nursery.

Hygiene

- To prevent the spread of infection adults in the Nursery will ensure that the following good practices are observed:

Personal Hygiene:

**all staff and children must adhere to the following*

- Hands washed after using the toilet and before mealtimes

- Hands washed when moving from different areas in the nursery eg. play area back to the classroom

- Tissues are available and children encouraged to blow/wipe their noses when necessary. Younger children are supported with this by their teachers

- Soiled tissues disposed of.

- Children are encouraged to shield their mouths when coughing with their elbow.

- Paper towels are used and disposed of appropriately.

- Hygiene rules related to bodily fluids followed with particular care

Cleaning and Clearing

- Any spills of blood, vomit and excrement are immediately wiped up and flushed away down the toilet. Rubber gloves are always used when cleaning up spills. Floors and other affected surfaces disinfected. DHA approved cleaning products are used. The contaminated area is blocked off from other children until cleaned effectively and disinfected.

- Fabrics contaminated with body fluids thoroughly washed in hot water.
- Parents are asked to bring in spare laundered clothes including underwear, trousers and tops in case of accidents. A supply of spare clothes should always be available for each child at the nursery. Polythene bags are available in which to wrap soiled garments. Parents replenish supplies when any spare clothes are used and soiled garments are sent home.

- All surfaces and classroom equipment are cleaned, sanitized, and disinfected daily with an appropriate cleaning product approved by DHA. Each bubble has a cleaning schedule to follow and the teaching assistant will sign daily to record the cleaning time. Plastic bins are available in each classroom to store toys/equipment used by one group of children which are waiting to be sanitized until they can be used again by different children.

- Different cleaning cloths and different mops are used for each classroom as well as for the reception area, hallways, play areas and bathrooms.

To prevent the spread of all infection, all practitioners at Baby Home Nursery will ensure that the following good practices are observed:

- Staff will ensure their hair, hands and nails are always clean - long hair will be tied back.
- Children are encouraged to shield their mouths when coughing. Paper tissues are used and disposed of properly.
- A box of tissues is always available and children are encouraged to blow and wipe their noses when necessary and soiled tissues disposed of hygienically.
- Hands are washed under running water after using the toilet and before any food preparation and snacks.
- Hygiene rules relating to bodily fluids are followed with particular care and all staff and volunteers are aware of how infections can be transmitted.
- Rubber or disposable gloves are always used when changing a child's nappy or soiled clothing.
- Spare clothing is requested from parents for their children in case of accidents and polythene bags are available in which to wrap soiled garments.
- Floors and other affected surfaces are disinfected using cleaning products according to the manufacturer's instructions.
- All surfaces are cleaned daily with an appropriate cleaner.

There are suitable hygienic changing facilities for changing any children who are in nappies or have an accident.

HEALTH AND SAFETY POLICY

The nursery has a responsibility to provide a healthy and safe environment for staff and children and the Principal is responsible for the health and safety matters concerning the nursery premises.

At all times staff will cooperate fully in implementing health and safety initiatives. They will do everything possible to make sure injuries do not occur to themselves or to the children. Staff will receive Health and Safety training and they will be trained to be aware of potential hazards within the nursery and the surrounding environment; actively protecting children from hazards. We aim to provide staff members with First Aid Training.

Any suspected or confirmed diseases and sickness' will be reported to the Principal immediately and subsequent safety protocols will be adhered to as per the nursery policies.

All accidents and incidents at nursery will be recorded using the Accident/Incident form and signed by the witness, with a statement of how the nurse dealt with it. The parent will be notified as soon as possible. Parents will receive a report and phoned when necessary.

As part of our Health and Safety Policy we ask parents not to allow their child to wear jewelry when coming to Nursery, unless for religious purposes. I'm sure parents understand children are very active during the day and wearing jewelry is a safety risk. Baby Home Nursery is not responsible for any loss or damage to Jewelry.

In the nursery we aim to:

1. Involve and motivate nursery staff in all matters concerning Health & Safety.
2. Update staff and parents of any changes or amendments to policies
3. Restrict occurrences of potential cross-contamination between children and equipment
4. Prevent accidents, injuries and ill-health and to identify and eliminate hazardous situations by being observant and establishing a safe secure environment for all children.
5. Achieve a high standard of occupational health, safety, welfare and hygiene.
6. Control situations likely to be hazardous to health and safety in the nursery or which may cause damage to persons or equipment.
7. Provide a safe and healthy environment at all times in the nursery.



INCIDENT AND ACCIDENT

REPORTING POLICY

What is the difference between an accident and an incident?

- An **accident** is an unfortunate event or occurrence that happens unexpectedly and unintentionally, typically resulting in an injury, for example tripping over and hurting your knee.
- An **incident** is an event or occurrence that is related to another person, typically resulting in an injury, for example being pushed over and hurting your knee.

Baby Home Nursery keeps written records of all accidents, incidents or injuries to a child together with any first aid treatment given. Any event, however minor, is recorded by completion of an “Accident/ Incident Report form” and the procedure is the same for both types of events as follows:

- An Accident/ Incident Report is completed by the member of staff who witnessed the event.

The following information is recorded on the Accident/Incident Report:

- Whether it is an accident or incident being reported
- Full name of child
- Child’s date of birth
- Date of accident or incident
- Time of accident or incident
- Name and signature of person who dealt with the accident or incident
- Description of accident or incident
- Description of care given eg. ice pack administered or specific cream

- Name of person who gave care (this must be a Paediatric First Aid qualified member of staff)
- Description of injury (if applicable)
- Position of the injury illustrated on the body map
- Witness signature (only if witnessed)
- Counter signature (must be a qualified practitioner)
- Signature of parent or carer

*The name of any other child involved in an accident or incident must remain confidential

- The principal will notify the parent/guardian of the child via a phone call and/or WhatsApp chat

An incident may be an event that causes injury or fatalities or an event that does not cause injury but could have done so, such as a gas leak. Any dangerous occurrence is recorded in our "Incident Log Sheet."

- We have ready access to telephone numbers for emergency services should an incident occur. On discovery of an incident, we report it to the appropriate emergency services – fire, police, and ambulance – if those services are needed. These numbers are displayed clearly in the reception of the nursery.
- If an incident occurs before any children arrive, we risk assess this situation and decide if the premises are safe to receive children. We may decide to offer a limited service or to close the setting and offer home learning.
- Where an incident occurs whilst the children are in our care and it is necessary to evacuate the premises we follow the procedures in our Emergency Evacuation Procedure.

INFECTION CONTROL AND

SICKNESS POLICY

- At Baby Home Nursery we take child illness very seriously and aim to protect both the child who is unwell and other children and staff in the nursery. We have a qualified nurse on site full-time.
- Children should not be sent to the nursery if they are unwell. We promote the '**Stay Home If Unwell**' Policy for all of our children and staff.
- Please check your child's temperature on a daily basis every morning (it must not be above 37.5) and please make sure they are well enough to attend nursery. If a child is given medicine in the morning to mask a temperature the parent may very well be called to collect their child if the nurse assesses that they are not fit enough to stay. Any medicine given to the child on the morning of attending nursery **must** be communicated with the nursery.
- Your child's temperature will be checked using a contactless thermometer gun every morning. If their temperature is 37.5 C or above they will not be allowed to enter the nursery.
- Please make sure you provide at least 1 change of clothes (and underwear) in the morning in case your child needs to be changed for any reason throughout the day.
- In order to reduce the spread of illnesses in the nursery, the following regulations apply: If your child has any of the following symptoms, please seek medical advice from the doctor and ensure they do not attend the nursery until symptoms have exhausted.
 - a. **Fever (37.5 C or above)**
 - b. **Any unidentified skin rash**

c. Vomiting and/or diarrhea (not to return to the nursery for 24 hours after last episode)

d. Heavy nasal discharge or sinus congestion

e. Persistent cough

f. Red eyes with a discharge

1. Kindly, inform the nursery if your child has been or is being treated for any medical condition.

2. Any suspected cases of Covid-19 in your family must be immediately reported to the nursery Principal. Your child will not be permitted to enter the nursery if the school nurse suspects they are not fit enough to attend nursery that day.

3. If your child develops a fever of 37.5 while being at nursery or shows any other sickness symptoms the school nurse will take your child to the clinic. You will be called immediately and must collect your child within 1 hour. You must provide the nursery with an alternative contact number of a person who is able to collect your child if you are not able to collect your child within 1 hour. This situation could arise at any point during your child's day at nursery and therefore the nursery needs to have provisional plans from you for your child's collection. The child will not be allowed to return to nursery again until they have clearance from a doctor and/or followed our sickness protocols.

4. If your child needs medication at the nursery, please inform the teacher upon your child's drop-off. They will bring it to the nursery clinic. You will be required to sign consent for the medicine to be administered by the nurse and your child will be required to come to the clinic at the appropriate time to take it.

5. If he/she has an infected sore or wound, please ensure that it receives treatment.

6. Following recovery from any contagious or communicable disease, please communicate this to the principal and bring your child to the nursery clinic with the clearance from the doctor before entering the classroom.

7. If your child is assessed by the nursery medical team and thought to have any contagious infection, you will be contacted to take him/her home immediately. If our onsite qualified nurse views a child as not being well enough to attend or stay at nursery, this decision must be respected and adhered to.

- **If your child has a rash, sore eyes or any other symptoms due to allergies, please provide a doctor's clearance note stating this, and that your child is fit for nursery. Failing to provide a valid doctor's note, will result in your child not being able to attend nursery.**

- It is extremely important that a child who contracts an infectious illness stays at home in order to prevent the spread of illness to other children. Parents are requested to inform the nursery immediately if their child contracts an infectious illness or displays symptoms. The DHA has clearly documented guidelines in the case of infectious diseases for example: Conjunctivitis, Chicken pox, Gastroenteritis, Influenza, Hand foot and Mouth Disease. Children should only return to school when the quarantine period ceases. No child will be allowed to attend the nursery without a medical certificate that he/she is cleared.

- Parents are required to inform the nursery where they can be reached, in the event of an accident or sudden illness. It is therefore vital that contact details are kept up to date and for any changes, parents should inform the registrar as soon as possible. We also require an alternative emergency contact person and their details, should we be unable to contact the parents.

- Please inform us as soon as possible if your child will be absent due to illness.

We kindly ask you to respect our Nursery policies which aim to protect both your child and other children in the nursery

INTIMATE CARE POLICY

Any intimate care, such as nappy changing and toilet training, will be carried out with respect and regards to the child's right to dignity and privacy. Wherever possible, their key person or teaching assistant will carry out this care and ensure it is used as a time for positive shared interaction rather than just a hurried routine.

Staff will have regard for strict hygiene procedures by wearing disposable gloves and using appropriate cleaning equipment. Babies should have their bottoms thoroughly cleaned from front to back and any soiled clothes should be changed. Soiled nappies must be placed in a nappy sack and double tied, before disposing of in the nappy bin. Children are not allowed to take toys into the bathroom.

- **Toileting**

Our staff are here to help and support during your child's toilet training process. Please speak to the principal or your child's class teacher for details about this. We promote independent toileting for all children who are 3 years old and over. Children are helped and encouraged by a member of staff if they need to use the toilet. This arrangement enables toileting to be more closely monitored by staff who are then on hand to supervise hand washing afterwards.

- **Nappies**

Parents of children who are not yet completely toilet trained are required to provide sufficient disposable nappies, nappy bags and wipes for each day.



MANAGING CHILD HEALTH RECORDS AND

INFORMED CONSENT POLICY

Baby Home Nursery must maintain children's health records and reports in an appropriate and confidential manner to ensure accuracy and easy retrieval.

When registering a new child, parents must provide accurate health records of their child to Baby Home Nursery including but not limited to

- allergies and food restrictions
- medical information/history
- immunization records and emergency consent

All child records will be kept organized (alphabetical order) and stored in the nursery clinic in the filing cabinets. Confidentiality of each child shall be maintained unless it is deemed unsafe not to pass on important information to the relevant person or authority.

All children's health records shall be made available when required to the parents, the nurse and the principal.

It is the responsibility of the nursery to ensure all data collected about each child is accurate and up-to-date.

Any past or on-going medical treatment or diagnosis of a child shall be disclosed to the nursery.

All children will be treated with respect, consideration and dignity.

If any medicine is to be administered while the child is at nursery this will be discussed with the nurse, the principal and the parents. It will then be decided whether the child is fit for nursery or not. If the child is deemed fit for nursery, any medicine will be administered by the nurse. The parents must sign the registration form stating the nurse has consent to administer medicine at the parent's request. A medicine record form is completed by the nurse when any medicine is administered. This records the dates and times and amount of particular medicine given to a child.

On our registration form, the names of 2 authorized individuals are given authority by the parents to collect the child and/or be contacted in an emergency. Contact details and the Emirates ID or passport of these 2 authorized individuals must be obtained.

Details of a child's medical condition/illness are recorded as follows:

- Measles
- German Measles
- Scarlet Fever
- Whooping Cough
- Mumps
- Chicken pox
- Polio
- Heart Disease
- Rheumatic Fever
- Kidney Disease
- Diabetes
- Infectious Hepatitis
- Convulsions
- Epilepsy
- Asthma

Please note a fever is now noted at 37.5 by DHA

The nursery is informed of any behavioral and/or psychological conditions of the child and in-depth details given.

Emergency consent is required to be given by the parent when enrolling a child at nursery. This consent declares that in the event of any health concerns, the parent will be immediately contacted and must collect their child from the nursery. The same will happen if their child needs any emergency treatment. In the event that the parent/guardian cannot be contacted, Baby Home Nursery will call an ambulance to take their child to the hospital.

MEDICATION POLICY

- The nurse maintains accurate medical records of each child at the nursery and requests parental help in keeping these records up to date.
- If your child has a persistent condition, allergies or any medical condition that the nursery should be aware of, please specify in detail the nature of the condition, the signs and symptoms and any medication that may need to be administered immediately.
- A medical report must be submitted if there's any change in health condition or a new medical condition for your child.
- Medication will not be dispensed without written permission. If your child needs to take any medication whilst in the nursery, this medication is stored in the Clinic, with the nurse. A copy of the doctor's prescription with the exact directions on administering the medicine, including required dose, timing and route of administration, should be given to the nurse. Only prescribed medication may be administered by the nurse and written consent must be given by the parent which authorises them to administer stated medicines.
- Medication that needs to be refrigerated at all times must be transported with an ice pack. Medications must be sent in their original packaging and should be clearly labelled with the child's name.
- If a child develops a fever whilst at the nursery, parents will be notified to collect their child as soon as possible. In case of extremely elevated temperature or if a child has a history of febrile convulsions, medication will be given immediately and we will begin sponging or bathing him/her to reduce the intensity of the fever. Parents will be told to come promptly.
- Parents are required to submit the vaccination records to the nursery for record purposes, with updated copies for each new vaccination.



NUTRITION, FOOD AND DRINK POLICY

Here at Baby Home Nursery we want all of your little treasures to be as happy and healthy. We are therefore promoting a healthy, nutritious well-balanced diet, which will give your child/children the energy they need for both active learning and playing.

Please do not send in sweets, biscuits, chocolates or cakes etc. As well as containing a lot of sugar which can cause dental cavities there are many negative effects of having too much sugar, such as a weakened immune system as well as behavioural and learning issues.

All food and snacks are provided by parents. We have a strict NO sharing of food and drink policy. The food and drink parents bring in daily for their child will not be shared with any other child. Baby Home Nursery will be vigilant with children that have allergies and will maintain a **nut, chocolate and fizzy drink free nursery**. A list of children with allergies will be given to all class teachers and the nurse.

Children's food will be stored safely in their classroom cubby holes. As part of DHA safety policies we will not be using a microwave to heat or reheat any food for the children. Parents can provide a heated container which will be kept in your child's cubby hole in the classroom. In order to maintain the safe storage of children's food, parents might like to use ice packs/cooler lunch bags to keep food chilled as we are not using refrigerators.

Each child's water bottle and snack box must have their name clearly labeled. Parents must provide any safe utensils needed for their child's meal times. When preparing food with children as an EYFS activity, the adults will ensure the children wash their hands under running water and generally provide healthy, wholesome food, promoting and extending the children's understanding of a healthy diet.

PLEASE NOTE:

WE ARE A NUT FREE NURSERY – THEREFORE NO NUTS, OR PRODUCTS CONTAINING NUTS

PLEASE KINDLY CUT GRAPES IN HALF

- **Good Hygiene**

Hand-washing is an easy way to prevent infection and one of the best ways to avoid getting sick and spreading illness. **Regular and thorough hand washing with soap and water will take place with all children before and after all snack and meal times.** Staff of Baby Home Nursery will ensure to wash their hands before meals and food preparation and regularly throughout the day when necessary. We will teach children to wash and dry hands before touching or eating food and not to pick up food from the floor and eat it; after using the toilet; after blowing their nose and after playing. Hand sanitizer is available throughout the nursery and may be used with children above 2 years old. Washing hands with soap and water is always encouraged and used as a priority over hand sanitizer. *Please refer to our **Handwashing Policy***

- **Preparing Food Safely**

Infants and young children are especially vulnerable to food borne illness because their immune systems are not fully developed. Their stomachs also produce less acid making it easier for harmful germs to cause harm in their bodies.

In Baby Home Nursery, we discourage parents to prepare foods such as:

- Unpasteurized milk or any unpasteurized dairy products
- Raw or partially cooked eggs or foods containing raw eggs
- Raw or undercooked fish or shellfish
- Unpasteurized juices
- Raw sprouts
- Hard, small, round and/or sticky solid foods are not recommended because they can cause choking and aspiration.
- Honey (avoid for infants aged under 12 months)

- **Sterilising bottles and equipment**

All equipment, including bottles or cups used to feed the baby, must be sterilised before bringing to the nursery. Equipment can also be sterilized by boiling it in water for at least five minutes.

All parents are expected to adhere to these guidelines prior to bringing into the nursery.

- **Breast Milk**

- Milk can be expressed and placed in a sterile container with a lid.
- Expressed milk can be stored in a fridge for 48 hours.
- Each time milk is expressed it should be stored in a different sterile container, rather than being added to already stored expressed milk.
- Frozen milk should be thawed in the refrigerator or placed in its container in warm water and gradually heated until thawed. The milk should only be left in the warm water until it is thawed. Avoid overheating the milk as this can affect the immunological properties.
- Warm breast milk in warm water. Test the temperature of the milk before feeding the baby.
- Any partially consumed milk must be discarded after one hour. (The amount of milk consumed by the infant must be recorded.)

- **Formula Milk**

Formula milk which has been provided by parents can be made by staff. The water used must have been boiled and allowed to cool before use. This must be done in advance by the parents and the correct measured amount of sterile water added to the bottle. Staff will then use the pre-measured formula to make a fresh bottle of milk when needed. Any unused milk must be thrown away after one hour.

(Always follow the instructions on the formula packaging.)

- **Solid food**

Fill food container with just enough food for one serving. Harmful germs from a child's mouth can be introduced into food where it can grow and multiply - throw away any leftovers. Do not feed any later meals from the same container or spoon.

Alternatively, parents can provide a heated container which will be kept in your child's cubby hole in the classroom.

- **Packed Lunches**

Lunches can safely be made ahead of time (the previous night) provided they are then kept in the fridge. Ensure food preparation surfaces, hands and utensils are clean when preparing and packing the lunch. Wash all fruits and vegetables thoroughly. Lunches should be kept cool. Throw out any leftovers they may bring home. Warn children against sharing drink bottles.

Parents will be informed and updated with regards to meal times at nursery and parents will be told and shown if a child is not eating or is seen to have different taste preferences. The class teacher will support parents and collaborate effectively so as to ensure children are eating their snacks. Any difficulties with this will be discussed with parents and ideas shared for promoting healthy eating.

All food at the nursery should be nutritious and healthy. We do not allow chocolate, sweets or sugary drinks. There is a list of snack and lunch suggestions available upon request.

Thank you for your support and cooperation.



PARENT NOTIFICATION POLICY

Baby Home Nursery uses several different means of communication with parents. Individual parent preferences are taken into consideration to ensure communication is effective. For example, some parents prefer emails, whilst others prefer a phone call or WhatsApp message.

Communication from Baby Home Nursery to parents can be for several reasons. For example, updating a parent on their child's progress in the 7 areas of the EYFS Curriculum, informing parents about accidents/injuries, reminding parents about special days or events, asking for more nappies or spare clothes.

When enrolling their child in our nursery, parents are notified by the principal of the methods of communication used and the most appropriate methods for individual parents are noted.

Methods of Communication at Baby Home Nursery

Daily Diaries used with Tulips class (babies and toddlers). These daily diaries (or/and WhatsApp) give parent daily updates on nappy changing times, food/milk given, sleep times and daily activities including their child's mood. Following Covid protocols back in 2020 it has been noted parents also respond and like WhatsApp notifications which are frequently used.

Reports: termly reports are given to the parents from their child's class teacher. These reports highlight the areas of progress in all areas of the EYFS Curriculum for individual children. Reports are given to children in each class. FS1 reports are used to support children enrolling in big schools.

Phone Call: the principal, class teacher or nurse may communicate for various reasons via phone

WhatsApp: Baby Home Nursery has identified that individual WhatsApp groups between the principal and the parents and also between the class teacher and individual parents were the most requested and effective form of communication with parents

Facebook: parents are updated via our nursery Facebook page about how their child is progressing and the kinds of activities their child is doing at nursery. Every day the class teacher of each class will upload photos of their class activities. Permission is sought on enrolment of each child to ascertain if parents allow Baby home Nursery to use social media in this way

Instagram: Instagram photos of children at nursery are used in the same way as Facebook (see above) to highlight to parents activities which their child is participating in at nursery and it is also used as Facebook is - as an advertising tool. Permission is sought for social media permission form the parents upon enrolment.

Forms: there are several different types of reports and forms used to monitor and keep track of important information which may need to be shared with a parent. For example, incident/accident report forms as well as medication reports completed by the nursery nurse.

Please also refer to our Communication Policy

PHOTO CONSENT POLICY

Baby Home Nursery will often take photographs of Nursery children, on a daily basis. One of the main reasons for this is so that we can upload photographs for parents to see on our parent-teacher WhatsApp groups and our Baby Home Nursery Facebook and Instagram page. This has been a very popular method that we use as a way to communicate with parents and show them the daily activities that their child engages in at Nursery.

As well as for the purposes of our Facebook page Baby Home Nursery may also sometimes use photos and videos for displays, record keeping, handbooks, promotional videos, website etc. If photos are used on our website, it should not contain any information that identifies or allows direct contact with the child e.g. photographs of named children. **However, prior written parental consent must always be obtained for this.**

If you do not wish for Baby Home Nursery to take photographs of your child please acknowledge this on our photograph consent form/registration form on enrollment of your child at nursery.

Staff will make sure that any child who does not have photo consent will not have their photographs taken at Baby Home Nursery (by a member of staff or by parents eg. on birthdays)

We treat the confidentiality and privacy of each child very seriously and follow the Data Protection Act 1998.

REGISTRATION AND FEE POLICY

Please make sure you read through this policy to have a clear understanding of our registration and payment terms.

Please Note: Registration, medical, educational resources, baby unit fees and term fees must be paid in full before the agreed joining date, to secure your child's place in the Nursery.

Registration Fee: Dhs 1000

- This is a one-off payment unless you withdraw and re-register your child. Parents who withdraw their child for whatever reason for more than 1 month will pay a re-registration fee of Dhs 750.
- Registration fees are paid before the child joins nursery when the registration form and all supporting documents are submitted.
- Registration fees are non-refundable.
- Your child's registration will only be completed after the registration fees, medical fees, educational resources fees and first terms fees have been settled.

Medical Fee: Dhs 1000

- Medical fees are due at the beginning of a nursery school year or when a new child has registered.
- Medical fees are paid annually.
- Medical fees are non-refundable

Application Fee: Dhs 750

- The Application Fee is paid at the beginning of the academic year or when the child enrolls. It is a one-time payment and is non-refundable.

Educational Resources Fee: Dhs 500 + VAT

- Educational Resources Fees are paid termly and are due at the beginning of each term
- Educational Resources Fees are non-refundable
- If parents have paid upfront for the year the Educational Resource Fees will be paid upfront: Dhs 500 + VAT x 3 terms = Dhs 1500 + VAT.

The nursery aims to provide high quality educational resources for every child regardless of their age or class throughout the full academic year.

Baby Unit Fee: Dhs 1500

- This is applicable to children who are under 24 months and is paid once per term
- Baby Unit Fees are non-refundable

Babies and toddlers under 24 months need additional supervision, care and attention

Extended timing and Additional Hours:

- When registering your child every extra hour until 2pm is Dhs 1000 per term and every extra hour until 6pm is Dhs 750 per term.
- During the term if parents wish to extend their hours on a certain day for whatever reason they must give prior notice, inform the principal beforehand and seek approval first. Once additional hours are confirmed, any additional fees must be paid on the same day
- Extended timing and Additional Hours Fees are non-refundable

Term Fees:

- **Term fee:** Paid in advance for the whole term. (Amount depends on days and timings).
- Full term fees are to be settled by the first day of each new term.
- Failure to settle before this date, will result in children not being allowed to attend the nursery.
- Parents will be informed of upcoming term fees to pay and invoices may be issued, detailing payments due, approximately three weeks before the previous term ends.
- When a nursery place has been accepted prior to the starting date and the child's start date gets delayed or deferred for any reason, the nursery still requires full fees to be paid from the starting date originally agreed upon and noted on the registration form.

Sibling Discount:

- Upon registering a sibling, if both children are attending Baby Home Nursery, then you will be rewarded a 10% discount off the term fee for the second child.
- Once there is only one of the siblings attending the nursery the discount will be retracted.

Late pick up Fee:

- Parents will be charged an additional amount if a child stays longer than the registered time. (See our 'Arrival and Departure Policy').
- Late pick-up fees, are due on the same day as issued.

Missing days or joining a term late: The whole term fee must be paid regardless of the number of days missed. Depending on the number of days attending (eg. 3 weeks left of a term), a weekly charge may be given at the discretion of the Nursery.

Camps:

Please note if a parent has opted to pay for the year upfront they will receive 3 months free camp and if they have paid two terms upfront they will receive 2 weeks free camp. In this instance the free weeks of camp can be used only during nursery camp timings any time through the academic year and must be prior arranged to be used with the Principal. They cannot be used forward in a new academic year nor can they be given to a relative or friend to use.

Nursery Fees:

"No discount, refunds or reductions in the centre's fees will for any reason be given including if your child is absent or leaves the centre after the fee payment has been done or if the centre is forced to close by government authorities. In the case of forced closure the centre will continue to provide our service by switching to home learning. No discount, refunds or reductions will be given for any public holidays that may arise."

"In case of withdrawal, parents must inform the centre 1 month in advance otherwise the centre has the right to receive the fees of the rest of the term."

If a child joins the Nursery during a term and his place has been held from the beginning of the Term then the full amount of the Term Fees must be paid.

Children are placed into a particular class, (Snowdrops, Tulips, Daffodils or Sunflowers) based on several factors which are looked at in conjunction with each other. These include chronological age, cognitive age, whether they are toilet trained, able to walk and also their level of social skills. When a child has a birthday, this is NOT an automatic entitlement to move 'up' to the next class. In most cases, a child will stay in the same class for a full academic year. (Unless the class splits due to an increase in numbers). There may also be circumstances, where a child will greatly benefit from moving up to another class. This decision will only be taken following the recommendation of the child's class teacher and with the agreement of both the parents and the Principal.

Nursery Closed Days: The Nursery will close for all Government Private and Public Holidays. The nursery will also close on other days for training and maintenance purposes and when necessary during Nursery Term Breaks. Parents will be notified in advance regarding which days including Term Break days, the Nursery will be closed.

The nursery will operate a 'short day' during Ramadan. This will be notified to parents in advance.

Children attending less than 5 days a week, must attend only on the pre-arranged 'Registered Days'. If your child is sick or on holiday, on any of their registered days, they cannot be substituted for alternative days. If your child has an appointment during their normal nursery hours, their timings cannot be extended or swapped to 'make up' for the time they are absent for the appointment.

If the nursery is closed due to a public holiday, no refunds or alternative days will be given.

If the nursery has to close due to an 'Act of God', for example flooding or the nursery has been given official government directives that we must close, no reimbursement will be made, or for part time students, no alternative days will be given.

Parent emails are written to inform you of any changes, updates & events, please always read these emails.

The Nursery reserves the right to cancel a child's registration should the Nursery decide for any reason the child is not suited to the Nursery environment or the parents are not accepting the Nursery rules and regulations as per the UAE Federal Law regarding Nurseries (administered from the Ministry of Social Affairs).

A Parent's Handbook will be emailed to all new parents on registration of their child and this Parent Handbook contains further policies and procedures for all parents to be aware of and abide by.

REGISTRATION & FEE POLICY

FOR CAMPS

Please make sure you read through this policy, to have a clear understanding of our payment terms for Camps. *Please note as per our registration policy if a parent has opted to pay for the year upfront they will receive 3 months FREE camp and if they have paid two terms upfront they will receive 2 weeks FREE camp*

Camp Fees:

- *Paid in advance for the day or weeks required. (Amount depends on days and timings).*

Sibling Discount:

- *If registering siblings for Camps, you will be rewarded a 10% discount off the fee for the second child.*

Late pick up Fee:

- *Parents will be charged an additional amount if a child stays longer than the registered time.*
- *Collection of children will not be allowed except by one of the parents or someone nominated by the parent and shown to the nursery staff with a valid passport or Emirates ID copy given.*
- *Parents must adhere to their scheduled timings and pre-selected days, (please let us know if you wish to extend your child's hours or days in advance).*
- *The Nursery must be informed prior to the scheduled pick-up time, if you are going to be late for any reason.*
- *A late pick up fee of 20 dirhams per half hour will be charged, if your child is collected late.*
- *Late pick up fees are payable on the same day.*
- *For late pick-ups after 6pm, a fee of 100 dirhams will be payable.*
- *Late fee charges during camp may alter occasionally so please confirm with the registrar or Principal*

No discount, refunds or reductions in Camp fees will for any reason be given, after commencement of the Camp, including if your child is absent or leaves the Nursery during Camp. This includes any public holidays that may arise.

The Nursery reserves the right to cancel a child's Camp registration, should the Nursery decide for any reason the child is not suited to the Nursery environment, or the parents are not accepting the Nursery rules and regulations as per the UAE Federal Law regarding Nurseries.

Name of Child _____

Date of birth _____

Signed _____

Date _____



SANITIZATION & CLASSROOM

CLEANLINESS POLICY

Purpose: Cleaning and disinfecting are key to limiting exposure to germs and maintaining a safe environment. Reduce the spread of germs by keeping surfaces clean and reminding children of the importance of hand hygiene (* see Handwashing Policy).

The Difference Between Cleaning and Disinfecting

- ✓ Cleaning reduces germs, dirt, and impurities from surfaces or objects and works by using soap (or detergent) and water to physically remove germs from surfaces.
- Cleaning of surfaces followed by disinfection is a best practice measure for prevention of germs spreading and viral respiratory illnesses.
- ✓ Disinfecting kills (or inactivates) germs on surfaces or objects. Disinfecting works best by using chemicals, as directed, on surfaces after they've been properly cleaned.

WHERE to clean and disinfect:

Clean and disinfect frequently touched surfaces and objects within the classroom. Check compatibility for products for use on electronic devices. Consider cleaning surfaces and objects including but not limited to:

- Door handles and knobs
- Desks and chairs
- Cabinets and cupboards
- Cubby holes in classroom where children's bags are kept
- bookshelves
- Shared computer keyboards and mice
- Trash bins
- Light switches
- Pencil sharpener handles
- Sinks and surrounding areas
- Countertops
- Whiteboards or chalkboards

- Shared electronics such as printers
- Other shared learning materials such as books and pencils

WHEN to clean and disinfect:

Clean and disinfect frequently touched surfaces throughout the day and between use by different children and classes. Limit the use of shared objects (follow KHDA guidelines) and clean and disinfect between use.

Options for cleaning and disinfection include:

- In the morning before children arrive and when children move between different areas in the nursery eg. outside//inside play area back to the classroom
- before and after food (snack time and lunch) * note children and staff are to remain in their classroom with the same class during all meal times
 - after children leave the nursery for the day

Safety note:

- ***Cleaning and disinfection products are kept out of the reach of children. Cleaning and disinfection products should not be used by or near children, and staff should ensure that there is adequate ventilation when using these products to prevent children or themselves from inhaling toxic fumes.***

How to Clean and Disinfect Surfaces

- Wear disposable gloves.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- Use DHA approved disinfectant products and follow instructions on the label (e.g. concentration, application method, and contact time, etc.).

Do not mix bleach or other cleaning and disinfection products together. This can cause fumes that may be very dangerous to breathe. **Keep all disinfectants clearly labelled and out of the reach of children.**

- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces.
- High touch surfaces, such as doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, should be disinfected or sanitized frequently following Baby Home Nursery's daily schedule and signed off by the staff member responsible for each area.

Electronics

- For electronics, such as tablets, touch screens, keyboards, and remote controls: consider putting a wipeable cover on electronics.
- Follow manufacturer's instructions for cleaning and disinfecting.
- If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surfaces thoroughly.

Toys

- The teacher and teaching assistant in each bubble are together both responsible for collecting toys as they become dirty throughout the day and put in the classroom disinfectant bins. These include:
 - "Mouthed" toys – after each use by a child.
 - All other toys – daily, or as needed.
- Sort toys into separate containers: one for cloth and stuffed toys and one for wood and plastic toys. Sorting the toys ahead of time will make it easier to wash and sanitize them.
- At the end of the day, or at a specified time (i.e. naptime), clean, rinse and sanitize toys.

SETTLING IN POLICY

Our aim is to settle your child into the nursery environment as soon as possible.

We believe in working closely together to make the separation process for you and your child as easy as possible. If this is made a positive experience now, it will prepare your child for similar situations in the future.

Our experience is that the following separation program is successful for most children:

On bringing your child to the nursery, a member of your child's education team will greet you and encourage your child to participate in an activity.

When leaving the nursery, say goodbye to your child and assure him/her that you will be back to collect them. If your child cries, do not be concerned as this is a normal reaction.

It is better that you leave the nursery promptly and allow our educators to divert your child's attention and begin to bond with your child. It also allows the settling process to happen much easier and faster for the child. If your child cries when you say goodbye, they will not stay upset for long as there are so many fun distractions and activities going on inside their class. On the first day if after 15-20 minutes your child doesn't settle, then you will be informed by the principal and may be asked to come back earlier to pick your child up and we would continue the next day. Again, please don't worry as this is part of the settling period and we aim for your child to settle quickly and confidently. Please listen to the Principal and teacher's feedback and of course ask any questions.

During your child's settling period (generally 1 week) you will be updated and informed by the class teacher about how your child is settling each day and what they are doing from the moment they are dropped off at nursery. The teacher will create a WhatsApp group with parents and will use this group to share feedback, photos and videos of your child. The principal is there to support parents with this whole settling process.

In some cases as part of the settling policy you may be asked to bring your child for a maximum of 2 hours on the first day. This time period is gradually increased through the first week until your child is more settled.

Each child is unique and there may be occasions where the Principal will discuss with you in more detail the best settling policy for your child.

If your child cries at the moment of separation, the crying will seldom continue for more than a few minutes after you are out of sight. If your child cries – don't worry this is perfectly normal and is a sign that they have a healthy attachment to you. You may be asked to pick up your child early, in order to help build your child's trust that you will return.

What we are trying to establish with your child, is the trust that you will return. It is normal to go through a period of adjustment during this change in your child's life but don't be concerned as it is a temporary adjustment as your child settles and be assured that they will settle.

We try to prevent anxiety by anticipating any difficulties that may arise. Even if no difficulties arise, it is good to be prepared. Sometimes, on the first days of nursery, your child will be so absorbed with the new environment and activities, that they won't even be aware of being separated from you. Frequently in such cases, the adjustment must be made sometime later – any time from a few days to a few weeks later. This means that your child may appear settled to start and then begin to get upset at a later time. This is a normal part of a child's wholesome growth in learning to accept change and being away from home.

Please be assured that we will notify you if your child becomes too distressed.

We look forward to getting to know you and your child and supporting you through the settling process.

SLEEP POLICY

- Any child attending the nursery who needs to sleep, will be able to do so in a safe and comfortable environment.
- A designated member of staff will be responsible for children who are sleeping and they will monitor them in our sleeping area.
- In the Snowdrops and Tulips class, staff will follow the child's individual routine with regard to sleep times and routines.
- In Tulips class children will usually sleep at either 11am or 1pm.
- If Daffodils and Sunflowers children who stay for the afternoon sessions require sleep, they will be encouraged to do so after their morning lessons and following lunch.
- Each child needs to be provided with their own sheet and blanket, which must be labelled with their name and laundered each week (if soiled – replaced the next day.)
- If a parent requests that their child does not have a sleep or has an extra sleep, staff will follow the parent's wishes as best they can. Staff will ensure that the child's best interests and well-being are met at all times.
- Children may bring a special toy or comforter from home to take to sleep if this is part of their sleep routine.
- Children are toileted or have their nappies checked before going to bed.
- There are cots, rockers and low beds to cater for the differing ages of infants and toddlers attending. Staff discretion will be used to determine whether a child will sleep in a bed a cot or rocker, in relation to their age/ability.
- When possible, staff will endeavor to sleep infants and toddlers in the same bed each time to help the child feel safe, secure and familiar with the sleep routine. (Their own individual bedding will always be used.)



STAY AT HOME POLICY

Purpose: To help prevent the spread of disease by breaking the chain of infection and ensure continuous health and safety of all of our children, staff and parents at Baby Home Nursery.

We are all responsible for stopping the spread of viruses

Policy Aims:

- Ensure the wellbeing and safety of all children and staff by encouraging employees and children who are feeling unwell and/or exhibiting any symptoms to stay at home.
- Provide a framework of what to do if you are feeling unwell.
- Educate staff and families about when they or their child should stay at home and when they can return to nursery.
- Ensure that the teachers and nurse are responsible for the daily follow-up of children who display symptoms or who are absent from the nursery due to being unwell.

If your child is feeling sick or has any symptoms of a cold or virus (including runny nose, sore throat, fever, upset stomach, cough) please **stay at home and/or seek medical advice where necessary.** This will help to stop the spread of viruses, protect others and prevent future illnesses.

A study has shown that 1 sick person can spread their germs across up to 60% of commonly touched surfaces in just 4 hours and greatly increase the risk of illnesses spreading to others. Not to mention germs can be spread through standing close to others, eg. close talking as well as sneezing and coughing.

If your child's germs spread to others in the nursery, they can spread and share these germs with their family and loved ones. If any of these people are chronically ill or vulnerable adults and children then these shared germs could lead to hospitalisation and more serious illnesses, including death.

Resting when you are feeling sick helps to speed up your recovery, prevent your illness from becoming more severe and boost your immune system. If you or your child are resting at home make sure to protect others in your household by remembering to keep your distance

as suitable, washing your hands with soap and water regularly and regularly disinfecting surfaces.

Responsibilities of Parents and Staff

Every morning do a quick assessment of yourself/your child before leaving your house.

According to DHA and KHDA children and staff should stay at home if displaying any of the following symptoms:

- ❖ Fever – you should not go to work or nursery if your temperature is greater than or equal to 37.5 C
- ❖ Myalgia (muscle aches and pains) or fatigue
- ❖ Diarrhoea or nausea
- ❖ Shortness of breath and difficulty breathing
- ❖ Cough
- ❖ Headache
- ❖ Sore throat
- ❖ Runny nose or nasal congestion
- ❖ Loss of sense of taste or smell
- ❖ Pneumonia and acute respiratory distress syndrome (ARDS)
- ❖ Renal failure, pericarditis and disseminated intravascular coagulation

Procedure for Absence

Children

- If your child is feeling unwell before arriving at nursery, parents must keep their child at home and inform their child's class teacher and/or the Principal of the reason for their absence at the earliest convenient time.
- Parents must seek medical advice as needed from their doctor
- If a child has been at home due to sickness, depending on the severity and contagiousness of the sickness, a doctor's note stating the child is fit to return to nursery may be required and asked for by the principal. We ask parents to kindly adhere to this if asked to provide a doctor's note.
- All children with a UTRI (Upper Tract Respiratory Infection) diagnosis must come back to nursery with a medical certificate.

If your child is absent due to sickness please stay in contact and give regular updates to your child's teacher and nursery Principal 😊

If you need extra assistance or have queries you can contact:

Ministry of Health and Prevention – 800 11111 Dubai Health Authority – 800 342