

## Toadhall Montessori Policies and Procedures

Toadhall Montessori Nurseries and Out of School Academy, has written policies and procedures for all of the four CIW 'Themes' and '24 Minimum Care Standards'. This is in line with the requirements of the Child Minding and Day Care Legislation for Wales and the Registration and Inspection Procedures under CIW.

For the purpose of the following information, Toadhall Montessori Nurseries and Out of School Academy is referred to as Toadhall Montessori.

**In order to ensure the smooth running and organisation of Toadhall Montessori and to maintain and enhance the high-quality care and education, that is provided, it is vitally important that all parents/guardians/carers have read, understood and are in agreement with the policies and procedures.**

Copies of all completed Toadhall Montessori, policies and procedures are available in the Parent Information File, which is located within the reception areas of both creche and nursery, for parents and visitors, to view at any time. During your initial visit to Toadhall Montessori, the Senior Operational Leader will briefly go through each policy to ensure you understand the content, and to answer any queries you may have. All policies and procedures are reviewed on an annual basis or more regularly in relation to: -

- legislation changes within the early years / day care/play work sector
- an incident occurs within either setting
- outcomes of the annual quality review
- new initiatives being implemented at Toadhall Montessori to enhance best practice

All parents will be given notification of any updates or changes, via newsletters. Such amendments will then be placed in the policies and procedures file.

A list of some of the policies, together with a short explanation, is set out below. Please note that this list is not exhaustive or presented in order of priority. All policies and procedures are considered to have equal importance to the organisation and leadership and management of Toadhall Montessori Creche, Nursery and Out of School Academy.

All of our Policies and Procedures are reviewed annually, or more frequently should legislation or guidance change, or there has been an incident which following a review, may change our practice. Our Policies and procedures were reviewed in June 2020, as a result of the Covid-19 pandemic.

### **Covid-19 Policy**

Our main priority at Toadhall Montessori Nurseries and Out of School Academy is to ensure everyone is safe and that the risk of cross infection is as low as possible. **The measures we have put in place to mitigate such risks of transmission, follow all Welsh Government, Public Health Wales and Care Inspectorate for Wales, guidelines and legislation, particularly in relation to:-**

- ✓ Personal and Respiratory Hygiene
- ✓ Social Distancing
- ✓ Track, Trace and Prevent

Toadhall Montessori Holiday Academy has in place a Covid-19 Risk Assessment and Site Operational Procedures (RASOPS) Document, which is given to all parents prior to commencing a place and any new member of staff who commences Toadhall Montessori.

Following a very rigorous inspection process, we have also gained a 'Covid-19 Safe Certificate of Compliance' for all of our settings, from Peninsula. Our Health and Safety specialists.

We are continuously monitoring and evaluating our Covid-19 procedures and amending when required. All stakeholders are kept fully informed of any updates and/or revised or enhanced 'Covid-19' Safe procedures

All risk assessments have been reviewed and amended for all of our settings, in relation to Covid-19, which includes all staff, parents, children, visitors and other external agencies, along with all areas/rooms/indoor and outdoor activities and activities further afield.

All staff have received thorough training on all aspects of Covid-19. This is to ensure our indoor and outdoor environments within the Creche, Nursery and Out of School Academy settings, as well as environments further afield, are as 'Covid-19 Safe' as possible. Thus ensuring the safety and security of all stakeholders, using our service.

All staff have been made fully aware of these documents and procedures and have received relevant training to ensure best practice is shown at all times, particularly in relation to reducing the risk of cross infection, through enhanced and robust hygiene and cleaning practices.

**As from 6 April 2021 – all staff will undertake Lateral Flow Device Testing twice weekly. All staff are also being encouraged to have the Covid-10 vaccinations.**

**Staff and Parents will be required to keep the organisation fully informed and to complete appropriate documentation, as part of our legal duties as a responsible provider and employer.**

**Our Covid-19 Policy and Procedures is available to all external agencies at all times.**

### **Accidents and Emergency Policy**

Toadhall Montessori Nurseries and Out of School Academy, believes the safety and wellbeing of all children is paramount. Upon commencing Toadhall Montessori, parents will be required to complete a form giving permission for staff to administer first aid. In the case of a more serious accident, requiring emergency treatment, parents must give their written consent for staff to call the emergency services and if necessary, accompany the child to the hospital. Please note all staff are trained in Paediatric First Aid.

In the event of your child having a minor accident, staff will act immediately using their Paediatric First Aid knowledge, understanding and skills. For minor accidents, staff will calmly reassure and treat the injury using their First Aid skills. An accident form will be completed and checked and signed by a senior member of staff. Parents will receive a copy of the accident form.

If children have a serious accident, Paediatric First Aid will be administered immediately. The child will be kept calm and reassured. A senior member of staff will call the emergency services.

Parents will be informed immediately. If parents have not arrived at the setting, by the time the emergency services have arrived, a member of staff will accompany the child in the ambulance and wait for the parents to arrive and give the appropriate handover. All notes etc. taken in creche/nursery will be taken with the child. The serious incident will be fully documented as stated above by creche/nursery staff. CIW will be informed, along with RIDDOR. A thorough investigation will be undertaken by Toadhall Montessori. Toadhall Montessori carry out monthly audits of accidents and incidents and feed into the continual review of this policy and procedures.

### **Additional Learning Needs Policy**

Children with additional learning needs are very welcome at Toadhall Montessori Nurseries and Out of school Academy. We believe in a policy of integration and inclusion for all. The Additional Learning Needs Co-ordinators (ALNCO's) at Toadhall Montessori, together with parents, will discuss a child's individual needs and requirements, before their start at Creche/Nursery/Out of School Academy.

Where required a 'Person Centred Plan' based around the child's needs and participation will be written. This will be reviewed regularly by everyone involved in the child's care and educational needs.

### **Admissions Policy**

Toadhall Montessori Nurseries and Out of School Academy, operate a "first come – first served" policy in relation to admissions, regardless of gender, cultural or religious beliefs and background, ability or disability, in line with our Equal Opportunity, Diversity and Inclusion Policy. Children attend Toadhall Montessori Nurseries and Out of School Academy, from local suburbs and further afield.

### **Allergy and Anaphylaxis**

If your child has an allergy, the severity and management of the allergy must be discussed in detail with the Team Leader prior to your child starting at Toadhall Montessori and an allergy plan/risk assessment, will be put in place by the Senior Team Leader. Please refer to the Allergy and Anaphylaxis Policy in the Parent Information File.

### **Animal Policy**

At Toadhall Montessori, we believe that providing opportunities for children to look after animals is a really positive approach to encouraging children to be kind and caring towards themselves and others. They learn all about the animals that live in their world, which enhances their cultural development.

Caring for our pet rabbit in Nursery and our goldfish in Creche, allows the children to express emotions and show empathy – all of which promotes their emotional and social development/literacy and sense of wellbeing. As well as caring for our Toadhall Montessori pets, the children explore topics such as animals on the farm, at the zoo, going to the vets, our pets at home, along with having visits from Zoolab etc. The children learn all about how to care for and look after many different kinds of animals and are shown the importance of animal welfare.

The children also learn about how to handle animals safely and ensure all risks of cross contamination are reduced, for example, washing hands before and after handling our pet rabbit!

## **Arrival and Collection Policy**

Staff at Toadhall Montessori, must know who will be bringing and collecting children, both on a regular basis, and in case of emergencies. Photographs of all named persons will be required for our records. Toadhall Montessori, will not allow any child to leave the premises unless we have specific and correct information.

All children must arrive for the morning session, no later than 9.30 am and for the afternoon session, no later than 2.00 pm. This reduces disruption to the children and nursery and creche routines. Children must be collected at the end of each session at the correct times. Failure to comply will result in an additional charge being made. The current charge is £15.00 for every 15 minutes (or part of 15 minutes). Exceptional circumstances will be taken into consideration. You must inform creche/nursery if you are going to arrive late to pick up your child. At least 2 staff will remain with the child whilst they are waiting to be collected. The child will be kept calm and lots of reassurance given whilst they are waiting for their parent/guardian to arrive.

Children attending before School Academy MUST arrive at the nursery setting no later than 8-30am, to ensure they are taken to school on time.

Please note, if you fail to make any contact with Toadhall Montessori and inform us that you are going to be late, our 'Child Not Collected Policy' will be implemented which will result in contacting the Children's Access Point/Emergency Duty Team, as this will then be regarded as a safeguarding/child protection concern.

## **Child Records Policy**

As part of our registration and the requirements of the Children Act 1989, we are obliged to maintain a record of your child's development. The records are completed regularly by the staff when specific milestones are reached. These records are freely available to parents. The Care Inspectorate for Wales also has access to such documents, in accordance with the registration and inspection procedures. Child records are not available to any other third party without prior parental consent.

## **Child Not Collected Policy**

Toadhall Montessori, believes the safety and wellbeing of all children is paramount. If a child is not collected and **no contact has been made after a period of 45 minutes**, by the parents/guardians, this will be treated as a safeguarding issue and our Safeguarding and Child Protection Policy and Procedures will be instigated. At least 2 staff will remain with the child whilst they are waiting to be collected/ or they need to go with a member/s of another safeguarding service. The child will be kept calm and lots of reassurance given throughout the whole process. The incident will be fully investigated and logged by both Toadhall Montessori and other Safeguarding/Child Protection services.

## **Concerns and Complaints Policy**

We hope you never reach the stage where you feel it is necessary to make a formal complaint about our childcare. We would ask you speak to your child's Keyworker or the Nursery/Creche/Out of School Academy Leader in the first instance, should you have any concern.

All concerns are noted in the **Parent Queries/ Concerns File** and followed through, by your child's keyworker. If for any reason your **query or concern** cannot be dealt with by your child's keyworker, the Team Leader will step in to try and resolve the situation. If you are still not satisfied with the outcome, the Senior Leadership team will then aim to resolve the matter. All queries and concerns are taken seriously and will be treated in confidence and with respect. Our aim at Toadhall Montessori, is to work in close partnership with you at all times.

**If you feel you need to contact CIW, the address is: -**

### **Care Inspectorate for Wales (CIW)**

**Government Building , Rhydycar, Merthyr Tydfil ,CF24 2SA**

**Telephone: 02920 478600**

**Email: [ciw.cdf@wales.gov.uk](mailto:ciw.cdf@wales.gov.uk)**

**Website: [www.ciw.org.uk](http://www.ciw.org.uk)**

## **Compliments Policy**

At Toadhall Montessori, we place great value upon giving and receiving compliments and praise for achievements on a day to day basis. It is very much considered as being a natural element within the Montessori Approach. This practice is therefore shown to all staff, parents and children. Such recognition encourages confidence and a feeling of self-worth and creates a strong sense of belonging.

If you wish to give praise, to a member of staff or to the creche or nursery team, for the early years practice they display, you can do so in a variety of ways, for example, daily feedback, completing the annual quality review, completing a 'compliments slip' which is available in the reception areas of nursery and creche or by sending an email to the main office. Such feedback will go toward the monthly nominations for the 'Staff Member of the Month Award'.

## **Confidentiality Policy**

At Toadhall Montessori, we work very closely with children and their families on a day-to-day basis. It is a legal requirement for the organisation to hold relevant information for each child and their families, which remains confidential at all times.

This information is used for registers, invoices and emergency contacts. All records will be stored in a locked cabinet in line with the GDPR and Data Protection registration.

Confidential issues may include: -

- Child details - Including developmental needs and behaviour
- Parent details - Including their domestic circumstances
- Nursery working practices and policies
- Nursery financial dealings
- Staff details

### **Data Protection /GDPR Policy (see also our Privacy Policy)**

At Toadhall Montessori, we believe all data we collect must be handled with the utmost professionalism at all times. We are fully compliant with all aspects of the General Data Protection Regulations (GDPR).

All data both hard copy and computer generated is kept securely at all times and **is not shared with any other third party at any time**. Exceptions to this rule would be in relation to any Safeguarding/Child Protection concern.

### **Eco Friendly Policy**

At Toadhall Montessori, we believe it is really important to educate children and families about the importance of 'looking after our world', to ensure that future generations can benefit fully from all it has to offer. We have adopted an eco-friendly approach, which includes various strategies, for example, recycling all of our waste in an environmentally friendly way and using other forms of transport to and from creche and nursery other than by car, for example our local railway station.

### **Emergency Evacuation Policy**

Toadhall Montessori believes the safety of every child and service user is paramount. We have a robust Fire Drill/Emergency Evacuation procedure to ensure the speedy evacuation of the buildings, in case of a fire or other emergency. All staff are trained in this emergency evacuation procedure. Fire drills/emergency evacuation procedures are carried out every month. These are audited every 3 months. Fire/emergency evacuation notices are displayed in all areas of both buildings.

### **Equal Opportunities, Diversity and Inclusion Policy**

At Toadhall Montessori, we aim to create an atmosphere where the children, parents and visitors are respected, regardless of age, sex, culture, gender, religion, size, ability, disability and background. We aim to encourage all involved in Toadhall Montessori, to appreciate the advantages of equal opportunities and diversity in day care

provision. We embrace all aspects of the Equality Act 2010 and the '9 protected characteristics' as stated in the act.

We will use all means available, for example literature and play equipment, to encourage awareness of other cultures and identities to see these differences as enriching our own experiences. We will create positive images of all members of the community/the-ethnic community/the-disabled community, so that children can learn to value all members of our society and those within the wider world. In addition, we will endeavour to teach the children to respect the dietary/ religious/cultural codes of other people.

Families joining Toadhall Montessori ,are made aware of our Equal Opportunities Diversity and Inclusion Policy and are required to sign a document confirming they have read, fully understood and are in agreement with the Policy and that they will adhere to it at all times.

### **Exclusion of an Ill Child Policy**

At Toadhall Montessori, we are unable to care for a child who is ill. We follow the exclusion guidelines from Public Health Wales. These guidelines are displayed in the reception areas of all settings. We will also email you a copy of these guidelines, along with a full copy of our 'Looking after an ill child and exclusion times' policy and procedures.

This policy includes procedures we undertake for any child who develops a high temperature, vomits or has sickness and diarrhoea. **There is an exclusion time of 48 hours for any child who has sickness and diarrhoea.**

**Children who are taking antibiotics must wait 48 hours after the first dose, before they are allowed back into the setting.** This is to ensure your child does not have an adverse reaction. Also, it is important your child has calm and rest, to allow the antibiotics to have full effect.

The 'Exclusion of an Ill Child' policy also gives full information on the administration of Calpol and Nurofen. Please ensure you read the policy and procedures fully when they are emailed to you. This policy is to ensure the health and wellbeing of everyone who attends Toadhall Montessori Nurseries and Out of School Academy.

In relation to Covid-19, if any child, parent or member of staff shows any symptoms of Covid-19, they will cease attending immediately and all self-isolation and Trace, Track and Prevent measures will be followed in line with current Welsh Government legislation and guidance and updated information from Public Health Wales. We will keep records in line with our GDPR and Data Protection Policy and Procedures.

### **Grace, Courtesy and Respect Policy**

Toadhall Montessori, believes that everyone who attends, including staff, children, parents, family members, guardians, visitors and all external agencies, should experience grace, courtesy, respect and good manners at all times. This approach is very much part of the Montessori ethos and philosophy and relates to all interactions at every level. Toadhall Montessori, believes that all adults must model grace, courtesy, respect and good manners to the children **at all times.** All staff embrace

this approach with all parents and children. It is important that this is reciprocated by parents, especially when children are in close proximity.

Everyone in Toadhall Montessori should feel respected and valued at all times. Behaviours by parents and staff who do not show grace, courtesy, respect and act as good role models to the children, will not be tolerated at any time.

## **Health and Safety Policy**

Toadhall Montessori, have a Health and Safety Policy for all persons and children who use the buildings at any time. Risk assessments are carried out for each area, including the garden areas, and any outings, trips, etc. Such risk assessments include Fire and Emergency Evacuation procedures, Toadhall Montessori Nurseries and Out of School Academy is fully insured by Employers and Public Liability cover. A copy of this Certificate is displayed in the reception areas. Parents are requested to read this policy and to adhere to it at all times, in order to ensure the highest Health and Safety standards are both continually maintained and enhanced.

**Covid-19 is part of our Health and safety Policy and Procedures.**

**Jackie Bostanci, is Toadhall Montessori Nurseries and Out of School Academy designated Health and Safety Leader.**

## **Healthy Child Policy**

Toadhall Montessori, operates a strict Healthy Child – Healthy Settings Policy. We aim to minimise the risk of cross infection, which will help you, your child, your family, the staff and visitors, to stay as fit and healthy as possible. We ask that all parents adhere to this policy and support us in procedures at home.

This is important for all children who use Toadhall Montessori Nurseries and Out of School Academy but especially in relation to younger children, ensuring every child knows how to use the potty/toilet correctly and the importance of flushing and washing hands **thoroughly** afterwards. Also ensuring your child knows how to blow and wipe their noses and putting used tissues in the correct bin etc. At Toadhall Montessori, we will place great emphasis upon developing these lifelong skills with your child.

However, your support at home is greatly appreciated. Information relating to our Healthy Child Policy is displayed on the parent notice boards in the reception areas of nursery and creche. We adhere to the All Wales Infection Prevention Control for Childcare Settings document and undertake annual audits of all procedures that are in place.

## **Lost/Missing Child Policy**

At Toadhall Montessori, we believe it is our responsibility to keep every child safe and secure whilst in our care. We have robust procedures in place to ensure that no child becomes lost or missing either on the premises or on outings or trips, both locally and further afield. All entrances and exits are kept locked at all times. External doors to the



buildings are alarmed. Parents sign their child in and out of the premises. Registers are taken throughout the day. Staff/ keyworkers know where their children are in the buildings at all times. Toadhall Montessori has a rigorous Outings and Trips policy and procedures which ensures every risk is fully assessed to ensure all children/staff and parents are kept safe.

### **Medication Policy**

All parents are requested to follow a strict code of practice relating to the administering of medication at Toadhall Montessori. Both prescribed and non-prescribed medication can only be administered with the prior consent and agreement of the senior staff and parents. One dose of Calpol (paracetamol suspension) will be administered with prior consent from parents at the discretion of the Team Leader. This is in line with our Calpol/Nurofen Policy, which all parents have a copy of, upon commencing Toadhall Montessori.

This Policy will be discussed in detail prior to a child starting. We adhere to the Public Health Wales, list of all exclusion times etc. for child illnesses, which is displayed in the reception areas.

### **Mobile Phone/Smart Phones/Smart Watches and Tablets Policy**

In line with our Safeguarding and Child Protection policy and procedures, the use of mobile/smart, phones/smart watches and tablets, on all sites, **are not allowed by staff, parents or visitors at any time.** This includes any area indoors and the garden areas of each setting. All staff MUST keep any of the above listed items, in their lockers/specific box located in the office areas of each site.

Parents and visitors are asked not to use their mobile/smart phones/smart watches/tablets at any time, whilst on the premises. We also ask Parents, not to answer their mobile phones, or to use the camera on their mobiles, whilst on the premises at any time.

### **Nutrition and Healthy Eating Policy**

Toadhall Montessori, adopts a strict Healthy Eating Policy. Healthy and nutritious meals are provided at breakfast, lunch and tea. Healthy drinks and snacks are also included in the daily routine. The meals are well balanced and freshly prepared by our own cook on site. Specific medical dietary requirements, in relation to allergies and intolerances, can be accommodated.

Please speak to the Creche/Nursery/Out of School Academy Team Leader about this. A copy of the current seasonal menu is displayed in the reception areas and copies are given to parents. Toadhall Montessori, has gained the Gold Healthy Snack Award and Designed to Smile Award which promotes good dental hygiene.

### **Outings and Trips Policy**

Toadhall Montessori, believes that outings and trips are a very important part of the Montessori Approach and the curriculum, enabling all children to have a greater sense of belonging and identity. We also believe having visits from other professionals to our settings is highly valuable and extends the child's view of their local community and wider environment.

Toadhall Montessori, have a rigorous policy concerning any outings and trips that are undertaken. Strict adult/child ratios are maintained to ensure the safety of children at all times. A risk assessment is completed prior to all outings and trips. Parents must sign a consent form to allow their child to take part in such activities. If parents prefer not to involve their child, their wishes are totally respected.

## **Parking Policy**

Toadhall Montessori Nurseries and Out of School Academy has been established in Llandaff North for over 33 years. During this time we have built up a very good relationship with our local residents and we are considered part of the local and wider community of Llandaff North.

All Parents are asked to respect the local residents AT ALL TIMES,, when parking near to Creche/Nursery/ Out of School Academy buildings. Please ensure you do not park across any residents' driveways or designated parking bays.

The lane to the rear of nursery MUST NOT be blocked at any time as access for residents, refuse and emergency services is required at all times.

**The parking bay at the rear of nursery is for 'wrap around care' use only.** If you need to park in this area due to specific personal reasons, please speak to the Nursery Team Leader.

At the rear of creche is Llandaff Train Station. There is parking available in this area.

As part of our 'Eco Friendly Policy', Parents are reminded that Llandaff Station offers excellent train links to Cardiff and the Valleys and further afield. Lifts are available to access both platforms and passengers may take push bikes on trains.

There is also a Next Bike station in Llandaff North.

All Parents are required to give, in writing, their car registration details, upon commencement of Toadhall Montessori Nurseries and Out of School Academy.

**Parents who do not follow our Parking Policy and Procedures may be asked to withdraw their child from Toadhall Montessori Nurseries and Out of School Academy.**

## **Partnership with Parents Policy**

At Toadhall Montessori, we understand and respect that parents are the main educators of their child and thus their wishes and needs are respected at all times. Close consultation with parents is given high priority in order to provide the best care and education for their child.

This partnership is achieved by ensuring parents are kept up to date with changes in staff or procedures and in relation to their child's development, by way of informal discussions, newsletters, parents' evenings, Open Days, end of year reports, etc - together with an 'open door' policy.

## **Participation with Children and Parents Policy**

At Toadhall Montessori, we are totally committed to the United Nations Convention Rights of the Child, also known as the UNCRC. It is at the core of all we do. We believe that all children and parents should be given a strong voice and that they should be listened to and respected. This is known as developing true 'participation' with children and their parents. At Toadhall Montessori we have developed various strategies to give every child and parent a strong voice and to participate in decisions that affect them within their daily creche and nursery life.

## **Photographs and Videos Policy**

As you may be aware, we take photographs or video/ dvd footage of children in Creche/Nursery/Out of School Academy. These photographs or video footage are used for Toadhall Montessori displays, the Toadhall Montessori website and the Toadhall Montessori Prospectus (with prior written parent consent) and/or the child's learning journey portfolios and interim and summative reports. Photographs and dvd footage may also be used for staff in house training/curriculum evidence. Parental consent is obtained as part of the Toadhall Montessori contract but if parents prefer not to involve their child, their wishes are totally respected.

## **Prevent Duty Policy**

At Toadhall Montessori, we implement the 'Prevent Duty' which relates to the Counter-Terrorism and Security Act 2015. This duty places everyone in the UK, to have due regard, to the need to prevent people from being drawn into terrorism, in particular, paragraphs 57 – 76, in relation to childcare providers. As a childcare provider, Toadhall Montessori is therefore required to give due regard, to the need to prevent children and their families, from being drawn into terrorism, as part of our duty to safeguard children and protect their wellbeing and include this in our staff training programme. This fits with themes within the CIW Inspection Framework for April 2016, which measures the extent to which children feel safe within the wellbeing theme. All staff at Toadhall Montessori, have received training in the Prevent Duty and see this as an extension to Safeguarding and Child Protection duties.

## **Privacy Policy**

Toadhall Montessori, believes in the importance of protecting the privacy and security of all personal information relating to staff, children and parents, who use our service.

We have a Privacy Policy, which describes how Toadhall Montessori, collects and uses personal information about employees of the organisation ("Employees"), children attending the setting ("Child" or "Children") and the parents of the Children ("Parents") (known collectively as "You" or "Your"), in accordance with the General Data Protection Regulation (GDPR) May 2018.

Toadhall Montessori, is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

## **Promoting Positive Behaviour /Behaviour Management Policy**

We believe that children flourish best when they know how they are expected to behave. Children gain respect through interaction with caring adults who show them love and respect and value their individual personalities. We praise positive, caring and polite behaviour at all times. If a child is displaying negative behaviour, Toadhall Montessori recognises that it is not the child who needs managing, but the behaviour! All staff are trained in 'behaviour management and modification' and understand that 'all behaviour is purposeful'. It is the responsibility of keyworkers to work closely with the child's parents in order to gain a true understanding of what may be causing the behaviour. Such partnership working is vital for ensuring the best outcomes for the child.

When a child displays negative behaviour, we will endeavour to distract and not confront the child. We will endeavour to play down negative behaviour within the framework of safety and consideration of others. Toadhall Montessori, staff members will discuss behaviour issues with older children. Extreme cases of negative behaviour, eg biting, are recorded and discussed with parents and appropriate and agreed methods/strategies of dealing with the situation are drawn up. If necessary, a 'Behaviour Modification Plan' will be devised in partnership with parents and the Additional Learning Needs Coordinator (ALNCO). This will be reviewed regularly until the negative behaviour stops and your child's wellbeing, involvement and engagement are at higher levels and their ability to self-regulate are developed.

## **Pushchairs, Scooters and Bicycles Policy**

At Toadhall Montessori, we welcome parents to bring and collect their children using pushchairs, scooters and bicycles. This forms part of our 'eco-friendly' policy and 'health and wellbeing' policy. However, we are limited in space to store these items. If you wish to leave a pushchair, this can be done but it must be folded up before you leave the premises.

Children's bicycles and scooters may be left at the rear of Nursery. There is an area where they can be locked and secured. However, parents do so at their own risk as this area is not visible at all times. Parents who bring their children to Creche or Nursery on a push bike, may bring it through the gates at the rear of Creche and Nursery, for safety, whilst they drop off and collect. However, we currently do not have an area where we can store them on the premises throughout the day.

## **Quality Assurance Policy**

In order to maintain the quality of care and education provided, Toadhall Montessori, values any feedback from parents, Questionnaires are sent out to parents on an annual basis, covering all aspects of our provision. The information received is then assessed/correlated and practices are updated from these findings. A report is compiled and a copy is sent to CIW. Parents are informed of the outcomes of the Annual Quality Review via a newsletter. The outcomes of the review are also incorporated into Toadhall Montessori Nurseries and Out of School Academy, 3 Year 'Business Development Plan' and the current Action Plan for Investors in People Platinum Award.

## **Safeguarding and Child Protection Policy**

Toadhall Montessori, embraces the United Nation Convention Rights of the Child (UNCRC) and are committed to working with children, parents, external agencies and the community to ensure the welfare and safety of every child and to give them the very best start in life.

Toadhall Montessori believes all children have the right to be treated with respect and to be safe from any abuse in whatever form, that is to say: - neglect, sexual abuse, physical abuse and emotional abuse.

All staff at Toadhall Montessori have undertaken training in Safeguarding children to at least Level 2. This is carried out in line with CIW guidelines. All senior staff have undertaken Safeguarding training to Level 3 which includes reporting concerns and contacting specific agencies when necessary.

At Toadhall Montessori, all staff, have a responsibility, to use their professional judgement, and to act upon concerns which may arise over the health and welfare of any child, in their care. This may, on some very rare occasions, result in a referral to 'The Children's Access Point' for advice or investigation - this is the first point of contact for anyone who may think a child is at risk. Sandy Clayton and Jackie Bostanci are the designated Safeguarding Officers within Toadhall Montessori.

Staff will be honest with parents about any action that they undertake, **except in cases where this may affect the safety of the child concerned.**

**Please refer to: - The Children's Access Point: 02920536490**

## **Sun Safety Policy**

Toadhall Montessori believes encouraging children to play outside and have fresh air and safe sun exposure can have significant physical and mental health benefits, thus enhancing a child's wellbeing. Toadhall Montessori provides a high quality sun screen which is factor 50. If a child requires a specific sun screen due to a medical need, for example allergies, parents are then requested to bring in sun screen for their child. Parents must complete a proforma for sun screen to be administered to their child, by staff. All children must bring in a sunhat, which is labelled with the child's name, during the Spring and Summer months and have sun screen administered before they come into Nursery, Creche or Out of School Academy. Staff will ensure sun safety practice, by reapplying sun screen throughout the day.

## **Staff Continuous Development Policy**

At Toadhall Montessori, we believe our staff are our most important resource. This is recognised by our continual investment in our team, which is why we have gained the Investors in People Gold status in 2012 and 2016. We are currently aiming for the highest level in this award, namely Platinum Level. This forms part of staff continual professional development (CPD). Staff performance is continually monitored through induction, supervisions and appraisals. We have a designated member of the team, (Staff Development Leader), who is responsible for ensuring all staff become the 'best they can be' as early years practitioners. Both in house and external training programmes are provided to ensure this.

## **Staff Disciplinary Policy**

All staff are made fully aware of our Staff Disciplinary Policy upon commencement of their post at Toadhall Montessori. We use Peninsula, who are, our employment law and health and safety advisors. This service offers 24-hour help and support. Our aim is to ensure all staff develop in their early years practice and 'become the best that they can be'. We undertake regular supervisions and annual appraisals to ensure this. However, if, despite these strategies being utilised and further training and support given where needed, staff performance still, does not continually develop and is having a detrimental impact upon the child, parents and the organisation, then disciplinary proceedings will commence. All staff are given a copy of our Staff Disciplinary Policy. A signed copy is kept in their staff file.

## **Taking Work Home Policy**

At Toadhall Montessori, the children will often want to take their work home that they have lovingly created during the day. This may be a painting, a drawing, a 3D model, a piece of pottery they have made, or just a few squiggles on a piece of paper, to give but a few examples. Children will want to talk about their work with you when you pick up. Staff will actively encourage this. We understand at the end of the day you may be in a rush to get home after a busy day at work, but this interaction that happens with you and your child at this specific time is very important for developing their confidence, independence and self-worth.

We understand it is not intentional on your part but please be mindful of how important acknowledging the work your child has created, is for them, however limited it may appear - to your child, it is their very own piece of treasure!

## **Visits Policy**

At Toadhall Montessori, we believe that children gain tremendously from having visits from various professionals. Often the visits that take place link to the topic or theme the children have chosen to explore. Some of the visiting professionals we have annually, are for example, Chick School, The Owl People, Zoolab, the local Community Police Officer etc.

Risk Assessments are undertaken and written for **all** visits. Parents are informed and written consent required for your child to participate. If you do not wish your child to be involved in any of the planned visits, your decision is respected.

## **Wellbeing Policy**

At Toadhall Montessori, we believe a child's wellbeing should be at the highest possible level at all times. We understand that children who have high levels of wellbeing perform better and are able to attain their developmental milestones. They are more involved and engaged in their environment and choose activities confidently. At Toadhall Montessori we nurture and monitor the physical, emotional and social wellbeing of all children, using various strategies. Observations are made by your child's keyworker to ensure that your child is feeling happy, safe and well.

We continually observe your child's wellbeing and involvement using the Leuven Wellbeing and Involvement Scales. Your child's keyworker will work closely with you to

inform you of your child's wellbeing and involvement across all areas of development and is always available for you to discuss any concerns you may have, with regard to how your child is, at the setting and at home.

At Toadhall Montessori, we are also aware of the importance of nurturing your wellbeing as parents. We understand you are extremely busy undertaking the day to day demands of working and parenting. However, all senior staff at Toadhall Montessori are highly knowledgeable and experienced early years practitioners and are always available if you need to have an informal chat over a cup of coffee. If we can help in any way we will do so. Sometimes just having the opportunity to talk about things informally, is enough to see things more clearly and know the next step to make.

This approach is also taken within Toadhall Montessori to ensure that all staff maintain high levels of both personal and professional wellbeing.

At Toadhall Montessori, all of the above in relation to wellbeing is at the core of our vision, mission statement and values.

**Happy Staff = Happy Parents = Happy Children**

### **Whistleblowing Policy**

Toadhall Montessori, is committed to maintaining the highest possible standards of openness, reflective practice and accountability. In line with this commitment, we expect employees, and others that we deal with, including parents/guardians and external agencies, who have serious concerns about any aspect of Toadhall Montessori early years provision, to come forward and voice those concerns. We expect our staff to act in a professional manner at all times. Whistleblowing encourages and enables staff to raise serious concerns within the organisation, rather than overlooking a problem or 'blowing the whistle' outside.

This policy is intended to encourage staff (paid and volunteer), students and others, including parents/guardians, to report suspected or actual occurrence(s) of illegal, unethical or inappropriate events, behaviours or practices without retribution. It is recognised that most cases will have to proceed on a confidential basis.

### **Please note:-**

In order to ensure the smooth running of Toadhall Montessori Nurseries and Out of School Academy and to maintain and enhance quality provision, it is important that all parents have read, understood and are in agreement with all policies and procedures that are in place.

Copies of all policies and procedures are available within the reception areas of the Creche, Nursery and Out of School Academy buildings, for parents and visitors to view at any time. Should any amendments be made, or any policies updated, parents will be given a précis of the amendments via newsletters, sent via email.

Our Policies and Procedures are reviewed annually to ensure we remain at the forefront of excellent early years practice, or more frequently if there is a change in legislation.

