

## Dianne's Child Care Policy's & Procedures

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## 1. Contact details

Address: 75 Snells Mead  
Buntingford  
Herts  
SG9 9JH

Phone: 01763 272 631

Mobile: 07753 333092

eMail: dmcintyre3@btinternet.com

Web: [www.dianneschildcare.co.uk](http://www.dianneschildcare.co.uk)

Ofsted: Registration No 127900

NCMA: Registration No G154929

## 2. Child protection

If I feel that the safety (emotional or physical) of your child has been compromised I will record my concerns in the accident/incident record book. This may be physical changes or changes in the Child's behaviour. If your child has an injury at home and is still showing signs of the injury I will record this too; you will be asked to sign any entries made.

If I believe that your child is at risk from abuse I will contact the Children's Schools and Family Child Protection team.

If you feel that your child is at risk whilst in my care then please see the Complaints section.

- 3. 0-4 ½ years      £4.00 per hour
- 4 ½ - 8 years      £5.00 per hour
- 8 years plus      £6.00 per hour

Hourly rates are charged irrespective of early collection times.

Overtime is charged at £8.00 per hour, per child, broken into ½ hourly times.

Full rate is charged whilst your child is at preschool & nursery school.

Siblings are charged at a reduced rate.  
Meals are charged at £1.25 per meal.  
Petrol will be charged at 50 pence per mile.  
Weekend charges are £6.00 per hour per family.  
Evening charges are £6.00 per hour per family.  
Paid time off in each contract year will be 1 week, of which normal fees will still be applied. Notice will be given (where possible) at least 4 weeks prior to any holiday.  
Sickness will be charged as normal fees when your child is sick and unable to attend.

These charges are reviewed each January.

#### 4. Discipline & Behaviour

I will use a raised voice, but will never shout at your child. I do not and will not use any physical punishment. No humiliation or hurtful treatment will ever be used to any child in my care. "Time-Out" may be used. All discipline used will be reported to parents in both written and verbal forms.

Should your child become incompatible with the general well being of other children in my care, e.g. bullying, disruptive or aggressive behaviour then I reserve the right to exclude the child without notice.

I endorse that positive discipline is a more effective way of setting limits for children.

I believe in praising all children for their good behaviour and the use of good manners.

#### 5. Times of care

These will be the times agreed with parents and are written in the contract. 48 hours notice is required if any changes are to be made to these times.

In an emergency special consideration will be given.

#### 6. I do not work on, Bank holiday Mondays, Good Friday, Christmas eve, Christmas day, Boxing day or 27<sup>th</sup> 28<sup>th</sup> December, nor New Years day

My Holidays,  
4 weeks per year  
1 week paid holiday  
1 month notice (minimum)

Your Holidays,  
75% of normal fees will be charged

Combined Holidays,  
50% of normal fees will be charged if our holidays should coincide.

## 7. Meal's

Mealtimes will be between

|           |         |    |         |
|-----------|---------|----|---------|
| Breakfast | 7.45am  | to | 8.45am  |
| Snack     | 10.15am | to | 10.45am |
| Lunch     | 12.00am | to | 1.00pm  |
| Snack     | 3.00pm  | to | 3.30pm  |
| Tea       | 4.45pm  | to | 5.30pm  |

Snacks will be: fresh fruit, vegetable sticks, home made biscuits, rice cakes & raisins.

Main meals will be: Chicken, Fish, Minced lamb, Minced Beef, Seasonal Vegetables, Pasta, Rice, Potatoes, eggs, Brown or White Bread.  
Yogurts and Fresh Fruit are offered for pudding

Sweets may be enjoyed as a treat on occasions, but not on a regular basis.

Water, Milk, Fruit Juices & Sugar free Squash are supplied throughout the day at no extra cost.

All food intolerance's or allergies must be notified in writing.

## 8. Payment

Payment date is 29<sup>th</sup> of each month, Bills will given on the 26<sup>th</sup> of each month, for prompt payment.

Payment may be made by cash, cheque or direct debit.

Childcare vouchers are accepted.

#### 9. Daily Routines

If you wish you may write out your child's routine, and I will do my utmost to adhere to your wishes.

A daily diary will be kept if you wish.

#### 10. Potty / Toilet Training

When you feel that your child is ready we will all work together. Knickers and pants are preferred as your child will be proud to wear them, and they will be able to tell when they are soiled or wet.

The potty will be offered several times each hour. Lots of praise will be given even if they have not performed. Your child will never be reprimanded for an accident.

Reward stickers and charts are used for encouragement and to mark achievements.

Your child will be encouraged and enabled to clean themselves after using the potty or toilet. However, as I do not wish them to be left in wet or soiled clothing, or with soiled skin they will be cleaned and dried using wipes and tissues.

Please ensure that you send plenty of spare knickers or pants. These will be washed and dried by myself for reuse.

#### 11. Personal records.

Personal records are kept in a lockable cabinet. These files will only be used by myself and Ofsted. Parents may request to see any records relevant to their child at anytime. These records are kept for 5 years before being destroyed.

Working as a partnership with parents I am aware of the need to maintain privacy and confidentiality. If requested I will write a daily diary for your child.

## 12. Health & Hygiene

I always encourage children to learn about personal hygiene through a daily routine of washing hands and brushing teeth ect  
All children are provided with their own flannel, towel and toothbrush.

Toys and equipment are kept clean with antibacterial cleaners on a regular basis.

We are also a non smoking and pet free household.

## 13. Medicines, Sickness & Emergency's

Written consent must be given before any medication is administered.  
Any administration will be recorded.

Children must not be brought to my home, nor can I collect them from school if they are unwell or suffering from a contagious illness or infection. I also operate a 48 hour exclusion period for any child suffering diarrhoea or sickness. This means that the child must be symptom free for 48 hours before I can continue to care for them.

In the event of a medical emergency I will give first aid treatment and seek medical advice if required. Please ensure that your emergency contact details are kept up to date.

## 14. Playtime & Imagination

I will encourage your child to be confident, independent and to develop their own self esteem. I organise activities to support the children's play and learning. Many of these activities are designed to help use their imagination, develop their language and mathematical thinking.

I provide a warm, friendly, relaxed environment where children where feel safe and secure and parents feel at ease. Walks and outings are also a regular feature of our day.

Arrangements are also made for quiet rest and sleep times for the younger children.

#### 15. Equal Opportunities & Differing Cultures

I provide all children in my care with a positive outlook with regard to race, religion, culture, gender and disability. If a child has any needs that differ from those that are already provided then I will be willing to learn and adapt to that child.

Together we will respect, understand and explore differing cultures. We will look at books and objects such as cooking equipment and cloths that are used by differing cultures. We will also celebrate festivals and new years.

I try to include a wide variety of images and different activities which reflect the diversity of life in our society.

#### 16. Photography

Please be aware that I may occasionally take photographs of your child for the inclusion in my photo album. Local newspapers may also take photographs of your child if we are attending events involving the press. Please advice me if you have any objections to this type of photography.

#### 17. Complaints

If you have any complaints or concerns regarding the care of your child you should in the first instance discuss this issue with me. Most concerns will be resolved easily this way.

If you feel that you are unable to resolve the issue with me directly then you can contact Ofsted. The "Early Years" complaints team can be contacted on 08456 404040 or via the Ofsted link