

YMCA | childcare

Parent handbook

Djanogly Northgate Academy



Ofsted reg number: **2548448**

0115 711 7006

nottsymca.com

Dear Parent/carer,

Thank you for choosing YMCA childcare.

Our mission, based on Christian values, is to develop the mind, body and spirit of individuals, families and communities, and improve health and well-being for all.

This parent handbook is full of useful information for you and your child. Please take some time reading through each of the pages together. This will help us keep childcare safe and fun!

Everything you need should be covered, but please let us know if there's anything missing. You can call our team on **0115 711 7006** from 9am - 5pm, Monday to Friday. If your query is urgent just call **07870 640 381** during childcare hours to speak to a member of the team on site at Djanogly Northgate Academy

We are excited about working with local schools. We truly appreciate the support of parents and the community.

Our programmes provide positive experiences for children and parents. We create spaces where children feel safe to explore new ideas and develop as part of their communities.

All our staff are highly qualified professionals from backgrounds in childcare teaching, coaching and after school programming. We are glad that you and your child have chosen Nottinghamshire YMCA.

We can't wait to meet you all!



Mel Rooney
Childcare Programme
Manager

**We are proud to serve families
in Nottinghamshire.**

You can rest assured that your child
will always be at the heart of our
programme.

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Times and locations

Djanogly Northgate Academy

After School Club:

3:15pm – 6:00pm

Our After School Club is held at Djanogly Northgate Academy in the school community room. You will be greeted by a Play Worker who will show you where the facilities are and where to sign it.

Late or early collection and appointments

Please see our Terms and Conditions for information about late and early collections.

Child collection

A parent/guardian or authorised person must sign each child out. No children will be allowed to leave without a named person listed on the registration form unless we have been notified, in writing, by a parent or guardian.

The person picking up children must be at least 18 years of age; otherwise a release to minor form will need to be filled out.

Please note that we will not allow any persons we may deem unfit, i.e. under the influence of drink or drugs, to collect children.

Arriving and leaving unescorted

Before any child is allowed to arrive and/or leave the Before School Club and/or After School Club unescorted, a letter must be completed and signed by the registered parent/guardian.

Nottinghamshire YMCA will not be responsible for any child once they have left the premises.

After School Club

3:15pm - 3:25pm

Collection and sign in

All Key Stage 1 children will be collected from their classroom by a Play Worker. Key Stage 2 children will make their own way to the walking bus stop at the school hall to meet their Play Worker.

3:25pm - 3:50pm

Snacks

Time for a snack! Children can bring their own snacks, we recommend something healthy. We will also provide a healthy snack for everyone.

6:00pm

Collection

Children can be collected from the main campus before **6:00pm, Monday to Friday**

3:50pm - 6:00pm

Activities

We will be getting stuck in to arts & crafts, structured free play and sports. Weather permitting, we will venture into the outdoors.

How to book

1

Go to **bookings.nottsymca.com**

2

Register. Make an account and enter your details.

3

Take a look at the information and choose your sessions.

4

Confirm and pay. You can choose to pay in installments.

Prices

After School Club

Mon to Fri 3.15pm - 6.00pm

Booked days **£7.50**

Late Bookings and Drop-in* **£11.25**

*Bookings made 24 hours before a childcare session starts will be classed as a late booking and you will be required to pay the Late Bookings and Drop-in price.

Booking notice

- Minimum notice to book (at the standard price) = **24 hours**
- Minimum notice to change a booking = **7 days**
- Minimum notice to cancel your bookings = **1 month**

Please note that bookings cannot be changed online. To change your booking, please contact the bookings team on 0115 711 7006 or email childcare@nottsymc.org. If you have any feedback about our booking system, please feel free to talk to a member of the bookings team or a Play Worker on site.

Financial support

The cost of childcare can be overwhelming, but paying could be easier than you might think. You can use childcare vouchers to pay towards our childcare and day camps programmes. To find out more visit **nottsymca.com/childcarevouchers**

Volunteering

If you would like to volunteer please contact our Human Resources department at hr@nottsymca.org or call **0115 948 9821**. Parents/carers who would like to participate in our programmes must have a volunteer application on file and comply with minimum standards that apply to staff including DBS checks and have completed an induction.

Site visits

Parents and children are welcome to visit the club on a quiet day prior to starting at the club. We actively encourage this for young children who may be worried by new environments. If you want to chat about your child's needs or development please arrange a suitable time with staff by calling **0115 711 7006** or emailing childcare@nottsymca.org.

Clothing

Please provide your child with spare clothing if you think they may have accidents. Please also provide appropriate clothing for all types of weather.

Viewing films

We sometimes show films at the clubs and these may include those with a PG or U rating. We will try to tell you in advance what we intend to show but this is not always possible. All films are checked by our staff before we show them. If you know that certain things may frighten your child, please tell a member of staff.



Communication, feedback and complaints

We'd love to hear your feedback. Our staff team are always happy to listen. If you require a longer chat just let a member of staff know to arrange a time. You can also call our bookings team on **0115 711 7006** who can arrange a call back from our Programme Manager.

You can also:

- Write a comment in our compliments and complaints book on site.
- Write a letter and hand it in to one of our staff or post it to:

YMCA childcare
Nottinghamshire YMCA
Nottingham Voluntary Action Centre
7 Mansfield Road
Nottingham
NG1 3FB



Ofsted complaints policy

If you have concerns about the quality of the care your child is receiving, it is usually best to discuss with us. You can contact our bookings team on **0115 711 7006** who can arrange a call back from our Programme Manager. If you are a parent/carer and cannot resolve your concern through discussion, you can send your formal complaint to **childcare@nottsymca.org** or by post to the address above.

If you are the parent/carer that has made a formal complaint to the childcare provider, which relates to the requirements of the Ofsted registration, we must carry out an investigation to your complaint. We must tell you about the outcome of the investigation, and any actions we have taken, or plan to take, as an outcome of your complaint. We must do this within 28 days of receiving your complaint.

You can ask to have the outcome of our investigation in writing. We must keep a record of written complaints. If you are not satisfied with our response or your concern relates to a matter you cannot discuss with us, you can contact Ofsted. You can contact Ofsted at anytime about any concerns about a childcare provider on **0300 123 4666** or visit **ofsted.gov.uk**.

Medication, illness and health & safety

The health and safety of every individual child is our primary concern at all times. By following our guidelines on medication and illness you can help us keep the childcare setting a safe environment for everyone.

We need your permission before we can administer your child with any medication. This must have been prescribed by their healthcare professional. You may have given us this information at the point of booking but if you are unsure or require another form, just let the Site Manager know.

Please don't bring your child to childcare if they are not feeling well. Call us to let us know on **0115 711 7006** or on the site mobile, **07870 640 381**. Although our staff are first aid trained we do not have a nurse on site or the accommodation for ill children.

Children and staff are vulnerable to infection so we advise that any child who is ill or has been prescribed with antibiotics shouldn't attend our childcare programmes for at least 48hrs, as they may still be infectious or require a higher level of care. Please also check our infectious illness guide on page 15.

We can only administer medication if it is in its original container with the following information

Please give any medication to the Site Manager. When the medication is administered the Site Manager and a fellow member of staff, acting as a witness, will sign the Medication Log. When you collect your child, we'll ask you to sign this log as well.



Illness, accidents and emergencies

In the event of an accident or sudden illness, our Play Workers are equipped with the training and supplies to administer first aid. If the situation warrants further attention, emergency services will be contacted. We will call you if any injury or illness requires medical attention or if your child needs to be collected. If we can't contact you, the emergency contact person that you have indicated will be notified.

Terms and conditions

Children with additional needs

We believe that all children should be able to access childcare. Our staff will work with parents/carers to decide if a child needs one to one support or shared support. If we are confident the programme meets the child's needs then we will work to support them.

Please ensure you include all information about medication, diet and supervision requirements on your online account. In order to help us with this process.

Every child is considered individually and every effort will be made to include a child within the limits of the resources of the programme.

Capacity

Before School Club and After School Club can only take a certain number of children each day, in accordance with staff ratio and Ofsted regulations. Places will be allocated on a first come, first served basis.

Communications

You can update your Marketing & Communications preferences on bookings.nottsymca.com or email mpr@nottsymca.org

Late collection

If you are going to be late please ring our site mobile on **07870 640 381**. You will be charged £5 followed by £5 for every 5 minutes that you are late. We discourage appointments and early collection as it disrupts the day for both your child and other children at the site. If you need to collect your child early or have scheduled an appointment, please let us know on arrival.

Behaviour policy

We are committed to providing a caring, friendly and safe environment for all the children in our care, so that they can play and learn in a relaxed and secure atmosphere.

Please find time to read the club rules, on the parent board. The rules will ensure that the club is a fun and safe environment for everyone to enjoy. Persistent behaviour that endangers the child, other children in the programme or staff, may result in suspension or removal from the programme.

Bullying

Bullying is defined as the deliberate action which causes others to feel hurt, uncomfortable or unhappy. This is totally unacceptable. Any incident will be dealt with promptly and effectively.

School closures

Occasionally, winter weather may require a snow day or rare circumstances may result in an emergency closing. Please consult your local television and radio stations for school closing bulletins.

Buddies

We encourage the older children to help any new children settle.

Staff and other children will provide comforting reassurance to younger children if they are upset or overtired. Tired children will be encouraged to sit quietly and listen to stories, play quiet games or chat with Play Workers.

Infectious illness guide

Condition	Time away from school
Chickenpox	7 days from onset of rash – it is necessary to wait until all spots have healed or scabbed
German measles	5 days from onset of rash – child is most infectious before the diagnosis is made and most children should be immune due to immunisations.
Hand, foot and mouth disease	5 days after diagnosis made by GP
Impetigo	Until lesions are healed – Antibiotic treatment is necessary
Measles	5 days from onset of rash
Ringworm	3 days after treatment has been initiated. Anti fungal treatment by GP necessary.
Scabies	Until treated
Scarlet Fever	5 days from commencing antibiotics
Diarrhoea and/or vomiting (with or without a specified diagnosis)	Until diarrhoea and vomiting has cleared for a minimum of 24 hours. Period of exclusion varies according to length of time illness clears.
Conjunctivitis	Until treated with medication by GP and treatment commenced for at least 24 hours prior to return to Nursery – Medicine must be brought to Nursery to be administered by Nursery Staff
Head Lice	Until treated and live head lice eradicated – medication or wet combing method
Mumps	5 days from onset of swollen glands – child most infectious before diagnosis is made
Threadworms	Until treatment with medication by GP
Other Illness	Exclusion period will depend on illness and guidance from GP

House rules for children



I will respect the other children and staff. This means no bad language or bullying.



I will leave phones and electronics at home or out of sight.



I will travel around the site with a buddy.



I will talk to staff if I have a problem or am upset.

House rules for parents

- * Always sign your child in and out with a staff member.
- * Share relevant information about your child with the site manager.
- * Collect your child on time.
- * Please refrain from using your phone on site.
- * Please don't smoke on site.

We want all children and young people to thrive.

Our programme for children and young people has its foundations in our belief that children who develop skills and have access to positive relationships and experiences during their early years, make healthy choices and positive contributions to society in later life.

We call these skills, positive relationships and experiences...

developmental assets

YMCA research shows that young people who have access to a high number of these assets, are not only better able to thrive - but also less likely to engage with negative or risky behaviours too.



This is why you'll find that we include creative activities, positive peer influence, community values, responsibility, sense of purpose and self esteem and much more designed in to our programmes.

You can find out more about developmental assets on nottsymca.com

Our work with children, young people, and families

From encouraging quality time between fathers and their children on Adventure Guides, to teaching young people about the performing arts and music production in YMCA Digital, to providing inspiring role models and nurturing environments for children at Camp Williams, we make sure that our programmes are filled with opportunity for every child and young person.

Read more about our programmes for children, young people, and families at nottsymca.com



Our mission, based on Christian values, is to develop the **mind, body** and **spirit** of individuals, families and communities, and improve health and well-being for all.

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