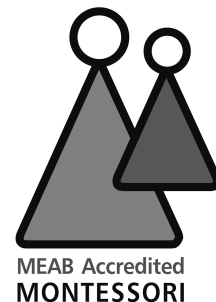




The Handbook

Please keep this document safe



Arrival on the first day

For the first few days, in order to help your child to settle in, you may find it helpful to stay for a short period and perhaps involve him/her with a puzzle or activity or read a story. As soon as you want to leave, we are happy to take over. If you would prefer not to stay because it would make the departure more difficult, or you have other commitments, that is fine. We usually find that once a parent has left and their child's attention has been involved in something, then the child settles in quite quickly. Every child is an individual with his/her own particular needs, and we place great emphasis on helping each child becoming part of the 'family' here and will liaise with parents if there are any issues.

Security

In order to maintain the security of your child, it is important that you advise us in advance of any person, other than yourself who is collecting the child, or if his/her usual carer is collecting at the end of the session. Please provide a photograph. For additional security a password will be set up in advance. It helps if he/she is collected promptly, but if you are unavoidably delayed in collecting your child, please contact us by telephone: **020 8894 3113**.

Belongings

All belongings must be clearly labelled. A spare set of clothes is required to be kept in a draw-string bag on your child's peg. The school does not take any responsibility for lost clothes or other items. Please do not allow your child to bring toys or sweets to school.

In cold/wet weather children must bring outdoor clothes and Wellington boots for outside play. Children should wear comfortable washable 'inexpensive' clothes. Aprons will be provided for painting activities. All clothes should be easy for the child to manage.

Discipline

The children's freedom is only restricted by the ground rules of the classroom, which are based on respect and courtesy for others. If we find unacceptable behaviour is evident, the child is quietly spoken to, making it clear, that it is the behaviour and not the child, which is causing the problem. Allowing the child to maintain his/her dignity, whilst understanding how he/she should behave is considered very important. Our staff do not shout at the children or use corporal punishment under any circumstances.

We reserve the right to request the removal of a child whose influence disturbs the other children in the Montessori environment.

Complaints procedure

Should you have any concerns, at any time, regarding the services at the school, please do not hesitate to discuss this with the principal, Sonya Kanchan-lal.

The London Borough of Richmond-upon-Thames Social Services represents an additional point of contact.

Their telephone number is: 020 8891 7969.

Also, the school's regulating body; OFSTED, telephone: 0300 123 123 or see their website: www.ofsted.gov.uk/childcare.

Health

If your child has any allergies or should avoid certain foods for religious reasons, please let us know.

For your child's health and well-being, and to prevent cross-infection between children, we ask that children who are ill be kept at home and should not be sent to school.

Children should stay at home for 48 hours following any form of vomiting or diarrhoea and 24 hours after a temperature (37.5°C).

Please telephone to let us know if your child is unwell and cannot attend school. If your child needs prescribed medicine at school, your written permission and details will be required. Please ask a member of staff for a form.

Illnesses and Medication

Certain infectious childhood ailments (eg, chicken pox, conjunctivitis) will require your child to be excluded from the nursery for the appropriate period to prevent the spread of infection. We take advice from NHS Direct and follow guidance issued by the Department of Health to determine the most appropriate course of action in each case. If your child becomes ill whilst in the nursery, we may ask you to collect him or her.

Sunscreen

In the summer please provide a sun hat and ensure that you apply sunscreen before he/she comes to school.

Please ensure you keep us informed that your contact numbers are up-to-date

In the unlikely event of a medical emergency arising, we will of course, try to contact you as a matter of urgency. However, your consent in writing is necessary in case treatment is needed. It is important that we always have your emergency contact numbers and that of one other person whom you designate.

Session times

The times and prices are shown on the *Sessions, Fees and Charges Sheet* and are fixed. If a child does not complete a session no discounts are available. If you require to reduce your child's attendance notice must be given in writing 60 days in advance. An increase in attendance may be requested immediately and will be given subject to availability. Sessions are subject to availability. A child should attend school for a minimum of three sessions or full days per week. The number of sessions are dependent on whether your child is under or over three years old. Sessions are sold in blocks. Please check with the Manager on availability.

Early Shakes, Late Shakes and Extras

If you require your child to start the morning session before 9.15am, or stay late between 4.15pm and 6.00pm, there are standard charges which include meals and snacks.

See our *Sessions, Fees and Charges Sheet*.

Note: There are no Late Shakes on Fridays.

Equal opportunities

Children parents, staff and all visitors are welcomed regardless of culture, creed, colour, gender or religion. We aim to cultivate an understanding for all peoples of the world.

Fee payments

Fees are payable on the 1st day of term in advance by cheque, or in instalments by Direct Debit/Standing Order.

Any additional fees will be billed separately. Extra fees will be paid for on a monthly basis. There are no reductions for absence due to illness or additional family holidays.

Dropping off & Collecting your Child

Children must always be collected, **on time**, at the end of each session.

For legal reasons regarding ratio's, children are unable to enter the classroom before the beginning of their session.

Ensure you notify the nursery if your child is to be collected by someone other than those you have mentioned on *Form 3, 'Collection of my Child by another Person'* included in your Application pack.

The Nursery comes under Zone 'R' for local Parking. However, restrictions only come into force on Rugby Ground Event days.

Whatever the weather, **do not park on the yellow or zig zag lines**. As well as being an illegal act which can result in a fine and/or points on your driving licence, this request is to ensure the safety of children.

In addition to the above handbook, Terms and conditions of the Milkshake Montessori School apply.