



victoria house  
nursery

**Parent Information Pack**  
**Homework/After School Club**





*victoria house*  
*nursery*

Dear Parents

Thank you for your interest in Victoria House Nursery.

We are presently accepting applications for primary school children between Reception and Year 3 age to be enrolled on our Homework/After School Club.

Enclosed you will find Information and Terms and Conditions which should help familiarise you with our programmes.

If you have any queries about the Nursery please do not hesitate to call or make an appointment for a visit. It will be my pleasure to show you around.

We look forward to hearing from you.

All good wishes

Yours sincerely

Carolyn Nicholson  
Principal/Owner

Please note that, whilst we may have said on the phone or in a letter that there is currently a place available for the sessions you require, no place at Nursery can be formally offered until we have received your application form and registration fee.

An offer of a place will then be made no later than 6 months before your required start date (if one is available) and will be confirmed upon receipt of your acceptance and deposit, within the specified time (a maximum of two weeks).

**Immunisations - It is Victoria House Nursery policy that all children admitted to Nursery should be fully inoculated in line with the IOM Government's recommended inoculation schedule.**

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## **Our Ethos is based upon Loving Kindness**

Our philosophy at Victoria House is to strive for excellence and innovation in all areas of our practice which we hope will provide our children, parents and staff with an experience of a lifetime.

We believe every child is an individual requiring personalised care and nurture in order to learn and develop to his/her full potential. Children have the right to an environment and a curriculum that facilitates development, independence, quality relationships and learning through play and enjoyment. All children are essentially good and willing to learn, given the right opportunities and support.

Victoria House Centre for Early Learning has adopted the Revised Early Years Foundation Stage Framework 2012, which reflects our aims and is supported by a wealth of research of best practice.

Victoria House places a great deal of emphasis on the importance of working genuinely in partnership with parents.

The staff aim to develop an honest, caring and supportive relationship with parents and carers. We hope to develop and build various two-way channels of communication between us, making time to listen and share information and/or advice, whilst recognising parents as their child's first educators. It is hoped that staff, parents and carers will work together for the benefit of the child, showing respect, understanding and tolerance of one another.

Differences will be both accepted and celebrated whenever possible. Staff and parents/carers will be approachable, non-judgemental and polite at all times.

Victoria House staff aim to foster a positive working ethos of equality, tolerance and team work. Every member of the staff team will have the opportunity to share ideas, experiences and opinions which will be listened to with respect and dignity. We aim to celebrate individual and collective achievements, whilst recognising that striving for excellent practice and valuing individual strengths benefit everyone.

The Victoria House management team will support and encourage individuals to reach their full potential through professional development opportunities. Staff aim to develop professionally by continuously evaluating practice through self-evaluation, reflection and discussion.

We aim to maintain a reliable and welcoming environment for the Victoria House community to enjoy. All members of the community will be treated with respect in a non-discriminatory and unbiased relationship, so that a 'safe haven' can be created which fosters an open door policy.

Victoria House values its place within the wider local community and wishes to make a positive contribution to the life and well-being of the community, and as a result has adopted various charity initiatives. We also use local community areas to offer our children enriched and wider learning opportunities, primarily through our 'Woodland Learning' and 'Seashore School' initiatives, but also through regular visits to other venues within the local community and beyond.

At Victoria House we aim to:

- Provide high quality care and education for young children
- Work in partnership with parents to help children learn and develop
- Offer children and their parents a service which promotes equality and diversity
- Add to the life and well-being of the local community

We pride ourselves on being approachable and welcome everyone wholeheartedly into the Victoria House family which is based on loving care.

## **Victoria House Nursery Celebrates Their Birthday**

On the 5<sup>th</sup> September 2005, Victoria House Nursery opened its doors with twelve children and six members of staff. Since then, the nursery's growth has been consistent and substantial. Owned and managed by Carolyn Nicholson, who drew upon her vast experience within children's Physical Health and Education, the Nursery enjoys an exceptional reputation and demand for places is high.

It is now an award-winning establishment, and possesses top facilities, including a separate Baby Wing and outdoor space within its grounds that caters for babies up to two years old.

Furthermore, the Nursery incorporates a highly successful Pre-school curriculum, which is managed and delivered by a fully qualified Early Years Teacher.

With recent changes implemented by Tynwald, the spotlight has been shone upon Early Years Education on the Island, however, Victoria House Nursery has once again taken the lead and has been running a comprehensive Pre-school curriculum led by a fully Qualified Teacher in keeping with the Department of Education for a number of years.

The culture of the organisation as a whole is to deliver a top class education in a caring environment, equipping children with inherent personal, social and cognitive development.

The dedication of its staff towards delivering exceptional care for its children, as well as an excellent service for parents, has not gone unnoticed. In 2011 the Nursery achieved the prestigious Step Into Quality award linked to Lancashire Education Authority, which recognises all round excellence in learning provision. This was followed up with verification of continuing levels of excellence in October 2012.

In addition, the Nursery was nominated at the 2011 Isle of Man Newspapers Awards for Excellence in Customer Service. Such recognition only serves to show that the Nursery has maintained its commitment to providing a quality, multi-faceted nursery experience for all the children and parents in their care.

## Victoria House Staff:

Victoria House values its staff very highly. All of our staff are fully qualified. In the interests of the staff and children, all staff members are given every opportunity to develop their personal and professional skills and to broaden their knowledge of child care practice. To facilitate this we hold regular staff meetings, encourage staff to attend both internal and external training courses and conduct regular staff appraisals.

At Victoria House we believe in hands-on leadership. The Management team are all fully involved in the day to day running of the Nursery. We pride ourselves on offering high standards in Child Care.

Victoria House also keeps itself up-to-date with best practice in early years care and education. There are information sheets on many topics available for parents to take; and the latest copy of many professional publications are available to read. Victoria House has good links and relationships with both the Department of Education and Children and the Isle of Man College. These relationships help to facilitate best working practice and keeps us up to date with current practice.

## Our services:

- Our Homework/After School Club operates Monday to Friday in term-time from school closing time until 6pm.
- The service is offered for children in Reception year to Year 3. We cannot take new children who are in Years 4 upwards.

## Collection of Children:

- All children must be collected by 6pm each day
- All children must be collected by an adult over the age of 16 years.
- If any person other than the parent or authorised adult known to us is to collect your child, the Office must be informed beforehand and the person introduced whenever possible.
- If we are at all unsure, we reserve the right to satisfy ourselves of the authenticity of the person collecting your child, before allowing your child to be taken from the nursery.

## Fees:

There is a one off registration fee of £60.00 payable when you submit your application (unless your child already attends the Nursery).

## Deposit

There is a deposit of 4 weeks' fees payable when you accept the place offered to your child. **The deposit must be paid, and the offer of a place accepted, within 2 weeks of the offer being made or the offer of a place may be forfeited.**

This deposit is held, and offset against the final month's fees that your child attends nursery. **The deposit is not refundable** if you decide at a later date (but before the due start date) not to take up the place.

**Details of our Current Sessional fees are shown below.**

After School Club With school pick up	After School Club No school pick up
£ 18.00	£ 16.25

**Payment:**

- Fees are payable monthly in advance by standing order – please complete the form which is part of the application form. Fees must be paid by the last working day of the previous month to the month to which they apply.
- Fees must still be paid if children are absent with or without notice (includes family holidays or sickness). Please notify us if your child is ill, or going on holiday.
- Failure to pay fees on time will incur penalty charges and persistent non-payment may result in your child losing his/her place.
- If you decide to withdraw your child, you must give one month’s notice in writing. Fees are payable in full until the end of the notice period
- If you withdraw your child without notice, a month’s fees are payable in lieu of notice.
- At least one month’s notice will be given of any increase in fees.

**Our timetable and routines**

- Collection/drop off from school – anytime after 3-30pm
- Taxi back at Victoria House by 4pm
- 4pm to 4-45pm Play and snack
- 4-45pm – Practitioner led activity/homework in the Garden Room or Log Cabin. Activity age related and planned – same as Early Years approach
- Parents to collect by 6pm.
- Term time only

**Special diets due to allergies or religions will be catered for with pleasure. Cold drinks will be provided throughout the afternoon.**

We make snack time a social time where children and adults eat together. We have a healthy eating policy in place, and will encourage children to try healthy and nutritious foods. Do tell us about your child’s dietary needs and we will make sure that these are met.

**Parking:**

A dropping off area has been designated at the front of the building for your use. Please exercise great care when bringing and collecting your children. Anyone using the car park does so at their own risk. The company does not accept responsibility for any injury, damage or loss to persons. Please park responsibly in the marked parking bays.

**Policies:**

Copies of our policies are readily available for you to view, and copies can be requested. Each floor has a policy folder available to parents. Please ask to view.

We are governed by Social Services and it is mandatory for us to have Terms and Conditions and a Policies file. These policies enable us to:-

- Be transparent
- Continue to review and update
- Continue to strive for excellence
- Provide the best possible quality care for child, parents and staff alike.

## **Special needs:**

As part of the Nursery's policy to make sure that its provision meets the needs of each individual child, we take account of any special needs which a child may have.

Please speak to Carolyn you have any concerns regarding Special Educational Needs. We have a excellent working relationship with the Pre-School Assessment Centre and from 2012 it is mandatory in the UK for all Nurseries to carry out the 2-3 yrs Early Assessment checks. Please ask for details.

## **Birthdays:**

It is our pleasure to share with you in the celebrations of your child's birthday. If you would like to bring in a birthday cake for your child to share with their Nursery friends, please do so. We will of course entertain your child with a rendition of 'Happy Birthday'.

## **Newsletters:**

Regular newsletters are produced to let parents know of planned themes for the forthcoming weeks/months, fundraising activities, and other information that the parent should be aware of.

We arrange events for parents and children to be involved in. Please check our notice boards for further information.

We also have a Facebook page and website [www.victoriahousenursery.com](http://www.victoriahousenursery.com)

## **Sickness:**

If your child becomes ill whilst at Nursery, we will take care of him/her until we make the appropriate arrangements for you to come and collect.

### Our policy changed considerably following the pandemic flu scare of 2009

If your child is ill at home, please DO NOT bring him/her into Nursery. We have to adopt a zero tolerance stance on this for the protection of all the children in our care, and the staff. A child may return to Nursery 48hours after starting a course of antibiotics and we will continue to administer that for you.

We are not licensed to give Calpol. If your child requires this, then perhaps they really need to be at home.

Please refer to the exclusion guidelines for the various symptoms.

# Victoria House Child Protection Policy

## Statement of intent

Victoria House works with children, parents and the community to ensure the safety of children and to give them the very best start in life.

## Aim.

To ensure the protection of all children in our care, both inside and outside the setting. The welfare of the child is always considered to be paramount.

## Methods.

In the event of any parent or member of staff having concerns regarding the welfare of any child in our care, staff will notify a member of the Senior Staff Team immediately.

- Where appropriate, in the first instance, a member of the Senior Staff Team will discuss any concerns with the parent /guardian. In such circumstances the child's records are to be annotated accordingly.
- The law allows the Senior Staff to inform the appropriate authorities as necessary without the consent of the parent or guardian of the child.

**ALL** allegations against any member of staff responsible for the care of children will immediately be referred to the Senior Staff Team.

- All allegations will be investigated, initially by the Senior Staff Team.
- Should it prove necessary, further investigation / action will be taken.
- Depending on the nature of the allegations Social Services will be informed by the Manager.
- This is a two way process.

## Staffing.

- All potential staff will be subject to Police checks and other clearance required under the terms of the Childrens and Young Persons Act 2001, the Regulation of Care Act 2014 and by the Isle of Man Registrations and Inspections Department.
- Staff / Child ratios will at all times adhere to those laid down in statutory guidance.
- **A minimum of 2 members of staff will always be available.**
- Every effort is made to ensure that all staff undergo appropriate training and are aware of the latest issues.

## Visitors.

All visitors to Victoria House must sign in and out stating their name, time of arrival / departure and reason for visit.

## Local Authority Guidelines

Child protection guidelines, issued by the relevant authorities will also be included in the overall child protection policy.

These are available on request

## **Accident/Incident on Arrival Policy**

Victoria House Nursery staff and managers have a duty of care for the children and employees attending Nursery. As part of this duty of care, and in line with statutory safeguarding policies, we have a legal obligation to note and record all incidents or accidents that occur outside of Nursery staff care.

### **Standard 13**

**Safeguarding Outcome: The protection of the child must be the registered person's first priority.**

**13.2 The registered person must ensure that all staff are aware of possible signs and symptoms of children at risk; and are aware of their responsibility to report, without delay, concerns to police or social services in accordance with the Safeguarding Children Board procedures; and to keep concerns confidential. Protocols are in place regarding confidentiality which will include reference to ongoing safeguarding investigations.**

It is also the responsibility of all employees to monitor the numeracy and nature of these accidents/incidents and refer any concerns, following correct protocols for referral to Social Services, as well as Registrations and Inspections unit.

If, upon arrival, parents inform us of an accident or incident that has occurred outside of Nursery; or if marks/cuts/bruises etc are discovered shortly after arrival that have not been the result of an accident/incident at Nursery, an accident/incident on arrival form must be completed.

Management/Owner must be made aware of the accident/incident and sign the form.

**Definition of an accident:** *“an unfortunate incident that happens unexpectedly and unintentionally, typically resulting in damage or injury” (Oxford Dictionary)* and normally requires first aid and or leaves a mark on individual.

**Definition of an incident:** is an event or action that may be deemed as dangerous or unwanted behaviour that would possibly cause damage, loss injury or emotional upset to either a child or adult. For example

- Unsettled or Loss of housing/shelter/accommodation
- Witnessing Arguments
- Temper tantrum that is out of character
- Stranger trying to gain access to building in which child is present
- Witnessing unacceptable behaviour

These forms **must be completed in full** and any descriptions of what happened **accurately recorded** and signed by both staff and parents.

Copies are to be retained in the **accident files** stored in the office.

## **Victoria House - Photographic Equipment Policy** **Safeguarding Children**

Victoria House believes that to effectively observe the children at play, photos/videos may be used to record this.

Victoria House has 1 camcorder and cameras on each of the three floors, together with printing facilities. This enables Victoria House to evidence the planning and learning that has taken place under the Early Years Foundation Stage.

The Floor Supervisor is responsible for overseeing that the photos taken by a member of the team are appropriate. Practitioners are aware that it is inappropriate to take photos of children, for example in the bathroom or when being changed.

At no time are the Nursery cameras to be removed from the premises.

Ink and photo paper are handed out every half term and any requirements are logged and checked by a Floor Supervisor or a member of the Senior Management Team.

## **Victoria House – use of Mobile Phone Policy**

Our telephone server is Manx Telecom. Victoria House has three telephones in use during the working day for the use of the office and business requirements.

Staff are respectfully asked to seek permission if the need arises to use a telephone. Use of a personal mobile phones is not permitted at any time during the working day in the children's accessible areas.

## **Victoria House Nursery Complaints Procedure**

### **Statement of intent:**

Victoria House believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our services and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### **Aims:**

- Victoria House aims to provide a high quality and courteous service to all we come in contact with.
- Whilst we endeavour to make our provision accessible and acceptable to all, there may be instances when we do not meet these standards.
- We welcome any suggestions about how we may improve the group and take any complaints and concerns seriously.

- We aim to bring all concerns about the running of our pre-school to a satisfactory conclusion for all of the parties involved
- To achieve this, we operate the following complaints procedure.

### **How to complain**

#### **Stage 1**

- Any parent who is uneasy about an aspect of the nursery's provision, quality of care or welfare issues talks over, first of all, his/her worries and anxieties with a member of the Senior Management Team. They will record the complaint, details of any investigations, and any action taken. Parents will be given feedback in writing highlighting the outcomes of the discussion.

#### **Stage 2**

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Management Team.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

#### **Stage 3**

- The parent requests a formal meeting with the Management Team. Both parties are welcome to have an impartial third party present. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it. This signed record signifies that the procedure has concluded.

#### **Stage 4**

- If at the Stage 3 meeting, there is no agreement, or if the complaint needs further investigation either party may call in the Isle of Man Nurseries and Registration Department.

### **The role of the Isle of Man Nurseries Registration and Inspection Department.**

Any complaints that are still unresolved will be referred to the Nurseries Registrations and Inspections Department.

It should be noted that parents may approach them directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve them as the registering and inspection body with a duty to ensure the Isle of Man Standards for Day Care are adhered to.

The address and telephone number are as follows:

Registrations and Inspection Unit  
Ground Floor  
St Georges Court  
Hill Street  
Douglas  
IM1 1EF

Telephone : 01624 642426

Fax: 01624 642412

## **Records**

A record of complaints against Victoria House and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.

## **TERMS, CONDITIONS AND POLICIES**

### **APPLICATION FOR AFTER SCHOOL PLACE.**

Application forms must be completed and returned with a registration fee before a child can be considered for entry into the After School Club.



### **SECURING PLACES.**

When we receive your application form, if we have a place available we will write to offer you that place. At this time a deposit equivalent to four weeks' fees will also be requested

To secure the place, you will need to return your acceptance of the place, and your deposit, within 2 weeks. Failure to do this will result in the offer being withdrawn and the place offered to another child.

On receipt of your written notice to terminate your child's place, the deposit will be set against any outstanding fees due and any credit balance remaining will be repaid to you.

### **IMMUNISATIONS**

When your child starts at Victoria House nursery they will be playing and learning together with other children. If they are not up to date with their vaccination programme, there is a risk of them developing/passing on a preventable disease. It is Nursery policy that all children admitted to Nursery should be fully inoculated in line with the IOM Government's recommended inoculation schedule.

Before applying for a place at Victoria House Nursery, please contact your GP surgery to ensure your child has had all their routine vaccinations. This is so the best protection can be provided for both your child and the other children in our care. Where there are mitigating circumstances that prevent your child from being immunised, you should contact Victoria House to discuss your situation. This will allow the management team to carry out a risk assessment to help us consider whether an exception could be made.

### **DEPOSIT**

Your deposit, once paid, is held and offset against the final month's fees, that your child attends nursery.

**The deposit is not refundable if you decide at a later date (but before the due start date) not to take up the place.**

### **ANY CHANGES IN YOUR CHILD'S SESSIONS MUST BE REQUESTED IN WRITING.**

- If you wish to increase your child's sessions or change the days on which your child attends, you will go on a waiting list and the changes will be arranged as soon as a suitable vacancy arises.
- If you need any extra ad hoc sessions on a one off basis, these should also be requested in writing and will be accommodated wherever possible.
- Victoria House requires one month's written notice if you wish to reduce the number of sessions your child attends, or if you no longer require the place
- If you reduce your child's sessions at any stage, the sessions will be made available to other families on the waiting list so you may not necessarily be able to pick them up again at a later date.

- Please remember to give one month's written notice when your child leaves to start at high school.
- Insufficient notice will result in a full charge being made for a decrease in sessions or place.

## **SESSION TIMES**

Children should be collected no later than their session end time of 6pm.

## **HOLIDAYS**

After School Club will be closed when the schools are closed. No charge is made when the nursery is closed on these days.

ALL OTHER DAYS ARE TO BE PAID IN FULL, i.e. when your child is absent due to family holidays or sickness. A copy of current holiday dates is included with your information pack.

Please ensure that you advise us in advance, if your child is going to have a planned absence such as a holiday, hospital appointment etc.

## **MOVING ON**

Our After School Club is only for children in Reception year to Year 3. Your child will need to leave us when they reach the end of Year 3 at school.

## **PAYMENT OF FEES**

Fees are Payable monthly in advance by standing order, with payment to be received by the last working day of the previous month. We do not have the facilities to handle cash payments. Invoices are issued mid-month for the following month's fees and must be paid before the first day of the month to which they relate. There is a post box on the right of the hall for you to 'post' your payment when paying by cheque.

Failure to pay your fees on time will incur our standard penalty fee of £20.00 per week, with the initial fee being applied on the first day of the new month if payment has not been received by the end of the last working day of the previous month. It may also result in our having to refuse your child entry to nursery until all the outstanding fees are paid. We reserve the right to pass on any charges we incur as a result of unpaid cheques or excessive administration of your account.

## **INCREASE IN FEES**

Victoria House reserves the right to review fees regularly. This is normally done annually in September but may be done at any time. At least one month's notice will always be given of increases at any time.

## **ILLNESS**

If a child becomes unwell during the session, it is Victoria House's policy to inform the parents as soon as possible, and discuss the best course of action to take. Victoria House can cater for many problems, but a child who is running a temperature or suffering from sickness or diarrhoea cannot be catered for in the nursery. This is for the protection of the other children who attend. Parents are requested not to send their child to nursery if they are suffering from any infectious diseases. Victoria House staff must be informed of any illness which may prove to be dangerous to other children. Victoria House will advise all parents of any outbreaks of illness in the Nursery, and give advice on exclusion periods and possible treatments.

## **ACCIDENT PROCEDURE**

If an accident occurs requiring medical attention, you will be contacted immediately. As this is happening, a staff member will be with your child, and either an ambulance will be called or the

child will be taken by car to Casualty. The nursery will advise you to meet them at the hospital in this instance. All accidents will be recorded and filed, you will be asked to read and sign the record. You can request a copy of the accident form.

Please refer to the Policies Folder placed on each floor.

### **PROPERTY AND BELONGINGS**

Victoria House will provide an extensive range of toys for children of all ages. It is therefore not necessary and not advisable for children to bring toys from home. Children's comforts and toys of special interest are acceptable. Victoria House cannot be held responsible for loss or damage to children's property, although every effort will be made by the staff to ensure that children's belongings are not lost or damaged. Practical inexpensive clothing is strongly recommended. Victoria House polo shirts and sweatshirts are available to purchase – order forms are available on request.

Please supply all weatherproof clothing, hats, gloves, indoor pumps or slippers, and a pair of wellies for your child to change into as needed at Nursery. Please also supply a named bottle of sun cream during the summer months if your child need special cream.

### **INSURANCE**

Victoria House has extensive Insurance cover, which is displayed in the entrance hall.

### **SECURITY**

Under no circumstances will a child be allowed to leave nursery with anyone unknown to the nursery staff unless previously arranged by the parent or guardian. If parents make prior arrangements, by phone, the nursery will require the name, address and telephone number of the chosen guardian and they will require proof of identity, on arrival.

### **FIRE SAFETY**

We regularly carry out fire drills, at various times of the day, ensuring that staff and children know the procedure. Each drill is recorded, and the staff present are required to sign the record.

Smoking is not allowed in the nursery or in the surrounding grounds.

### **DISCIPLINE**

No nursery worker may, under any circumstances, smack a child, at nursery, regardless of the wishes or views of the parents. A parent smacking their child in the nursery could upset the other children and spoil their enjoyment of the session. (This paragraph is taken from the Childrens Act 1989)

### **POLICIES**

Health and Safety, Equal Opportunities, Behavioural and Special Needs policies will be shown to you at the time of your nursery visit and can be found displayed on the Parent's Notice Board. A complete set of policies relating to Victoria House is freely available for you to look at, or request copies of.

### **EQUAL OPPORTUNITIES**

Victoria House is an Equal Opportunities Nursery and all there are of equal worth, whatever their gender, race, social class, religion, culture, ability or disability.

## **EDUCATION**

All children are entitled to an education, which is a valid part of their quality of life, within their nursery life and is more than a preparation for later stages of education. Victoria House follows the Foundation Stage Curriculum and the After School Club is led by an Early Years Practitioner.

## **NEWSLETTER**

You will receive regular copies of our Newsletter.

## **MEALS**

**YOU MUST MAKE THE NURSERY AWARE OF ANY SPECIAL DIETARY REQUIREMENTS, FOOD ALLERGIES AND INTOLERANCES, SO THAT THE STAFF CAN PLAN ACTIVITIES AND SNACKS.**

Please do not let your child bring sweets or chocolate into the nursery.

## **COMMUNICATION**

Here at Victoria House we recognise that the care of young children is an extension of, and must complement, family life. To further this end parents are encouraged to take a close interest in the day to day activities of the nursery and to talk to staff whenever they feel the need. There is also a suggestion box available in the entrance hall of the nursery, where you can place any suggestions. This box is emptied and your suggestions reviewed on a regular basis.

## **COMPLAINTS PROCEDURE**

If you are worried or upset about anything, concerning your child/family, or the nursery and you wish to discuss it, please make an appointment with the office.

Victoria House Nursery have a Complaints Procedure in place and details of this can be found in the entrance hall of the Nursery or in any area of the Nursery. Parents may approach the Registrations and Inspection Unit at any stage of a complaint procedure and the address and the telephone number are as follows:-

Registrations and Inspection Unit, 4<sup>th</sup> Floor Markwell House, Market Street, Douglas, Isle of Man. IM1 2RZ

Telephone number 01624 642426 and Fax 01624 642412

## **BEHAVIOUR**

It is not acceptable for our staff or children to face, or witness, verbal or physical abuse and we therefore reserve the right to refuse entry to the building to anyone we believe may cause upset or disturbance. We reserve the right to ask anyone to leave at any given time.

Adults arriving at the Nursery should not be under the influence of alcohol or any other given substance which may affect their ability to take care of their child. Any offensive behaviour such as swearing, racial/sexist language, harassment or physical abuse will not be tolerated.

Respect and dignity for each other must always be at the forefront of our daily life and interactions regardless of culture, disability, gender, religious beliefs and/ or sexual identity.

## **ADMISSION/REMOVAL OF CHILDREN**

Victoria House reserve the right to refuse to offer a place to any applicant at any time without recourse, **or** to withdraw the offer of a place at any time before the child is due to start **or** to give a month's notice of the withdrawal of a place already in use.



## Victoria House

## Nursery

### Holiday Dates for 2021/2022/2023

**Close for Christmas** – Wednesday 23rd December 2020

#### 2021 dates

**Re-open** – Monday 4<sup>th</sup> January 2021

Good Friday – Friday 2<sup>nd</sup> April 2021

Easter Monday – Monday 5<sup>th</sup> April 2021

May Day - Monday 3<sup>rd</sup> May 2021

Spring Bank Holiday – Monday 31<sup>st</sup> May 2021

Senior Race Day – Friday 11<sup>th</sup> June 2021

Tynwald Fair Day – Monday 5<sup>th</sup> July 2021

Late Summer Bank Holiday – Monday 30<sup>th</sup> August 2021

**Close for Christmas** – Thursday 23rd December 2021

#### 2022 dates

**Re-open** – Tuesday 4<sup>th</sup> January 2022

Good Friday – Friday 15<sup>th</sup> April 2022

Easter Monday – Monday 18<sup>th</sup> April 2022

May Day - Monday 2<sup>nd</sup> May 2022

Spring Bank Holiday – Thursday 2<sup>nd</sup> June 2022

Platinum Jubilee Holiday – Friday 3<sup>rd</sup> June 2022

Senior Race Day – Friday 10<sup>th</sup> June 2022

Tynwald Fair Day – Tuesday 5<sup>th</sup> July 2022

Late Summer Bank Holiday – Monday 30<sup>th</sup> August 2022

**Close for Christmas** – Friday 23rd December 2022

#### 2023 dates

**Re-open** – Tuesday 3<sup>rd</sup> January 2023