

**YMCA** | childcare

# St Teresa's Catholic Primary School

Parent handbook



**Ofsted**  
Good  
Provider

Dear Parents and Carers,

## Welcome to YMCA Childcare!

Our before and after school clubs follow an exciting, progressive programme designed to encourage children to **discover their interests, develop new skills and support their educational outcomes.**

In addition to art, play, group games and sport, children have the opportunity to get involved with some brilliant and unique activities.

### Skills Coaching

From Lego to football, Skills Coaching gives children the opportunity to take part in structured weekly sessions and challenges to build their knowledge and confidence in a variety of different activities.

Activities are chosen to be fantastically fun, and to contribute to primary age children's key learning outcomes in problem-solving, maths, design, teamwork, creativity and more.

### Mindfulness & Yoga

At the end of every club, we'll be delivering amazing mindfulness and yoga sessions to support children's

emotional and physical health. Calming and focusing, children will be set up for a brilliant day at school, or a restful evening at home.

### Core Value Awards

At YMCA, we celebrate children through weekly awards and regular thanks for demonstrating the values that help us all grow to be happy and thriving individuals: Respect, Responsibility, Honesty and Caring.

You can learn more about our day on page 4.

All of our Play Leaders are so excited to welcome you to our sessions! Please, if you have any questions at all, feel welcome to contact me directly on [Catherine.Shotton@nottsymca.org](mailto:Catherine.Shotton@nottsymca.org).

Warmest regards,



**Catherine Shotton**

Assistant Operations Manager –  
Early Years and Childcare

## Have any questions?

Email [childcare@nottsymca.org](mailto:childcare@nottsymca.org)  
or call us on 0115 711 7006.

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# Key information

## Breakfast club

 St Teresa's Catholic Primary School in the school community room

 7:30am - 8:45am

 £6.25 per session


 07398389683


 4+ 4-11 years


## After-school club

 St Teresa's Catholic Primary School in the school community room

 3:15pm - 5.45pm

 £10.75 per session

 07398389683

 4+ 4-11 years

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**Our After School Club is held at St Teresa's Catholic Primary School 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 in.**

## 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](mailto:childcare@nottsymca.org).

## 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.

We will inform you by text once your child has safely left/arrived at the premises.

# OUR DAY

YMCA | childcare

## Welcome...

Say hello to all our Play Leaders!  
Get registered, settled in and ready for the session

## Breakfast or Snack

We kick off with some delicious and nutritious food, to keep us fuelled and happy

## Activities & Skills Coaching

Every day we have something brilliant and inspiring to get involved with, including fantastic weekly challenges!

Just a few things we get up to...

Construction Challenges

Football Skills

Group Games

Sports & Ball Games

Arts & Crafts

Lego Skills

Parachute Games

## Mindfulness & Yoga

Each day we take time to relax, be present and look after our mental wellbeing! It's the perfect way to end the session, ready for home or a day at school

## Tidy up time

Everyone helps out to get our space looking nice and tidy for the end of the day.

## Time to go!

Time to be picked up, or be taken to school for the day!

# How to book



**With YMCA you can have peace of mind knowing there is a space reserved for your child all year round. Simply book through our online system and choose your preferred way to pay.**

**1**

## **Monthly instalments**

Simply choose your childcare through our online system **bookings.nottsymca.com** and select 'Payment Plan' at check-out. Spread your childcare costs monthly via Credit Card or Standing Order.

**2**

## **Full year**

Customers are able to easily pay for the full academic year in advance through our online portal **bookings.nottsymca.com**

**3**

## **Ad-hoc Bookings**

If you do not need childcare ongoing, simply email us at **childcare@nottsymca.org** or phone **0115 711 7006** to book in ad-hoc.

Please note these are subject to availability.

All bookings and cancellations are subject to our Terms & Conditions, please read these carefully on page 10.



**We welcome bookings made with tax-free childcare schemes and vouchers.**

\* 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.



# Communication, feedback and complaints

**St Teresa's Catholic Primary School Ofsted Number: 2643388**

We would love to hear your feedback. Of course, our staff team are always happy to listen to your concerns or thoughts at arrival and collection time. If you require a longer chat just let a member of staff on site know to arrange a time or call Cath Shotton on **07787 178 269**.

At the end of every term, you'll receive a short email survey to share your feedback with us.

Our staff love to hear how your children have got on, so please give a mention to any staff who have made your time special.

Alternatively, you can write a letter and return it another day or pop it in the post to head office:

**St Teresa's Catholic Primary School,  
London Rd, New Balderton,  
Newark, NG24 3BN**

## Our complaints policy

If you have concerns about the quality of the care your child is receiving, it is usually best if you discuss it with us. Contact Cath our Assistant Operations Manager - Early Years and Childcare on **07787 178 269**. If you are a parent/ carer and cannot resolve your concern through discussion, you can send your formal written complaint to **childcare@nottsymca.org** or by post to the address above or ask for our Complaints procedure on the parents noticeboard on site.



# Keeping healthy & safe

The health and safety of every child is our primary concern at all times. By following our guidelines on medication and illness you can help keep our clubs safe for everyone.

## Medical authorisation

We need your permission before we can administer your child with any medication. This must have been prescribed by their doctor, dentist or nurse. You will need to complete a medication administration form on the first day your child attends the club.

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

- Child's name
- Date of prescription
- Prescription's expiry date
- Name of pharmacist
- Correct dosage instruction

## Illness, accidents and emergencies

Please don't bring your child to childcare if they are not feeling well. Call us to let us know on **07398389683**.

In the event of an accident or sudden illness, the club staff are equipped with the training and supplies to administer first aid. If the situation warrants further attention, emergency services will be contacted. You will be notified, by phone, if any injury or illness requires medical attention or if your child needs to be picked up. If we can't contact you, the emergency contact person that you have indicated will be notified.

## COVID-19

We adhere closely to the latest government guidelines at all times. Our team support children to stay safe, with regular cleaning and handwashing. **Please do not bring your child if they are displaying symptoms of COVID-19.**



## Safeguarding

YMCA take our duty of care very seriously and have robust safeguarding processes in place. If you would like more information, please email [childcare@nottsymca.org](mailto:childcare@nottsymca.org).



# Behaviour policy

We are committed to providing a caring, friendly and safe environment for all the children in our care.

**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.



**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.



# TERMS AND CONDITIONS FOR YMCA CHILDCARE (Updated July 2021)

These terms and conditions provide the basis of agreement for parent/carers and YMCA in providing our childcare programmes.

## 1. PARENT/CARERS

1.1 To make your booking you will need to create an online account including username and password using our online bookings system at [nottsymca.com](https://nottsymca.com) facilitated by our external provider MagicBookings.

1.2 You will need to make a booking before your child can start at one of our childcare settings and immediately inform YMCA of any changes to the information provided such as contact details or emergency contact information and inform YMCA if your child has any Special Educational Need and Disability (SEND) or allergies and medical needs.

1.3 Children will not be released to any person who is not usually responsible for collecting them without a password and prior notification. If an individual attempts to collect a child without prior notification, we will not release the child until we have contacted the named responsible adult. The person picking up children must be at least 18 years of age; otherwise, a release to minor form will need to be completed.

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

1.5 Please inform YMCA if your child is the subject of a court order and provide YMCA with a copy of the order on request.

1.6 You must inform YMCA immediately if your child is not able to attend a booked session by calling the specific site phone number or bookings team on **0115 711 7006**. You must inform YMCA in advance of any dates that your child will not be attending the childcare setting.

1.7 Complete a medication administration form if you require our staff to administer any medicine to your child. Please ensure that the medication is prescribed by the doctor/dentist/nurse or pharmacist with a dispensing label showing child's name in the original packaging.

1.8 Inform us immediately if your child is showing symptoms of any contagious illness. You must not allow your child to attend the setting if they are showing symptoms which could be passed on to another child.

## 2. BOOKINGS AND PAYMENT

2.1 When a booking is made, it is made on a permanent basis. For example, if you book a Tuesday and Wednesday session, those sessions will be allocated to your child until you cancel these sessions. These sessions will be honoured by the YMCA until notice to change sessions or notice of cancellation is given to YMCA.

2.2 Shift working patterns can be accommodated, please call our bookings



team on **0115 711 7006** to discuss availability and payment details.

2.3 Ad-hoc/late bookings are subject to each individual setting's availability, if available they are bookable up to 1 hour before the session, these bookings are subject to higher fees. Please visit [nottsymca.com](http://nottsymca.com) for fee details.

2.4 Details of our current fees are listed at [nottsymca.com](http://nottsymca.com). We may review these fees at any time, but we will inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee, you may end your booking with us by giving one months' notice by calling **0115 711 7006** and speaking to the bookings team.

2.5 All fees must be paid on a monthly basis, in advance of sessions. All payments made under these terms and conditions must be by debit or credit card, childcare vouchers or tax-free childcare.

2.6 No refunds will be given where your child's childcare place is unattended due to illness or holidays. Where childcare settings are closed on bank holidays (or substitute days), no refund will be given for this closure as our fees have been calculated taking these closures into account.

2.7 If you have been unable to collect your child by the published setting closure time, we will charge you a late collection fee of £5 per every 5 minutes. Please call ahead to inform us if you are going to late in collecting your child. We discourage appointments and early collection as it disrupts the day for both your child and other children at the childcare settings. If you need to collect your child early or have scheduled an appointment, please let us know on arrival.

2.8 Our childcare settings 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.

### **3. CANCELLATIONS / SUSPENSIONS**

3.1 You may make changes to or cancel your booking pattern giving at least one months' notice, please call **0115 711 7006** to make changes or provide written notice to cancel your booking to [childcare@nottsymca.org](mailto:childcare@nottsymca.org).

3.2 We may end our childcare agreement with you if you have failed to pay your fees or you or your child have breached the terms and conditions or breached the code of conduct listed in the parent handbook.

3.3 We may suspend the provision of childcare to your child giving one months' notice, at any time if you have failed to pay any fees or your child's behaviour at the childcare setting is deemed unacceptable or endangering the safety of other children at the childcare setting.

3.4 If the period of suspension exceeds one month, you or the YMCA may terminate the childcare booking by written notice sent to [childcare@nottsymca.org](mailto:childcare@nottsymca.org).

### **4. CLOSURES**

4.1 We may take the decision to close your child's site. We will give you as much notice as possible of such a decision.

### **5. GENERAL RESPONSIBILITIES**

5.1 We have a duty to protect all child in our care and staff follow our safeguarding children policy and procedure (a copy is available on request). We follow our safeguarding children policy and

procedures which include reporting safeguarding incidents where we consider that a child may have been neglected or abused to the relevant authorities. If we believe your child is at risk of significant harm however we would discuss this with you beforehand.

5.2 Please ensure you include all information about any SEND, medical needs, diet, and supervision requirements on your online account. Every child is considered individually, and every effort will be made to include a child within the limits of the resources of the programme. Failure to inform us of your child's needs could result in us being unable to offer your child a place at our childcare settings.

5.3 If you have any concerns regarding the childcare settings or wish to make a complaint, please discuss these with the Senior Play Leader in the first instance. If these concerns or complaints have not been resolved, please contact the Assistant Operations Manager – Early Years and Childcare.

5.4 Before any child is allowed to arrive and/or leave the Before School and/or After School Club unescorted, a letter must be completed and signed by the registered parent/carer. We will text you when your child leaves our care. YMCA will not be responsible for any child once they have left the premises under this agreement.

5.5 We ask that all personal toys and electronics such as yo-yos and fidget spinners, money, jewellery and cuddly toys and pets are all left at home. Unless we specifically ask for item to be brought in for an activity.

5.6 Please mark all personal items, including clothes, packed lunches and water bottles, with your child's name, as we often get several children turn up with similar items. This will also reduce any risk of losing items and cross-contamination. Nottinghamshire YMCA is not responsible for lost, misplaced or stolen items but we'll do our best to make sure your child leaves with everything they arrived with.

5.7 From time to time we may have photographs or video taken of the children who attend our childcare settings. These photographs / videos may be used for promotional purposes. We will not take photos or videos of children without parental consent, as per our data protection policy. You should ensure the permissions section of your online account is up to date with your preferences.

5.8 As the number of children with nut allergies is increasing, with the support of parents we aim to keep our childcare settings Nut Free. Parents are requested not to include nuts in packed lunches. Parents are also requested not to use creams, sun creams, oils etc. on their child that may contain nut oil to help those who may have nut allergies.

5.9 We can administer sun cream to children, please update your account preferences if you would rather, we didn't apply sun cream to your child. Please provide your child with spare clothing if you think they may have accidents. Please also provide appropriate clothing for all types of weather.

5.10 Occasionally we watch movies as part of our programme, but we will seek parental permission on each occasion.

## 6. DATA PROTECTION

6.1 When you create an account with us and make a booking, you are confirming you have read and understood these Terms and Conditions and agree to comply with them.

6.2 Nottinghamshire YMCA's general publicity and marketing images / video will be kept for three years from the date of capture. After this time, Nottinghamshire YMCA will delete images/video or seek further consent from you to continue to use them. These images and/or video could be used on the Nottinghamshire YMCA website, online social media channels including Facebook, Twitter and Instagram, and printed promotional materials such as posters and flyers. For our full media consent policy please visit <https://www.nottsymca.com/terms-conditions/>

6.3 You can remove your consent regarding images/video and/or marketing communications at any time by emailing Nottinghamshire YMCA Marketing and Communications team on [MPR@nottsymca.org](mailto:MPR@nottsymca.org) or by calling 0115 711 7006 and asking to speak to anyone in the Marketing team.

6.4 All images/video will be kept electronically in a private and secure area on our servers and will not be disclosed to any external sources without your consent. We may also store images on paper for design and proofing purposes. In compliance with current UK data protection legislation and the GDPR legislation, Nottinghamshire YMCA is committed to protection personal information and complies with the Data Protection Act (1998) as well as the General Data Protection Regulation 2018.

## 7. CHANGES

7.1 We may make changes to these terms and conditions from time to time, and we will notify you by email if we make any changes to these terms and conditions.





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 **nottsymca.com**  **0115 711 7006**



Ofsted reg number: 2643388