

LUBAVITCH CHILDREN'S CENTRE

Parent handbook

A guide for parents

Devorah Leah Sudak

2025

Contact Information

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Opening Times

Nursery	Office
Monday - Thursday	Monday - Thursday
8:00am – 5:45pm	8:00am – 6:00pm
Friday	Friday
8:00am – 11:45am	8:00am - 12:00pm

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Introduction

Thank you for choosing the Lubavitch Children's Centre for your family's child-care needs.

It is important for you to understand how we operate. We hope this booklet will clarify all our policies and procedures, and we look forward to your full cooperation in implementing them so that your child will be able to get the best start in life.

Head of Centre

Mrs Devorah Leah Sudak.

Qualifications: NVQ3 in Childcare, NVQ4 in Management in Childcare, NPQICL Integrated Childcare Leadership (level 7)

Mrs Sudak has been working in the field of early childhood for over two decades. She oversees the extended services, health services as well as the childcare provision.

Our Mission

To provide a high quality provision for young children and their parents whilst maintaining high standards of Yiddishkeit.

Our Vision

In a happy environment which caters for the physical, mental, emotional, intellectual and spiritual wellbeing of both children and adults, we aspire to:

- Provide a Torah-true education in an atmosphere of warmth, love and respect, enabling each individual to develop and grow, realising their full potential.
- Provide programmes and activities which actively engage pupils and promote independent learning skills and creativity, enabling them to achieve high academic standards.
- Provide guidance and direction, thereby laying the foundations for a meaningful and productive life.
- Develop a sense of responsibility in everyone towards their community and the wider world.
- Develop positive character traits in everyone, including self-confidence and respect for others.

Our philosophy

Our philosophy is based on the teachings of the Lubavitcher Rebbe.

The Rebbe taught us the importance of education from before birth, continuing through all stages of a person's life. The Rebbe showed us the value of each individual.

The word "Chabad" is a Hebrew acronym for the three intellectual faculties of: *chachmah*-wisdom, *binah*-comprehension and *da'at*-knowledge. The movement's system of Jewish religious philosophy, the deepest dimension of G-d's Torah, teaches understanding and recognition of the Creator, the role and purpose of Creation

and the importance and unique mission of each creature. This philosophy guides a person to refine and govern his or her every act and feeling through wisdom, comprehension and knowledge.

The Centre aims to equip the children with the life skills that will enable them to experience fulfilling and rewarding participation within their community, through providing opportunities to work together cooperatively, to explore human relationships and to practice non-violent conflict resolution strategies.

At the Centre we strive to develop positive, supportive relationships with families based on open communication and sharing of knowledge and skills. We consider each family unique in its structure, culture and values, and respect the special relationship between children and their families, incorporating this perspective in all our interactions with children.

The Centre aims to develop and implement environmentally sound practices that recognise our responsibility to protect and preserve the environment, and to foster in children an ongoing commitment to caring for the world in which they live.

The Lubavitch Children's Centre Team

As you could appreciate, providing the best in care and education for your child, and the best in service to you, doesn't just happen. It is the result of ongoing team effort and commitment.

The LCC Team is made up of individuals and small work teams who each have important roles, responsibilities and functions within the Centre.

Extended Services Team

The Extended Services Team is made up of the Head of Centre, Extended Services Manager, Business Manager, Administrators, Family Play workers, Crèche workers and outside professionals.

These are the people who plan, organise and run the extended services taking place in the LCC. You are more than welcome to participate in any of our programmes.

The Childcare Team

The Childcare team is made up of the Head of Centre, the Senior Nursery Officer, an Early Years Teacher, a SENCO, NVQ 3 Qualified Nursery Officers, NVQ 2 qualified Nursery Officers and Lunch time Helpers. These are the people whom you and your child will have day-to-day contact with and who are primarily responsible for the care and education of the children enrolled in their care.

Fees and registrations will be dealt with by the Administrator and Finance Officer. They will be your daily contact during opening hours to record and pass on any important information.

Facilities Team

Important support services such as cooking, cleaning, gardening and maintenance are carried out by our small, but vital team of services staff. Coordinated by the Business Manager, the Facilities Team work together to ensure that:

- The early childhood staff has the resources they need to care for your child each day.
- The children are provided with satisfying snacks and meals throughout the day.
- The physical environment is kept clean, hygienic, safe, and secure and aesthetically pleasing at all times.

Our Standards and Staffing

Our Standards

Standards are set by the Government to ensure that the Centre provides a safe and stimulating environment for your child.

Regulations

The Children's Centre is Ofsted registered and has a 'good' rating. We follow the EYFS legislations, which are the statutory guidelines and are closely maintained and supervised by the Learning Trust. We use the ITTERS, ECCERS and SSTEW rating scales to ensure high standards are always maintained. Representatives of Hackney Learning Trust visit and audit the Centre throughout the year.

The EYFS regulations are set in place to ensure the safety and well-being of the children in our care and are used to guide any decisions or changes. They stipulate the size of the furniture, the area of play spaces and the different types of equipment, amongst other things and provide the staff with procedures to follow in the event of an emergency, accident or infectious disease occurrences.

The Children's Services Regulations are in place to ensure that;

- The physical environment we provide for your child is meeting a certain basic standard.
- Staffing ratios meet the minimum requirement.
- Procedures and record keeping practices are satisfactory.

We do however pride ourselves on consistently providing a high-quality service which is always ahead of the standards required.

Our Staff

At LCC, staff members are regarded as our most precious resource since we know that the quality of care that your child receives each day primarily rests on the shoulders of these special individuals.

The breadth of their experience and the level of their training, along with the personal attributes which they each possess, places them in excellent stead for providing the standard of care that our Centre aspires to.

Quality Staff

Early childhood is an extremely important period of your child's life. It is known that children learn more in the first five years of their life than they will learn in their remaining years. It is also true that by the age of three, children have already developed lifelong values and attitudes towards the world in which they live.

This is why our staff are experienced and skilled, early childhood professionals, who recognise the importance of your child's first years and who have the skills and knowledge to foster your child's overall development.

Many of the individuals within our professional team hold various qualifications, in both early childhood and workplace training. Their expertise and excellence is highly regarded within the early childhood field and we provide ongoing training for our team.

Our commitment to quality enables you to feel confident with the knowledge that your child is in the hands of experts whilst in our care and that the programmes our staff develop and implement are both innovative and models of best practice in line with Jewish values and traditions.

Continuity of Care

Consistency and continuity are a vital component of quality care and is achieved at our Centre through the Key Person system. Staff rotas receive our careful attention and are founded on the principle that children need to feel safe and secure in their environment to explore and learn. Each child will have a designated **key person**, who will be your main contact person regarding the needs of your child. In case of absence of your child's key person a replacement will be put in place.

Staff Ratios

The ratio of staff to children also plays a major role in the provision of quality childcare.

- 1 staff member to 3 children under the age of 2
- 1 staff member to 5 children over the age of 2
- 1 staff member to 8 children over the age of 3

The levels of staffing that we provide, ensures that your child receives individual and personal care and that the service we provide to your family is consistently of a high standard.

Staff Development

The Management of LCC recognises the importance of fostering a supportive work environment for staff and provides ongoing opportunities for the growth and development of individuals within the team.

We understand the relevance of staff development to the quality of our service and therefore carefully plan for the personal and professional development of each team member.

Our work culture is founded on trust and mutual respect and engages open and honest communication. Our practices are founded on ethically sound principles as we work to support each other's growth and development and to work cohesively as a team.

Visitors

The centre welcomes prearranged visits and will endeavour minimal interruption will be caused to the routine of the children. Visitors will have no unsupervised access to the children in our care.

Students

Our centre will accept students, knowing how vital the practical experience is towards each student's studies and how enriching it is for the children to have opportunities to meet new people in a safe and secure environment.

Whilst at the Centre, all students are under the direct supervision of the Team Leader and abide to all the policies of the Centre. Students will never be included in the staff: child ratio and are not to be left alone with the children. Students will not be tasked with changing nappies.

Volunteers

The contributions from volunteers and other people within our community are both valued and appreciated, as they enrich and complement the program we develop for your child and build on the experiences which our staff provide for the children each day.

All staff and volunteers are required to undertake an enhanced Police check before commencing employment at LCC. We provide each staff member with a personal name badge that identifies them to you and your family. You will be notified when students, substitutes, or other visitors will be in attendance in your child's playroom.

LCC Nursery

Lubavitch Children's Centre has the childcare facilities for thirty-eight children. The Nursery comprises of two Family Group playrooms. The baby room can have a maximum of 15 children from 3 months to 2 years at a time and the nursery room can have a maximum of 22 children aged 2 – 5 years at a time.

Family Groupings

'Family grouping' is the childcare term used when referring to groups of children of mixed ages. This term is used since its composition more closely resembles that of a family, than the more popular choice of grouping children in care according to age.

An important feature of a successfully grouped program is the understanding that everyday routines, as well as experiences or activities, are not only possible but can be beneficial for children and more interesting for the staff in a family grouped setting.

We strongly believe that the family grouped environment we have developed, provides an appropriate setting to foster all areas of your child's development.

The benefits to the children, as observed by our staff since the introduction of family grouping, are:

- Language development occurs very well in mixed age groups where children act as role models for others with weaker language skills. Toddlers grouped only with babies and other toddlers in child care are exposed to a limited range of language skills. In family groups, the younger child is surrounded with

language interactions of various levels and complexity and as a result, may often develop language skills more rapidly than their peers in age group care.

- Social and emotional development occurs appropriately in a family grouped setting. New children settle more easily and feel secure with help from siblings and older children. Those children who are already comfortable help guide children who are new to the setting to learn what happens during the day and in the process, develop their own self-esteem and self-confidence. They model sharing and turn-taking for new or younger children. A less out-going child is able to relax and interact more comfortably with younger children.
- Fewer behavioural problems are a common feature of family grouping. Children of varying ages do not have to compete for the same equipment as their play interests are often very different. They tend to interact in a more positive social manner. There is less aggression and more nurturing of others. Staff members who have experienced both same and mixed age groups say toddlers are more apt to display negative behaviour when with other toddlers. This is because they are all asserting their independence and only just learning co-operation skills. In family groups, children learn more positive behaviour from a wider age range of children. The safety of babies is sometimes raised as a concern about family grouped settings, yet we believe babies in age group care have more to fear regarding aggression or injury from another baby or toddler, than from an older child.
- Physical and intellectual development is also well provided for in a family grouped setting, since each child is able to play and learn at their own pace. Children learn to accept and respect others' abilities and can themselves attempt any experience without embarrassment or a sense of failure. Older children are able to model appropriate play and problem solving to younger children whilst mastering and extending their own development.

Another feature of family grouping that benefits all concerned is that there is no beginning or ending to each year. The evolving nature of family grouping and the continuous booking system that we have in place ensures that our programmes operate smoothly all year round.

In our three year old programme, your child's growing independence will be fostered and their self-awareness and self-esteem nurtured. They will also be provided with developmentally appropriate activities and experiences for further challenge.

EYFS Programmes

The programme in each playroom is developed by the Early Childhood trained Team Leader and reflects the individual needs of each child, as well as the needs of the group. All of the programmes within the Centre are guided by the Centre's unique philosophy.

What is the EYFS Programme?

Our EYFS Programme is a vehicle for your child's learning and development whilst at the Centre. It is a programme that provides quality experiences for children and reflects current thinking and early childhood best practice, is a vital component of a quality childcare service.

The primary focus is to facilitate and actively contribute to the on-going development of innovative educational programmes within the Centre that appropriately reflect current thinking and demonstrate best practice. This is achieved through working effectively with the Team Leaders and Nursery Teachers on the development of the programme in each playroom and by providing on-going support and guidance to the staff in regard to the programme implementation and evaluation.

The Children's Centre implements a programme which combines the Jewish culture and traditions with the EYFS, following the Jewish Calendar.

In addition to this, our programmes are developed to take into account the individual needs of each child within the group, their unique disposition and their personal likes and dislikes. You can therefore be confident that your child is receiving the best personalised care and education whilst participating in our programmes.

“The types of materials in a classroom and the way in which they are organised convey important messages to children. A room that is attractive, cheerful, orderly, and filled with interesting objects conveys the message: “This is a comfortable place where you can explore, feel safe, and learn”. Teachers who are aware of the power of the environment are able to arrange indoor and outdoor spaces to convey the messages they want children to receive”.

How is the programme developed?

Knowing your child as an individual and building up a relationship with your family, is an important aspect of programme planning.

In order for our staff to sensitively and appropriately plan for your child, they will keep written developmental records, weekly assessments, pictures and planning notes throughout your child's stay in the centre. All information on your child's developmental progress is kept in your child's profile and is available for you at any time. Our staff members do welcome individual meetings with you to discuss your child's development if requested. All observations of your child are kept confidential. Team leaders are available at any time by appointment to discuss your child's progress.

Weekly assessments completed by your child's key person taken on i-pads will be emailed to you and shared on the Family app.

The Team Leader in your child's playroom is provided with scheduled time slots during each week for programme planning, preparation and evaluation. This time is used by the staff to observe and plan for the children, read relevant literature, create new resources for use within the rooms and to meet with parents when requested.

The programming revolves around experiences provided in a range of settings and utilising a variety of resources. A large range of developmental areas including social and emotional, gross and fine motor, cognitive, language and manipulative, are planned for creatively through providing art, music, literature, nature and cooking experiences for the children, as well as through the use of painting, books and natural materials from the garden.

What are the values that underpin our programmes and what will your child learn?

We believe it is important for children to enjoy their environment and to have the opportunity to appreciate the creativity of others. That is why our programmes foster creative development and aesthetic awareness and why great care is taken to create an aesthetically pleasing environment for your child.

Great care is also taken to ensure all children feel they have the right to participate, by ensuring children of both genders have equal access to all of the activities and equipment provided. The use of multicultural, non-gender bias, special needs and environmentally sensitive equipment, books, music and posters, also reinforce our programmes goals.

Our programmes are further supported by the respect, acceptance and co-operation modelled to the children by the staff within the Centre and the implementation of an early childhood conflict resolution programme, developed by our staff, to encourage the development of age appropriate conflict resolution skills in the children. Your child will learn about resolving conflicts creatively and positively, in an atmosphere of support and co-operation.

A tremendous amount of your child's learning take place in the outdoor setting, and we therefore place a considerable emphasis on our children's playground and have a Free-flow policy. Meaning that the children can go outside whenever they want (under supervision). Our playground was designed by the staff to reflect the Centre's philosophies and to provide an area where the children's natural sense of curiosity can be nurtured.

Your involvement and your families' involvement is welcome and encouraged. The Centre Staff is available to discuss with you how you can become involved in the Centre in ways that are meaningful and of benefit to both yourself and your child.

"Children need to have an opportunity to directly experience various elements of their natural environment. Looking after animals, growing plants in various conditions, experimenting with water and air, collecting rocks and exploring various soils will help children understand what natural environment consists of and how its elements influence each other. They will also help to develop children's positive attitude towards appreciation for the natural environment.

Programme Planning

The Programme is designed to reflect the needs of the individual children. Programming revolves around activities either on mats on the floor, in our messy tray, our lofts, tables or easels and covers all areas of development: The primary areas: Personal, Social & Emotional, Physical and Communication & Language Development. And as they get older it will include the secondary areas to include Literacy, mathematics, Understanding of the World and Expressive arts & design. We endeavour to involve parents to ensure a collaborative approach to the overall development of each child's experience. We have a Link Book System in place, through which parents and staff can communicate regarding the needs and developments of their child. All transition times including mealtimes, sleep times, toilet and nappy changing times, is used as learning experiences as well as relaxed social times for both the staff and children.

All children will receive a book, bookbag and feedback sheet every week for them to read at home with their parents. The feedback pages are discussed in the room with the rest of the children.

Our Daily Routines

Eating, Resting and Toileting

Your child's playroom will have a daily routine that incorporates each child's physical needs for eating, resting and toileting throughout the day.

Our routines are flexible, having been developed to provide a framework for staff to meet your child's individual physical needs whilst at the Centre, yet also predictable, providing your child with a sense of security and familiarity throughout the day's progression.

Meals and Snacks

Our menu is developed to reflect the Healthy Eating Policy.

The Children's Centre provides a freshly cooked midday meal for your child each day, as well as morning and afternoon fruit snack and milk and a sandwich for children staying until 5:45 pm. The menu for the week is posted on the parent notice board for your information and will be e-mailed out.

Meals are prepared each day on the schools' premises (next door) by our Chef, who places much emphasis on using fresh wholesome ingredients, providing a varied and nutritionally balanced menu, and maintaining the highest standard of kashrus, cleanliness and hygiene at all times.

Our Centre's attention to detail is not limited to the presentation of meals. The total mealtime experience for your child is planned for carefully, and with flair. Staff in each of our playrooms prepare for mealtime, adding finishing touches such as material table cloth and napkins, beautiful bibs, and low high chairs..

As well as being an appropriate time for meeting your child's physical needs for food and drink, meal time and snack time at the Children's Centre is also a time for socialising, learning and exploring. Importantly, these daily routine activities provide opportunities for the children and staff to enjoy each other's company, and to build on and explore the children's developing relationships with their peers and caregivers, and their growing social awareness. We also use this opportunity to teach the children brochos and benching, including a song thanking Hashem for the lovely food.

Please do not send in food from home.

Infants

The special food and drink requirements of your infant are at all times accommodated within the daily menu, either through the modifying of menus, or through providing appropriate alternative menus.

Our experienced staff recognises that your young child may need to be fed at times other than the times we have set aside in our routines. On enrolment, and throughout your child's attendance at the Centre, our staff will discuss with you your child's individual and changing dietary needs.

If you are breast feeding when your child commences care, please speak to your child's key person. Arrangements for comfortable breast feeding at the Centre can be made, or alternatively, you can express your milk for feeding by the staff. Nursing mothers are very welcome at our Centre, and our staff are always willing to offer support and provide further information should you require it.

Special Diets

Should your child require a special diet please bring this to the attention your child's key person who will inform our Chef. They will be only too happy to discuss any individual needs your child has, and to incorporate any special dietary requirements into the daily menus. If the diet is due to medical reasons, please bring in a Dr's letter explain the nature of the allergy and symptoms.

Please note, the Centre ensures that nut products are not offered to the children in any snacks or meals - please do not send any such product with your child, including peanut butter on toast, etc.

Dental Care

Our well-balanced nutritious meals, snacks and drinks are provided throughout the day. Dental care is ensured by offering all children water after their main meal, fruit at either morning snack, lunch or afternoon snack, which in turn promotes healthy teeth.

We will be giving milk or water in bottles, no juice. Bottles at bedtime are discouraged. At snack and mealtimes the children will be drinking from cups from the age of 6 months.

Children over 2 years old, who stay full day, will brush their teeth after the midday meal.

Rest Times

Rest times are an essential part of the day for all of the children in the centre. Some of the children use this time to sleep, others to play quietly in a peaceful and relaxing environment.

The transitions from play to sleep, or from lunch to sleep, is always smooth and consistent, in an environment in which the children feel secure. The lights are lowered, soothing music is played, and the staff members spend special time helping each of the children to bed whilst encouraging independence in dressing and undressing.

Your child's sleep routine at the Centre is developed with your help, to compliment your home routine. Any requests you may have, such as limiting sleep times or additional rest times, will be actively, and happily, followed through by our staff.

Your child is welcome to bring along any security items, such as a dummy, bottle, blanket or special toy. All other bed linen is supplied by us.

At LCC your child will never be forced to sleep or to stay up when tired. Our playrooms are always set up with quiet activities for children who do not require a formal sleep or rest time. As young children's bodies know how much sleep they need, we offer children beds if they are tired and will not wake them up but allow them to wake up themselves when fully rested.

Infants

Your infants individual sleep pattern at home is used for the basis of establishing a sleep routine at the Centre. On enrolment, our staff will enquire on your child's sleep routine, and discuss with you how your child's individual needs can be accommodated within the playroom's routine. Cots and individual linen for your child is provided by the Centre.

Toileting

Our staff believe that it is important that their concern for hygiene and for guiding the children's developing control of their bodily functions, is appropriately balanced with a sensitive approach, to ensure each child's comfort, and to foster the children's developing sense of competence.

Infants

Your child will be changed by staff as necessary throughout the day, in a safe and hygienic manner, and information relating to your child's individual toileting during the day is recorded for your information.

You will need to provide the nappies, wipes and creams.

Toddlers

Careful observation of your toddler (usually after the age of two) by our staff, and subsequent discussions with you, will ascertain your child's readiness for toilet training. After consultation with you to determine whether toilet training should be started, a planned and relaxed process will commence.

Our staff will encourage your toddler's interest in imitation when they see other children using the toilet, and will demonstrate a positive approach to your child's gaining control and sense of competence.

Toileting and toilet training at our Centre, is supported by family grouping, and are positive experiences for your child. Our staff members are experienced in the toilet training of young children, and will assist and support your family in any way possible when the time comes to take this step with your child.

Child Care Procedures and Practices

Health, Hygiene and Safety Practices

The health, hygiene and safety practices that guide our work with your child are intended to maintain the health, safety and well-being of all the children and families using the Centre.

Accidents and Emergencies

We record all of the relevant information surrounding any accident or incident that may have affected your child whilst participating in our programs.

Included in this record is a report of the nature of the injury, which is then dated and signed by the attending first aid qualified staff member. On arrival at the Centre, you will be told of the nature of the incident concerning your child or staff may ring you during the day to notify you of the incident. You will be asked to sign the accident form on the Family app.

Your child's safety and well-being is of prime concern to us, and we plan our environment carefully and with safety in mind. In addition to this, the majority of staff members at LCC holds current First Aid to ensure the safety and well-being of your child, whilst in our care.

The following procedure will be followed should your child be involved in an accident or emergency.

- Attend to the immediate needs of the child keeping them comforted and informed throughout
- Assess the situation to ensure no other children are at harm
- Reassure the child and assess the nature of the injury
- Administer First Aid if required
- If further medical attention is required
 - (a) Contact the parent or Guardian to collect the child
 - (b) If immediate medical attention is needed and the parent is unable to be contacted an ambulance will be called. A staff member will accompany the child in an ambulance
- An accident report must be completed by the staff involved
- Parents to be notified on arrival or a phone call made
- Staff should evaluate the scene of the accident and remove causes, or discuss situation with other children/staff involved.

Child Abuse

As early childhood professionals, LCC staff members are mandated to immediately report to the Nominated Safeguarding Officers any suspected case of child abuse or neglect, who will evaluate and take appropriate action.

Cleanliness and Hygiene

The management and staff are only too aware of the importance of good hygiene practices in childcare. Great lengths are taken to maintain a high degree of cleanliness in all food preparation, as well as toileting and nappy changing procedures.

We have a no-shoe policy in the playrooms. Visitors can put a shoe cover on, and staff and children who want to wear something on their feet can have slippers or clogs and leave them in the centre.

We have children all enjoying themselves and using a variety of messy activities within the Centre, and our facilities are cleaned thoroughly every evening by our professional cleaners, ensuring that the environment we maintain for you and your child is at all times clean, hygienic and aesthetically pleasing.

The Children's Centre staff members follow high personal hygiene practices. They wear disposable gloves and aprons for food handling, nappy changes and blood spills, as well as wash their hands thoroughly each time after nappy changing, toileting and nose wiping, and before preparing and serving food.

Emergency Procedures

Situated in all of the playrooms and reception is a detailed emergency plan that will be implemented in the case of an emergency. We include our evacuation procedure here for your information.

Fire, Gas Leak, Bomb Threat Evacuation

Evacuation Procedure

1. Don't Panic - sound alarm (do not shout FIRE etc)
2. Notify Manager/ office staff to call appropriate emergency services

3. Commence evacuation
4. Management to check all rooms closing the doors behind them
5. Team Leader to gather register of own room
6. All staff and children exit the room/yard quickly, and place infants in the relevant evacuation trolley
7. Assemble all children in school playground
8. Seat all children in groups by rooms, Team Leader of each group to commence a roll call using register
9. All staff and children are to remain in specified area awaiting further instructions, whilst keeping children warm and calm.

Any support staff to help in family grouping rooms with the young children.

Lock Down Procedure

Severe Storm, Natural Disaster or Threatening Individual

What is a Lock-Down?

A lock down occurs when there is a severe natural disaster, storm or threatening individual at the premises, all of the children and staff congregate indoors in their individual play rooms in a secure place as far away from all of the windows and doors as possible. All curtains are drawn, windows and doors locked. Group activities take place until management states otherwise.

Emergency Lock-Down Procedure

1. Don't Panic - Sound whistle/ sound alarm
2. Notify Manager/ office staff to call appropriate emergency services
3. Manager to delegate staff member to lock all doors
4. Commence lock down
5. Bring all children indoors immediately
6. Draw all curtains, lock all windows and doors immediately
7. Team Leader to gather register of own room
8. Nursery officers to gather all children to a secure area of the room which has been previously designated by the Team Leaders

9. Team Leader to commence a head count of all children staff and students- alert Manager if anyone is not present

10. Nursery officers to begin activities with all children to keep them calm

11. Manager to liaise with the staff until it is safe and appropriate to resume normal play

Illness and Infectious Diseases

We would like to make you aware that when first using child-care your child's immunity may be low, and as a result she or he may be more susceptible to colds and infectious diseases. Be assured that this is common, and take heart in the fact that your child will become more resilient with the passage of time.

We also ask you to play an active role in minimising the spread of illnesses in the Centre by ensuring that you notify us when your child is ill, or diagnosed as having an infectious disease, and by keeping your child at home until they are well, and all periods of exclusion are adhered to. We recommend a 24-hour period of being symptom free before returning your child to nursery.

Your consideration regarding all such health matters will contribute immensely to the maintenance of a healthy environment for all of the children and adults within the Centre. Of course in addition to the health concern, if your child has an illness that makes he or she so uncomfortable that they are unable to participate in the day's program, both indoors and outdoors, they need more individualised and personal care than we are able to provide, and alternative child care arrangements should be made.

In the case of head lice contamination or infectious diseases attendance at the centre will not be possible and will be at the discretion of the Head of Centre, doctor's certificate notwithstanding.

If your child is ill and unable to attend the Children's Centre, we ask that you notify us as early as possible. If, however, your child becomes ill while at the Centre, we would appreciate arrangements for your child to be picked up from the Centre being made immediately after you or your emergency contacts have been notified.

Immunisation

The Children's Centre has a policy of exclusion of children who are not immunised when a particular disease is present or suspected at the Centre. This policy is designed to protect the child who is not immunised, whether by choice or for medical reasons, and to reduce the potential spread of those contagious diseases in the community.

When infectious diseases that can be immunised against are evident in the Centre, the information we have on computer regarding your child's immunisation status may be used to contact you should our records indicate that your child is at that time un-immunised. Therefore, it is vital that you notify the Centre of your child's immunisation updates regularly.

Medication

If your child requires medication whilst at the Centre, you are required to fill in a medication form at reception. This is used to record all relevant information regarding the administration of medications in the Centre. You are requested to write your child's name, the name of the medication, the specific dosage, the expiry date and the time it is required to be given.

It is important to note that medication will not be administered to your child without your written authorisation to do so, and after been authorised by the head of centre and that all medications should be handed to the administrator on arrival to the centre. We will ask you to sign the form at the end of the day to ensure you know the exact dosage and timing of medication administration to your child.

Sun Care

The children will be kept in the shade as much as possible; however, we still recommend sending in sunscreen as well as sun hats when the weather gets hot.

Behaviour and Guidance

Our guidance of your child's behaviour will

- have due regard to appropriate age and stage expectations and individual temperaments, and will be positive and supportive,
- not include subjection to physical or psychological abuse,
- not permit frightening methods of control and discipline to be used,
- not be associated with food, rest, toilet training or isolation, and
- at all times be managed with respect.

Staff will follow the below guidelines when guiding your child's behaviour:

Staff will give consistent, clear and coordinated messages to your child about their behavioural expectations, so that your child is not confused by different staff approaches.

Staff will present as good models of behaviour for your child.

Staff are familiar with stages of child development so they hold reasonable behavioural expectations. Some child behaviour may be displeasing for adults but should be considered acceptable and age appropriate i.e. toddlers find it difficult to "share" or take into account other's feelings.

Staff take into consideration each child's whole life situation when dealing with their behaviour, consulting regularly with you to develop appropriate strategies.

Key Guidelines that staff will use when guiding your child:

Suggest alternative behaviour

Keep the child busy by re-directing to other experiences

Talk to the child about feelings and consequences of their behaviour

Focus on the inappropriate behaviour not the child

Use positive language

Involve older children in setting their own limits

Birthdays

Your child's birthday is a special celebration and one that we feel deserves special notice. We celebrate your child's birthday on his Hebrew date of birth at morning or afternoon snack time, and if you wish you can bring a store bought birthday cake (without cream or nuts), cupcakes, fresh or dried fruit to share with your child's friends on the day. Please also bring in some pennies for Tzedakah for all the children.

If your child is celebrating their birthday at the Children's Centre, we ask that you not send any party goodies, as we believe that the important thing is not so much the 'party', but how we convey to your child our feelings of

happiness on their special day. Please ask for a birthday form at reception a few days prior to the birthday as this will ensure all is well coordinated with the team.

Clothing

Our staff will do their very best to protect your child's clothing during art or messy play activities by the use of aprons. However, during a busy day it is not possible for the children to always remain clean, so it may be best to dress your child in clothes that wash easily and are durable.

To encourage independence please try to dress your child in clothes that they can manage themselves - for example trousers that they can pull down without assistance when toilet training.

To ensure your child has relevant clothing for play please pack a complete change of clothing and items for the ever changing conditions ie. coat, hat, jumper, t-shirt. Staff will monitor the warmth of your child and change clothing accordingly.

Please remember that clothing should be comfortable and suitable for a busy day of art and outdoor play activities. Your child's wet or dirty clothing will be put in a plastic bag and placed on your child's peg to be taken home at the end of the day.

Please label your child's clothing clearly, as responsibility cannot be taken for lost articles. Any unnamed clothing will be placed in our lost property for a short time before being donated to charity.

From the age of 3, girls are expected to dress tsniusdik, which will include knee socks, long sleeves and skirts/ dresses. Boys are expected to wear Tzitziv and a yarlmeke at all times.

Excursions

Staff may choose to go on walks around the local area. The centre owns two special 4 seat buggies for this purpose. At these times the procedure relating to excursions will be followed.

At times bigger excursions will be organised any parent who wants to come along is welcome. Parents will be informed before the excursion and will have to give written consent.

Lost Property

Although every effort will be made to ensure that your child's clothing and belongings are returned to their bags and lockers, unfortunately sometimes items do become misplaced.

You can help minimise the occurrence of lost property by:

- labelling your child's belongings,
- checking that what you are taking home is in fact your child's,
- notifying staff and promptly returning items mistakenly taken home,
- checking regularly the lost property box located inside the main door.

Your co-operation and support in this matter would be greatly appreciated.

Toys and Treasures

We understand your child will sometimes want to bring something special from home to share or show other children and adults.

However, these treasures can become broken or lost, causing upset and heartache. For this reason, we ask that you encourage your child to leave toys and precious items at home. If a child does want to bring in his toys, we will allow this, however the centre will not take responsibility for damage or loss.

Our Customer Service

Quality Improvement

Our commitment to continual quality improvement and the emphasis we place on on-going customer evaluation ensures that our service remains flexible and responsive to your needs.

Furthermore, LCC plans for effectively communicating with your family throughout the year through the use of link books, quarterly newsletters, feedback surveys, leaflets, notice boards and our website. We always endeavour to ensure that wherever possible information regarding other services is made available to you and for your family.

Concerns and Grievances

If at any time you or your family member have any matter you would like dealt with, whether it concerns our staff, our programs or administration, please do not hesitate to let us know.

We welcome your feedback and as our customer, hold your opinions and views in very high regard.

We have a demonstrated commitment to on-going quality improvement, and recognise the important role you play in ensuring that our service remains customer focused and responsive to your needs.

Please assist us in our endeavours by ensuring any concerns or grievances you have are brought to our immediate attention. You can be assured that you will be genuinely listened to, and any grievances you have will be promptly and professionally resolved.

Feedback Forms for general feedback and grievance forms for more specific concerns are located at reception.

Feedback Surveys

Feedback surveys assist us to identify our organisations strengths and weaknesses, and to gain a better understanding of your views on the service we provide.

Please take the opportunity to contribute to the Centre's ongoing development by responding to any feedback surveys we may distribute from time to time.

Our Website

www.LubavitchChildrensCentre.com

LCC has an extensive website for families that is jam-packed with valuable information. There are distinct areas on our childcare website that have both been created and developed with you in mind.

Service Information

These pages have been developed to provide you with specific information about our service and the programs we offer. First-time visitors to our site can become familiar with our Childcare and Nursery Programs, and the principles that underpin them.

Having read the Service Information pages you will have a clearer understanding of what we offer, what we stand for and whether LCC is the solution to your family's childcare needs.

Parent Forums

Parent Forums that are held throughout the year provide just such an opportunity, and are a relaxing way to meet other families attending the Centre.

We also view these forums as an opportunity to raise and discuss any issues or concerns that you may have, and an opportunity for us to better understand and respond to your needs.

A further benefit of Parent Forums is that we have an opportunity to share with parents the combined knowledge we have in regards to early childhood development, to promote the important work that our staff do, and to reinforce to you that high quality child care is a positive experience for your child, which not only enhances learning and development, but is also enriching, both socially and emotionally.

We extend a warm invitation to you to attend our Parent Forums, and welcome your feedback and contributions.

Family Services

At LCC, we recognise that parents of young children are very busy people. We also understand that at different times in your young family's development, your needs for services to support your family will change.

That's why at our Centre we provide additional and optional family services to support you and your family in thoughtful ways, and to ensure that we continue to meet the needs of you and your family for many years to come.

We hope you have the opportunity to make use of the additional family services that we provide within the Centre.

Administration Policies and Procedures

Absences

The Centre has an obligation to record all absences of children especially those in receipt of funding, please notify the Centre if your child is going to be absent, and state why.

Accounts and Receipts

Accounts are calculated monthly. Receipts are issued with each cash or check payment received.

Fees are to be paid monthly in advance by cheque, cash or direct debit. Should your account become outstanding your childcare place may be cancelled. You will be asked to sign a Direct Debit mandate before starting your child at the centre.

Visiting Professionals

The Centre has access to a range of visiting professional people such as Dieticians, Psychologists, Speech Therapists and Play Therapists. Provided through the NHS and Hackney council, these professionals can either be seen by appointment, or through arranged visits to the Centre and/or your home.

These specialists provide a free service to families with young children through a referral process. Should you feel that you or your child would benefit from the support of such specialists, please feel free to discuss this with the Head of Centre and a referral can be arranged.

Cancelling Care

Should you require cancelling your child's care, four weeks' notice must be given during which time normal fees will apply. Failing this, a cancellation fee equivalent to the cost of four weeks care will be charged to your final account.

If your child does not attend the Centre for more than two consecutive weeks without any notice to our administrator, then your booking will be automatically cancelled, and your child's place will be offered to another family on our waiting list.

Holding Fees

Your family's weekly fee is due and payable in full during all school holidays, public holidays and other non-attendance's such as illness and holidays, according to the hours you have booked. This is with the exception of four weeks each year 1 week in April, 2 weeks August and 1 weeks in October. You will be charged for 48 weeks a year in 12 equal monthly payments.

Outstanding Accounts

Allowing your childcare fees to become outstanding for more than one week will lead to a phone call from our Finance Officer requesting payment. Allowing your fees to become outstanding for one month will result in the cancellation of care.

If at any time you are having difficulty paying your fees, please discuss this with us, as we will endeavour to assist you in making payment arrangements that are mutually acceptable.

Variations to Bookings

From time to time your family's childcare needs may change, either temporarily or permanently, and therefore, we understand that you need a flexible childcare service that is responsive to your family's changing needs.

With your assistance we can co-ordinate the changing needs of families to better respond to individual requests for additional care, and to enable permanent changes to bookings to take place smoothly within the Centre.

You will understand that due to our high utilisation of childcare places we cannot always co-ordinate the changing needs of families to accommodate all requests, however, we have a commitment to providing you with a flexible and responsive service, so you can be confident that we make every effort to do so.

To assist us in responding to yours and other families' needs, please direct any notification of temporary or permanent cancellation of care, requests for additional care or forthcoming changes to your child's attendances, to the Centre administrator as early as possible.

Enrolment and Orientation

Arrivals and Departures

At LCC, staff members work to ensure that arrivals and departures to and from the Centre are not only safe and secure for the children, but also a valuable means of exchanging information.

In regard to arrival and departure times we ask that you or your representative (**over age 16**):

- Leave your child in the direct care of a staff member,
- Sign-in your child on the register
- Let staff know that you are taking your child home,
- Feel welcome to spend time with your child both upon arrival and departure from the Centre,
- Keep goodbyes brief for children, and
- Ring to notify staff if your child's arrival and departure times are going to be varied dramatically at any time
- Notify the centre if anyone other than the nominated person will pick up your child
- Please pick up your child on time

Late pick - up will incur additional costs of £1 a minute and will be added to your monthly invoice.

Our staff team always endeavours to be available and responsive to parents and children's needs at these times. Arrivals and departures, and greetings and farewells, are an important part of the Centres' day.

Through creating an environment of trust and support, our staff ensures that the transition from home to Centre, and Centre to home, is at all times a pleasant and positive experience for you and your child.

Persons unknown to staff will be questioned on their arrival and lawful authority forms checked. If the person collecting your child is not listed, he or she will be unable to leave the Centre with your child, and we will notify you by phone. All children need to be picked up by someone over the age of 16.

Confidentiality

Confidentiality is of paramount importance in our centre. All the information provided to us by you, such as addresses, phone numbers, and custody information, is seen and recorded only by the administration staff and the staff directly responsible for the care of your child.

At no time will information be given out without your consent, and any individual meetings that take place between you and our staff will be undertaken with the highest degree of professionalism.

Lawful Authority and Contact

The Children Services Regulations require all Centres to keep records of lawful authority, contact and residence arrangements for children. During enrolment you will be asked to fill in an authorisation statement in regard to lawful authority and contact relating to your child.

All sections of the enrolment form must be completed prior to enrolment, as staff will not permit a child to leave the Centre without the appropriate written authorisation from you.

Daily Communication

At LCC we recognise that effective communication is a vital factor in providing care that is personal and individualised.

We recognise that when it comes to your child, you are the expert. Our staff members rely on you to share with them your intimate knowledge of your child each day, in order to provide care that is consistent with your home environment, and to develop a program that reflects an understanding of your child's changing needs throughout their growth and development.

Our staff in turn welcome the opportunity to share with you their professional expertise in child development, and to share with you their knowledge and growing understanding of your child.

We see both parents and staff as a resource to each other, and therefore, as active partners in the care and education of children.

Daily communication between you and your child's caregivers is an essential element of a quality early childhood program.

We look forward to many conversations and opportunities for exchanging of information, and getting to know you and your child personally during your time at our Centre.

General Communication

The children are central to the Children's Centre community's very existence, and we actively use every medium at our disposal to communicate to you the importance of the work we do each day with your children, and to encourage your involvement in the program and its' ongoing development.

General information, items of interest and news relating to the Centre, are communicated to you through notice boards, displays, newsletters, website and email and our Family app.

In all manner of ways, communication is the key to the provision of a high quality childcare service.

At LCC, communication in its many forms is an integral part of our work. It is placed with importance and actively encouraged as a way to deepen our shared understanding of children, and to foster the development of mutually respectful relationships between parents and staff.

At all times should staff be spoken to in a respectful manner. Any abusive behaviour or language, written or verbal towards our staff may result in termination of your child's placement.

Orientation

The Children's Centre has developed comprehensive and effective orientation process to ensure that you and your child have a smooth transition into our Centre.

We recommend that all families should complete this process, as we feel it is very important that both you and your child feel welcome, comfortable and settled into the program, before commencing care.

The orientation process may take one or more visits, having been tailored to meet the individual needs of your family.

Only under extenuating circumstances will we enrol your child without adequate orientation. Under no circumstances will we allow your child to commence care without all appropriate forms completed, including immunisation records and lawful authority orders.

Record Keeping

The Centre maintains all information provided by your family on computer and on file.

We ask you to ensure your child's records are kept up to date by communicating any changes to your child's pertinent information to the Centre Co-ordinator. After updating the central administration records, this information is forwarded to the staff in your child's playroom, where your child's written records are updated.

If you have a change in any of the following please let us know:

- your child's diet
- allergies
- change of address or phone
- immunisations (dates please)

- change of work/study address/phone
- change to emergency contacts

We ask you to keep us informed of any changes throughout the year as we need to be able to know your child's needs and be able to contact you throughout the day if the need arises.

Safety

We view the Children's Centre as a haven for children, and take every precaution to ensure the safety and well-being of all children entrusted to our care. We ask that you contribute to a safe and secure environment by ensuring that children coming and going from the Children's Centre are closely accompanied by an adult at all times, and that doors and gates are always closed safely behind you.

Security

As our reception area is the first point of contact for people entering the Centre, it is very important that our facilities and work practices provide for not only a welcoming reception, but also for a safe and secure environment for your child. Of course, all unfamiliar people who arrive to pick-up children from the Centre are always asked for name and ID, and have their names checked on the list you have provided for us of people who are authorised to pick up your child.

Please respect our NO MOBILE PHONE policy within the childcare rooms, and do not photograph any children in the centre. If you have any safety concerns, please contact our Nominated Safeguarding Officer at your earliest convenience.

In Closing

Thank you once again for considering The Lubavitch Children's Centre for the care and education of your young child, and for taking the opportunity to read about our unique Centre.

Your child's early years are an important time in their development, and high-quality childcare, can be, and is, a positive learning experience for your child.

At LCC, our commitment is to provide you and your family with a service of the highest quality, so that you can relax in the knowledge that your child is in safe and experienced hands, and that your child can enjoy participating in an early childhood program that enriches their daily lives and enhances their overall development.

We hope that we have the opportunity in the near future, to work in partnership with you and your family in the care and education of your child.