



"A British Nursery that offers superior child care facility"



PARENT HANDBOOK

Piccadilly Nursery

Mohammed. Bin Zayed City, Zone 17

Abu Dhabi, P.O. Box: 128826

Tel: +971(2) 5537956/ 0502389317/ 0502389737

Fax: +971(2) 5534569

principal@piccadillynursery.com, piccadilly.mbz@gmail.com www.piccadillynursery.com

It's always so much fun at Piccadilly!



Introduction:

We're thrilled that you've chosen Piccadilly Nursery for your child's care and education. Our goal at Piccadilly Nursery is to create a nurturing environment through the highest standards of professional practice, allowing children to thrive physically, emotionally, socially, and intellectually. We strive to help each child reach their full potential in a caring, stimulating, and homelike setting.

This handbook is designed to be a helpful guide as you settle your child into the nursery and serve as a reference in the future. If you have any questions, please don't hesitate to speak with the nursery manager, deputy manager, your child's key person, or the senior nursery nurse in your child's department. We are here to assist you. We look forward to building a strong and positive relationship with you and your family.

Settling In:

We understand the anxiety that both parents and children may feel when starting nursery. While some children may settle quickly, others might need more time to adjust to a new environment. To support you and your child, the nursery manager will contact you before your child's start date to schedule the first settling-in session. The number of settling-in sessions will be discussed and agreed upon during your first visit.

During these sessions, your child's key person will talk with you about your child's needs, preferences, favorite foods, sleep patterns, routines, and more. This information helps us cater to your child's individual needs and aids in the settling-in process. We will also discuss our policies and procedures with you and answer any questions you may have.

The Key Person Approach:

In the nursery, you'll often hear the term 'key person.' While children are cared for in groups, it's crucial to address each child's individual needs and ensure they have the opportunity to bond with a special person at the nursery. This key person will also be your main point of contact for sharing information about your child.

A key person will be assigned to your child during the settling-in stage. Their role includes sharing information with you about your child and ensuring their needs are met. They will observe your child, plan for their learning and development, and assess their progress.

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Your Child's First Day:

The nursery provides all educational materials. You only need to bring meals, a spare set of clothes (or more if your child is toilet training), and any personal items your child may need, such as a comforter or favorite teddy, diapers, wipes, nappy creams, and formula/breast milk. All items must be clearly labeled with your child's name. Please note that we cannot be responsible for any lost personal items.

Partnership with Parents:

We aim to make your child's early years as positive as possible. Effective communication and strong relationships between you and the nursery team are essential to achieving this goal. At Piccadilly Nursery, we believe that caring for parents is just as important as caring for children!

Information for Parents:

Our policies and procedures are included in this handbook and are also available on the Parent App. We strive to provide parents with as much information about the nursery as possible. Various information boards in the nursery, such as 'Parents' Information,' 'Policies and Procedures,' 'Food and Drink,' and 'Our Team,' are available for reference.

Parent Consultation Meetings:

Regular meetings are held to discuss your child's progress. Parent-Teacher Meetings (PTMs) will be held every term, with appointments scheduled at your convenience.

Communication:

Daily feedback on your child's day at nursery is provided through the Parent App, online learning journals, and/or verbal feedback, depending on your child's age. Feel free to discuss any concerns with your child's key person at any time. Concerns are often resolved quickly by addressing them early. The nursery manager is also available to help with any concerns. Updates about nursery events and activities will be uploaded on the Parent App. You can also find nursery news on our Facebook page and by following us on Instagram.

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Nursery Events:

We regularly hold events at the nursery, including open days, fun days, national and international days, sports days, and seasonal events. All parents and children are welcome to attend, and we appreciate any help parents can offer in organizing activities.

Suggestions:

We welcome any suggestions or feedback you may have about the nursery. Please feel free to discuss your ideas with us or use the parent questionnaires and/or suggestion box which is placed in our reception.

Food Allergies and Intolerances:

If your child has an allergy, the nursery manager and key person will conduct a risk assessment during the settling-in visits. A care plan and emergency procedures will be agreed upon with you based on the information provided. Due to allergies and intolerances, we cannot accept any food, pre-packed or otherwise, for children's birthdays at the nursery. However, goodie bags may be distributed with prior permission from the nursery principal.

Accidents and Incidents:

As children grow, particularly when they begin walking, occasional accidents may happen. Most of our staff are trained in first aid. If your child has an accident at the nursery, you will be informed by phone and updated on the Parent App by our nursery nurse. In the event of a head injury, you will be notified immediately by phone. Your child will be monitored and, in most cases, can continue their day as normal. If an accident causes concern, you will be asked to collect your child and take them to your GP.

If your child requires further medical attention, you will be contacted immediately, and any necessary action will be taken, including calling for paramedics in extreme cases.

Illnesses:

Children may occasionally become unwell while at the nursery. If this happens, we will inform you immediately and agree on a course of action. At Piccadilly Nursery,

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we generally follow the guidelines for schools and nurseries issued by ADEK. Children may not attend nursery while infectious and, in the event of sickness and diarrhea, may not be admitted for 48 hours after the last bout of illness. For a detailed list of exclusion periods, please check the policies folder on the Parent App.

Medicines:

Piccadilly Nursery is happy to administer prescription medication (and long-term medication, such as an inhaler or eczema cream) provided your child is well enough to attend nursery and our staff has sufficient information and training. All medicines brought to the nursery must be recorded, and your signature is required to authorize their administration. Medicines must be in the original container, labeled with your child's name, dosage, and the date prescribed. Medicines that don't meet these criteria cannot be administered.

We cannot administer the first dose of a prescribed medicine; therefore, children must have had the first dose at home at least 24 hours before attending nursery. The nursery provides paracetamol, a temperature-reducing medicine, which will be given as per the manufacturer's instructions, provided you have given your written consent on the nursery medical form. We will contact you by phone before administering the medicine. We will only administer one dose per day for a maximum of two consecutive days. If your child's temperature does not reduce, or rises again later, you will be asked to collect your child from nursery.

Vaccinations:

We recommend that children are fully vaccinated for their protection and for the protection of those who cannot be vaccinated due to age or other reasons. However, vaccination is not a condition for admission to the nursery, and there may be children attending who are not fully vaccinated.

The Early Years Foundation Stage (EYFS):

The Early Years Foundation Stage (EYFS) covers the time in your child's life from birth to age five. This stage is crucial for preparing your child for school and future learning. From birth until age five, your child's early years should be happy, active, exciting, fun, secure, and supportive of their development, care, and learning needs.

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Nurseries, pre-schools, school reception classes, and childminders registered to deliver the EYFS must follow the Early Years Foundation Stage Framework. This framework was developed in consultation with early years experts and parents. It was revised in 2012 to make it clearer, easier to use, and more focused on the things that matter most, with greater emphasis on your role in helping your child develop.

Your child will learn skills, acquire new knowledge, and demonstrate understanding through seven areas of learning and development. Children typically develop in three prime areas first:

Communication and language

Physical development

Personal, social, and emotional development

These prime areas are essential for your child's healthy development and future learning. As children grow, these areas help them develop skills in four specific areas:

Literacy

Mathematics

Understanding the world

Expressive arts and design

These seven areas guide your child's learning and activities. The professionals teaching and supporting your child will ensure that the activities are suited to their unique needs. This is similar to a curriculum in primary and secondary schools but is flexible enough to follow your child's unique needs and interests.

With the EYFS, children learn through play, exploration, and being active, as well as through creative and critical thinking, both indoors and outdoors. For more information about the EYFS, visit www.foundationyears.org.uk.

Safeguarding Children:

Safeguarding the children in our care is paramount. All children have the right to grow up in a safe, secure, and nurturing environment. They should feel confident that their needs will be met and not fear harm or neglect.

If we have concerns about your child, we will act on them. Any staff member with a concern will raise it with the nursery safeguarding coordinator. Wherever possible,

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the concern will then be discussed with you. From this discussion, a decision will be made on whether further action is needed. If further action is necessary, it may involve seeking advice or making a referral to ADEK. Confidentiality will be maintained as much as possible, but the need to protect your child will govern the level of confidentiality.

All nursery staff are aware of their duty of care regarding safeguarding. They know the signs and symptoms of abuse, how to report them, and how to respond if a child discloses abuse to them. All staff have received training in safeguarding, including the safeguarding coordinator, who has undergone specific training on how to handle child protection concerns.

Special Educational Needs and Disabilities (SEND):

At Piccadilly Nursery, we are committed to providing an inclusive environment for all children and families. We recognize that each child is unique and may have special educational needs and/or disabilities. Our nursery is equipped to care for children with SEND, and our staff has been trained to support these children. We work closely with parents, health professionals, and other agencies to ensure that children with SEND receive the best possible care and education. If you have concerns about your child's development, please speak with your child's key person or the nursery principal.

Behavior Management:

We believe in promoting positive behavior in children through praise and encouragement. Our staff are trained in positive behavior management techniques and will work with you to help your child develop good behavior habits.

We use a variety of strategies to promote positive behavior, including setting clear boundaries, providing positive reinforcement, and redirecting children's attention to more appropriate activities. If a child's behavior becomes challenging, we will work with you to identify the cause and develop a plan to address it.

Health and Safety:

At Piccadilly Nursery, we take the health and safety of our children, staff, and visitors very seriously. We have a comprehensive health and safety policy in place, which is regularly reviewed and updated.

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Our nursery is equipped with the necessary safety features, such as fire alarms, smoke detectors, and first aid kits. All staff members are trained in fire safety and first aid, and we conduct regular fire drills to ensure that everyone knows what to do in the event of an emergency. We also have a strict policy on hygiene and cleanliness. The nursery is cleaned daily, and all toys and equipment are regularly sanitized. We encourage children to wash their hands frequently, especially before meals and after using the bathroom.

Outings and Trips:

We believe that outings and trips are an essential part of a child's learning and development. We regularly organize trips to local parks, museums, and other places of interest. Before any outing, we conduct a thorough risk assessment to ensure the safety of all children.

You will be informed in advance of any planned trips, and your written consent will be required for your child to participate. We ensure that we have the appropriate staff-to-child ratio on all outings, and all staff members are trained in first aid.

Clothing:

We recommend that children wear nursery uniform or comfortable, weather-appropriate clothing to the nursery. Please ensure that your child has a spare set of clothes in their bag in case of accidents. All clothing should be clearly labeled with your child's name.

During the summer months, we ask that you provide a sun hat and apply sunscreen to your child before they come to nursery

Toileting:

We support children in their toilet training journey. If your child is toilet training, please let your child's key person know so that we can work together to ensure a consistent approach. We ask that you provide plenty of spare clothing and any necessary items, such as pull-ups or training pants.

If your child is not yet toilet trained, please provide diapers, wipes, and any creams that your child uses. All items should be clearly labeled with your child's name.

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Sleep and Rest:

We recognize the importance of sleep and rest for young children. We provide a quiet and comfortable space for children to sleep or rest during the day. If your child has a specific sleep routine, please let us know so that we can accommodate it. We provide clean bedding for all children, and bedding is washed regularly. If your child has a comforter or favorite blanket, please feel free to bring it to the nursery. All personal items should be clearly labeled with your child's name.

Personal Belongings:

We kindly request that children refrain from bringing toys or personal items to the nursery, with the exception of comforters or essential care items. The nursery cannot be held responsible for any lost or damaged belongings. Additionally, we ask that parents avoid sending their children with expensive jewelry or valuable items, as the nursery will not be responsible if these items are lost. If your child wishes to bring a special item, such as a book or a photo, to share with the group, please inform their key person. We will ensure that the item is well cared for and returned to you by the end of the day.

Transitions:

We recognize that transitions, such as moving to a new room or starting school, can be challenging for children. We work closely with you and your child to ensure that transitions are as smooth and stress-free as possible. When your child is ready to move to a new room, we will arrange a series of settling-in visits to help them adjust to the new environment. We will also introduce them to their new key person and ensure that they have time to build a relationship before the move. If your child is starting school, we will work with you and the school to ensure a smooth transition. We will provide the school with any necessary information about your child's development and learning needs.

Fees and Payments:

Our fees are reviewed annually, and you will be notified of any changes in advance. Fees are payable term wise in advance, and we accept payment by direct debit, credit card, cash, or bank transfer. Please refer to our fee policy uploaded on the Parent App.

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If you have any questions about fees or payments, please speak with the nursery manager.

Collection of Children:

Children will only be released into the care of their parents/guardians or other authorized individuals. If you wish to authorize someone else to collect your child from the nursery, their name must be listed on your nursery contract, and you must provide photographs of them.

If an unauthorized person arrives to collect your child, we will make every effort to contact you. Your child will not be released if there is any uncertainty.

Please be aware that only senior nursery staff are allowed to open the nursery door to admit others into the building. We kindly request that you refrain from opening the door for others, even if you recognize them as parents.

Late Collection of a Child:

If you anticipate being late to collect your child, please inform us as soon as possible. A fee of AED 50 per hour may be charged for late pickups.

If your child is not collected by the normal closing time, two staff members will stay with your child. After thirty minutes, if we are unable to reach you or any of the authorized persons listed on your nursery contract, the nursery manager and/or senior manager will evaluate the situation and may contact government authorities.

Nursery Admission Form:

Please ensure that you have thoroughly read and understood the terms and conditions of your nursery contract. If you have any questions, please consult with the nursery manager. The terms and conditions are non-negotiable, and we would like to highlight the following key points.

Policies and Procedures:

Our policies and procedures are designed to ensure the safety, well-being, and development of all children in our care. They cover a wide range of areas, including health and safety, safeguarding, behavior management, and special educational needs and disabilities (SEND).

You can find our policies and procedures on admission form or on parent App. If you have any questions about our policies, please speak with the nursery manager.

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Notice Period

To cancel your child's nursery place, a one-month written notice is required. If insufficient notice is provided, you will be responsible for paying fees in lieu of notice.

Complains and compliments:

At Piccadilly Nursery, we aim to provide a safe, secure and happy environment for children to prosper and develop. It is also our intention to give a high standard of care and nursery education. We accept that despite our best endeavors, there may be occasions when you feel we have been less than perfect, and we will always adopt a sympathetic but fair approach in dealing with your concerns.

Conversely, you may experience moments when you feel a particular member of the team, or indeed the staff team itself, has performed really well and therefore deserves a little praise.

Should you have any compliments or concerns regarding the care or any other aspect of the nursery, please in the first instance raise them with the nursery manager.

If you feel that the nursery manager has not fully addressed your queries and/or concerns, then please do not hesitate to contact us on:

Principal-Seema nazir

Email: principal@piccadillynursery.com

Contact no :0502389737

All written complaints will be acknowledged by return and once a full investigation has been carried out, we will provide you with a detailed response within 28 days.

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