



**PHEASEY PARK FARM**  
Primary School &  
Early Years Centre

# The Role Of The School Office

# The School Office will be your first point of contact with School.

- ▶ **Mrs Mallon**

PA to the Head Teacher and School Office Manager

- ▶ **Mrs Smith**

Receptionist/First Aider

- ▶ **Mrs Walker**

Receptionist

- ▶ **Mrs Ward**

School Education Welfare Officer

Please contact the School Office via phone 0121 366 6183 option 2 or via email [postbox@pheasey.org.uk](mailto:postbox@pheasey.org.uk)

Staff are available in the School Office from 7:45am to 4:45pm, Monday to Thursday and 7:45am to 4:00pm on a Friday.

# School Office staff can:

- ▶ Help with general questions or queries.
- ▶ Deal with any concerns.
- ▶ Take messages and pass to teaching staff.
- ▶ Arrange parent meetings with staff.
- ▶ Advise regarding absence due to illness.
- ▶ Advise regarding First Aid.
- ▶ Provide advice relating to administering medication in school.
- ▶ Set up careplans for illness, allergies, temporary disabilities
- ▶ Help with online payment system queries
- ▶ Advise regarding Leave of Absence.

# Contact Details

- ▶ Please ensure we have the most up-to-date contact details at all times including telephone numbers, home address and email address.
- ▶ Please ensure we have names and contact numbers for anyone your child can be released to.
- ▶ Children will only be released to the contacts listed.
- ▶ Parents will need to contact the office if a different person is collecting your child and a message will be sent to class.

# Absence due to illness

- ▶ For safeguarding purposes please contact school before 9:00am on the first day of your child's absence due to illness.
- ▶ A message can be left on the school absence answerphone by calling 0121 366 6183 option 1.
- ▶ Please state your child's name, class and reason for absence.
- ▶ For safeguarding purposes we will require an update each day unless the Doctor has specifically advised a children remains off school for a period of days (e.g. Chicken Pox)
- ▶ Please provide the School Office with a copy of letters/appointment cards for hospital/doctor/dentist appointments.
- ▶ Parents may be asked to provide medical evidence of illness.

# Periods of absence - holiday

- ▶ All absences from School must be notified to the School Office - with a phone call each day for illness or with a Leave of Absence form for planned absences including holidays.
- ▶ The Leave of Absence form is part of our Safeguarding procedures.
- ▶ Leave of Absence will not be authorised at all during term time for the following reasons:
  - DfE Regulations will not allow absence during term time.
  - We believe the children's education will be impacted through term time absence.
- ▶ Holidays taken and periods of unauthorised absence, may result in the issuing of a fixed penalty notice by the Local Authority. This is currently £60 per parent per child.
- ▶ If you still wish to apply, a Leave of Absence form must be completed.
- ▶ The Leave of Absence form can be found on the School Website within Parents - Forms

# First Aid

- ▶ Trained First Aiders will administer First Aid where required.
- ▶ A record of the accident will be kept in school and a medical slip will also be sent home.
- ▶ Bumped head - First Aid administered and a “bumped head” sticker given to the child.
- ▶ Courtesy call to parents for any accidents that result in a graze/bruise to the child’s face.
- ▶ Parents will be contacted immediately if additional medical advice may be required.

# Medication

- ▶ Medication, if prescribed for 4 times a day, can be administered in school by trained School Office staff.
- ▶ 1 dose, usually around lunch time, can be administered.
- ▶ If your child attends Minimax after school please contact the Early Years Centre regarding administering an additional dose.
- ▶ Medication can be stored in our medical fridge if required.
- ▶ Parents will be required to complete a medication form which lasts for the duration of the medication.
- ▶ Parents will be required to drop off and collect medication at the School Office each day.
- ▶ A record of when medication has been administered will be kept for each child.
- ▶ Medication, if prescribed for 3 times a day, cannot be given in school as directed by Walsall Healthcare NHS.



# Inhalers

- ▶ An inhaler and spacer can be stored in School for use by the child at any time during the day.
- ▶ Your child's inhaler and spacer will be stored in a labelled bag within the School Office in Year Group specific drawers.
- ▶ Parents will be required to complete paperwork and must update the School Office if requirements change.
- ▶ A record of when your child has required their inhaler will be kept.
- ▶ In cases of severe asthma, parents will be required to complete a care plan with a member of School Office staff.
- ▶ In the event of an emergency your child's inhaler and spacer will be taken to them wherever they are in school.
- ▶ There is an emergency phone in the School Office and all classrooms and halls have access to a phone.
- ▶ Inhaler and spacers will be taken on any school trips/activity taking place outside of school.
- ▶ In the event of an emergency and should your child's inhaler not be accessible/working correctly we will administer one of the emergency inhalers we hold in school.

# Adrenaline Auto-Injector

- ▶ Your child's adrenaline auto-injector can be stored in the School Office.
- ▶ We require two adrenaline auto-injectors to be stored in the School Office.
- ▶ Your child's adrenaline auto-injectors will be stored in a labelled bag.
- ▶ All staff will be aware of any child who requires an adrenaline auto-injector.
- ▶ Parents will be required to complete paperwork and must update the School Office if requirements change.
- ▶ Parents will be required to complete a care plan with a member of School Office staff.
- ▶ In the event of an emergency your child's adrenaline auto-injectors will be taken to them wherever they are in school.
- ▶ There is an emergency phone in the School Office and all classrooms and halls have access to a phone.
- ▶ In the event of an emergency a trained member of School staff will administer the adrenaline auto-injector to your child, parents will of course be contacted.
- ▶ Adrenaline auto-injectors will be taken on any school trips/activity taking place outside of school
- ▶ In the event of an emergency and should your child's adrenaline auto-injector not be accessible/working correctly we will administer one of the emergency auto-injectors we hold in school.

# Allergy Medication/Creams

- ▶ Prescribed allergy medication or prescribed cream can be stored in the School Office.
- ▶ Prescribed medication/cream will only be administered as per the pharmacist's label.
- ▶ Parents will be required to complete paperwork and must update the School Office if requirements change.
- ▶ In the event of an emergency your child's allergy medication will be taken to them wherever they are in school.
- ▶ There is an emergency phone in the School Office and all classrooms and halls have access to a phone.
- ▶ Allergy medication/prescribed creams will be taken on any school trips/activity taking place outside of school where applicable.

# Care Plans

- ▶ A care plan will be completed for any child with an ongoing illness/condition, a severe allergy, severe asthma or a temporary disability (e.g broken limb).
- ▶ School Office staff will complete a care plan with parents to organise specific arrangements to cater for your child's needs.
- ▶ All staff involved with your child's care will be made aware of any care plans in place.
- ▶ Please contact the School Office if you think your child requires a care plan at any time.

# Online Payment System

- ▶ Within school we use an online school payment system.
- ▶ Once your child has started in September you will be issued with account set up details.
- ▶ The online payment system be used to purchase the following:
  - school ties
  - swim hats
  - some stationery items
  - tickets to school performances
  - school trips
  - school fund payments
  - KS2 school dinners
  - KS1/KS2 Tuck orders
- ▶ Items ordered online will be delivered to the child's classroom the following day and a courtesy text will be sent to parent.
- ▶ The system is also used to:
  - select appointment times for Parents Evenings
  - selection of extra-curricular activities (Reception upwards)