**How do I settle my child into nursery life?**

 Most children settle happily into Pre-School within a week or two. However, if the staff or you feel that your child needs you with them for a little longer please do not worry about this – it is quite normal. Parents are welcome to stay for a short time if needed. Your child will feel confident if you do. Please talk to the staff if you have any concerns.

**What do I need to bring to nursery with me?**

 Spare Clothes to change into in case of accidents is advised , you will need to supply a named Mosquito cream and sunhat which gives protection of the face and neck and a named bottle of sun - cream which can be applied during the day, please refer to our sun safety policy in our welcome pack.

Please remember that children enjoy having fun and getting messy, and although we do encourage them to wear any apron during all messy activities we do advise that you do not send your child to nursery in “best clothes” Easily washable clothing which you don‛t mind getting messy is most suitable, as some of

the activities your child will be involved in will include paint, glue and other potentially messy materials Simple clothing which your child can fasten and unfasten themselves is the best idea. This will enable them to go to the toilet when they need and not be too dependent on other people to help them. We would also ask that you provide toothpaste and a tooth brush to practice dental health after lunch.

**Why is there so much paperwork to complete?**

It is of the upmost importance that we obtain as many details about a child as possible to ensure his/her welfare at nursery. Before the child’s start date the Centre Manager will issue a Welcome pack with information forms to be completed and returned to us at the child’s first settling in visit. This pack will contain information regarding personal contacts, emergency contact details, family information, medical details and forms which require your signature to confirm your authorisation regarding various aspects of the care we provide.

The nursery management will be happy to assist with the completion of paperwork.

**How do the nurseries communicate with parents?**

Effective communication is the key to building positive relationships between parents and the nursery staff. Verbal communication is always best and our nursery management teams operate an open door policy for parents. We also have other ways we can communicate with parents to complement this, including emails, and parent meetings.

**How often will my child go outside?**

As fresh air is very important, children will have daily access to the outdoor areas. Subject to the weather , children have access to the outdoor area and can choose to play inside or outside at Freeplay times.

**Will my child be able to sleep during the day?**

Many children, particularly under the age of 3 years, will require a sleep time during the day. Our nurseries have sleeping facilities for the children, who are offered a rest period during the day, usually after lunchtime if they attend for the whole day. If a child does not require Nap/sleep they will be provided with other restful activities.

**What will my child be eating whilst at nursery/preschool?**

We believe that good eating habits in the early years are extremely important. All food is freshly prepared in the nursery by our own cook. We provide well balanced meals including plenty of fresh fruit and vegetables, all bought in from local Markets and small suppliers. We use organic produce where

Possible, our aim is to promote healthy growth and bone structure by

offering a balanced menu containing protein, complex carbohydrates and vitamins.

We try to cover two thirds of a child’s daily requirement in vitamins and nutrition We recognise our influence on children’s food intake and eating behaviour and we encourage our children to try new foods and to sit down at the table and experience food together.

After lunch every day we practice our teeth brushing and talk about the importance of Dental health. Please provide toothbrush and toothpaste when needed staff will advise when these need replacing.

We provide Snacks Twice a Day, usually in the form of a selection of

fruit, and milk and a Selection of vegatables and Dip. Please do not send in crisps or sweets. Water is always available for the children if they require it.

**What happens if my child has an accident at nursery?**

As children develop physically, particularly in their early walking stages, accidents can occasionally happen.

If a child has had an accident at nursery the parent or carer will be informed when the child is collected and they will be asked to sign an accident form.

In the event of a bump to the head, parents will be informed by telephone. The child is monitored and in most cases will be able to continue with their day at nursery. In the event of a bump to the head causing concern, parents will be asked to collect the child and take them to their GP . Should a child have an accident whilst at nursery which requires further medical support parents are contacted immediately and the necessary action is taken.

**How do you manage children’s behaviour?**

 We believe that children and adults develop better in an ordered environment in which everyone knows what is expected of them, and children are clear about what is unacceptable behaviour.

o Rules will be discussed and agreed upon by all staff in the group with the active participation of the children where possible.

o All staff will apply the rules consistently.

o All staff will provide a positive role model

o Desirable behaviour will be recognised and congratulated with praise and

attention.

o Undesirable behaviour to gain staff attention will not be focussed upon directly.

o Children who do misbehave will never be smacked or shouted at, they will not be sent anywhere to sit or stand by themselves. They will be given one to one adult support and supervision, as ‘time out‛ where appropriate.

o Behaviour problems will be handled with respect to each individual child‛s level of understanding and maturity.

o Recurring behaviour problems will be brought to the attention of the

parent/carer and dealt with together.

o We use the 1, 2, 3 sanction for behaviour, giving the child plenty of warning

before being removed from a situation.

**Who should I speak to if I have a concern?**

If a parent has a concern regarding the nursery this should be raised immediately with the Centre Manager. The manager will listen and endeavour to work with the parent and the team to reach a resolution. The matter will be logged on a concern or complaint form depending on what the matter relates to.