

# **TODDLER NURSERIES**

## **PARENTS' INFORMATION BOOKLET**

Child's Name:

Name of New Nursery:

Move date:

Visit dates:

New Key worker:

Other staff working alongside key worker:

Toddler Department Direct Line Phone Number: 0118 9187651

Toddler Department Email Address:  
[chilterntoddlers@chilternntc.com](mailto:chilterntoddlers@chilternntc.com)

## **WELCOME TO CHILTERN NURSERIES**

Welcome to Chiltern Nurseries. We aim to provide a welcoming, stimulating and happy environment in which children can learn through play and enhance their social, emotional, physical and intellectual development.

The children are cared for in homely, family groups. As they grow older and progress through the nurseries they join larger groups to help to increase opportunities for social interaction.

We believe that all children have a right to grow up and learn in an environment that is free from prejudice and discrimination. Each child should be valued and respected as an individual, have their needs met, and have the opportunity to develop his or her full potential. We recognise the wide-ranging needs of children and their families within the community and endeavour to play a part in meeting their needs.

Our nurseries are open 51 weeks of the year, from 8:00am to 6:00pm, Monday to Friday.

We are registered with OFSTED and inspected regularly to ensure that we meet the required standards. A copy of our Certificate is displayed on the Parents' Notice Board. The Nursery has Public Liability Insurance and Employers' Liability Insurance.

You will be provided with a copy of the Nursery's Policies and Procedures, which cover areas such as Health and Safety, Parents as Partners, Child Protection and Behaviour Management. These policies and procedures are intended to inform you and support staff in the provision of a high standard of care and education for your child. Please can you ensure that you read them fully. If you have any questions the Nursery Co-ordinator will be happy to discuss them with you.

As Nursery Manager I am responsible for the development and overall management of the nurseries. Each of the departments has a Nursery Co-ordinator, who is responsible for the day-to-day management of the nurseries and they will normally be your first point of call.

I hope that your child settles well into the Nursery and enjoys his/her time with us. Please remember that we are always happy to discuss with you any matters about your child's care and education, however small they may seem.

Nicola Richards  
Nursery Manager

## **WELCOME TO THE TODDLER NURSERIES**

In this Department we care for and educate children from 2-3 years of age. Our nurseries are organised into three nursery home bases, Nathan, Mary Ellen and Elizabeth nurseries. In addition to the nursery rooms we also have access to a soft play area, a large common room and a well-equipped garden.

### **Staff**

All of our nurseries are staffed with fully qualified Early Years Practitioners. Elizabeth Cox is the Nursery Co-ordinator in Toddlers. A qualified, experienced Room Leader oversees each room, assisted by a Deputy Room Leader. Staff members have up to date paediatric first aid, health and safety, food hygiene and safeguarding children training and access to our on-going staff development programme.

Childcare students work alongside our staff in the nurseries as part of their studies at the College.

Your child will be allocated a key person, who will liaise with you on a one-to-one-basis. They will form a bond with you and your child to help ensure a smooth transition from home to nursery. However, all members of staff in the nursery will get to know your child well and be able to answer any of your questions or queries. Our staff ratio for this age group is 1 member of staff to 4 children.

### **Key Person**

The role of the Key Person is:

- To induct the child and the parents/carers and make them feel comfortable and welcome.
- To form a special relationship with the child and the child's parents/carers.
- To keep the child's parents/carers informed about the child and her/his progress.
- To share information about the child with other members of the team as appropriate.
- To ensure that other members of the team are informed about any particular need that the child may have.
- To ensure that the child is cared for in line with the parents' wishes.
- To complete observations on the child as appropriate.
- To feed into planning meetings information gained from observations.
- To keep the child's records up to date.
- To respond to young children's individual routine care needs.

### **Settling into the Toddler Department**

Times of change can be unsettling and confusing for both you and your child. In order to make the transition as smooth as possible we will prepare for a move to a new department by taking into account a child's individual needs. It can be hard to predict how they will react until the visits begin and so all plans will need to be flexible. Your child's current key person will arrange a succession of visits to the new nursery and during this time the child will be supported by their new key person and given the opportunity to explore and become familiar with the new environment.

## How you can help

- Arrange an induction with the new key person to familiarise yourself with the new department
- Share your knowledge with the key person. This will help us to build up a whole picture of your child
- Ask questions and discuss concerns with your key person. This will help you to feel more prepared and confident about the move.
- Talk to your child about the move. This will help them to be aware and prepared for the change.

## Parents as Partners

We recognise the importance of staff and parents working together to ensure that your child's needs are met and that the transition from home to nursery is as smooth as possible. Please discuss any concerns with staff in the nursery so that we can work together to solve them. We like to hear about some of the things that your child does outside of nursery so that we can talk to him/her about them.

If at any time you would like to discuss your child's development or time at nursery in more detail, please don't hesitate to ask us to arrange a mutually convenient time to meet.

Each key group has its own display board in the nursery. Displayed on these boards are examples of the children's art work and photographs of their achievements and activities. We would love you to bring in items from home to display here as well. E.g. photos of events, days out, holidays or anything that is important to your child.

The nursery staff will keep you informed about all aspects of your child's care in a number of ways, such as:

- Talking with you informally at the beginning and end of each session.
- Displaying notices in the nurseries giving you information on events and activities taking place in the nurseries.
- Providing you with information about your child's day.
- Providing regular newsletters to keep you in touch with life in the nurseries.
- Displaying photographs of the children enjoying their activities and play.
- Completing regular observations on your child and sending them home for your comments.

We operate an open door policy and parents are welcomed into the nursery at all times. If you have a skill or area of expertise that you would like to share with us we would value your contribution. If you wish to telephone the nursery to enquire about your child we are happy for you to do this. Our direct line telephone number is: **0118 9187651**. We are also contactable on the main CNTC number: 0118 9471847 from 9:00am to 5:00pm.

## **Children's Care, Learning and Development**

The nursery believes in children learning through play, through enjoyment of what they are doing and through interaction with caring, supportive adults. We provide a wide range of appropriate activities and experiences both inside and out, which we believe the children will enjoy and which are based on the concept of children learning through play.

Provision for children's care, learning and development is based on the Early Years Foundation Stage (EYFS) framework. This is a framework for all OFSTED registered early years settings for children from birth to five. The EYFS takes into consideration the care, development and learning opportunities that should be provided for all children.

For more information on the Early Years Foundation Stage Framework please visit [www.direct.gov.uk/eyfs](http://www.direct.gov.uk/eyfs) and <http://www.foundationyears.org.uk>

During your child's time in the Toddler Department you will notice many developmental changes. Over this year children's language skills will develop a great deal and many of the activities that we provide will help to support this. We have put together some information packs and resources for parents, which you are welcome to borrow. We hope that they will help to inform you about a child's Communication, Language and Literacy Development.

At this age children want to be more independent and are developing their self-help skills. E.g. feeding themselves, dressing themselves, toilet training. We try to allow the children the opportunity to do as much as possible for themselves and to make choices whenever possible. This allows the child to feel more in control and can help to minimise feelings of frustration, which can often manifest itself in a 'temper tantrum'. We will work with you to decide on an appropriate time to start toilet training your child.

If you would like further information about any of these subjects please ask a member of staff.

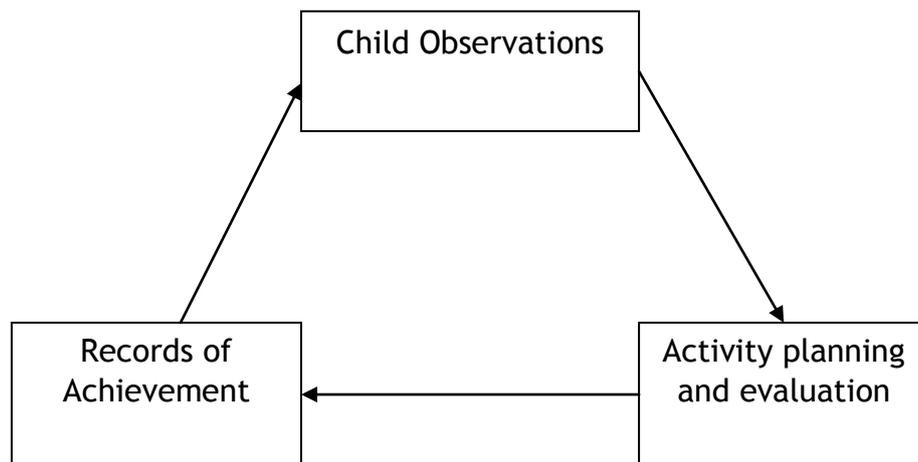
### **Toilet Training**

Every child is different and the age at which they are ready to start toilet training will vary. It is therefore important that nursery staff work alongside parents to avoid any confusion for your child. We will work with you to decide on an appropriate time to start toilet training your child.

## Observations and Developmental Records

Your child's Key Person will be responsible for completing observations on your child and keeping developmental records. These records will be shared with you and are available for you to see at any time.

Observations and developmental records help staff to monitor your child's progress and ensure that the activities that we are providing meet their individual needs and help them to progress. Our aim is to create a complete cycle. From ongoing observation of the children we are able to plan for their needs and preferences and to record their progress as we do so.



## The EYFS progress check at 2

In addition to our own record keeping system we are also required to provide you with a written summary of your child's development between the ages of 24 months – 36 months. This progress check will detail your child's development in three prime areas which are:

- Physical
- Communication and Language
- Personal Social and Emotional

We will also share with you how we are helping to promote your child's development.

This document can then be shared with your health visitor to help give them a full picture of your child's progress when they carry out your child's Healthy Child Developmental Review.

## **Managing Children's Behaviour**

Managing children's behaviour can sometimes be a challenging task for both parents and staff members. Our behaviour management policy is based on giving children lots of praise and encouragement for positive behaviour and, as far as possible, ignoring or reducing the amount of attention a child receives for negative or unacceptable behaviour. We believe that it is extremely important to work in partnership with parents and to decide on a joint approach which is appropriate to the child's age and stage of development. A consistent approach is the key to the successful management of children's behaviour. At times of change a child's behaviour pattern may change and their development may regress slightly. This is normal but it is extremely helpful to us if you keep us informed about any changes to your child's home life/routine and that we let you know of any changes in the nursery. This will mean that we are able to monitor the child and give them extra support if needed.

## **What Your Child Needs at Nursery**

In hot weather please can you ensure that you leave a sun hat for use in the garden. We will provide sunscreen and ensure that your child is well protected from the sun. In the winter months please provide a warm coat, hat, gloves and Wellington boots. Please bring a change of clothes for your child to nursery each day. This will mean that should their clothes get soiled or wet they are able to change into their own spare clothes.

You may wish your child to bring in a comfort item if it helps them to settle.

## **Naming Children's Clothes**

Please ensure that your child's clothes are clearly labelled with their name to avoid any loss. Please label all shoes, boots, etc. that are used at nursery. Please do not send your child to nursery in their best clothes. They will take part in messy play and garden activities and, whilst care is taken, clothes can sometimes get messy or marked.

## **Pegs and Trays**

Your child will be given a coat peg and tray to store their items while they are at nursery. A symbol/photo will be put on their coat peg, tray and also on their name cards at mealtimes. You can help by encouraging your child to look for their symbol/photo. You will be surprised how quickly they come to recognise it as their own. Please check your child's tray daily for letters, artwork and occasionally a bag of laundry!

## **Menus and Mealtimes**

Mealtimes are a relaxed and enjoyable experience. Children are encouraged to develop good eating habits, increase their self-help skills and develop socially. We provide a well-balanced, varied and nutritious diet. Menus are displayed in the nursery for your information. Your child's individual dietary needs will be discussed with you and an appropriate menu provided if necessary. Fresh food is prepared and cooked in our on-site kitchens. A nutritious snack is provided in the morning, a main meal at lunchtime and a light tea in the afternoon.

### **Sleep and Rest**

Throughout their time at nursery your child will be given the opportunity to rest and sleep. Your child's individual sleep patterns will be discussed and agreed with you and, as far as possible, met within the daily routine. We recognise that your child will have individual needs when being settled to sleep and would ask you to bring comfort items, such as blankets or toys from home if it helps them to settle. Children sleep in the nursery on comfortable mattresses.

### **Storage of Buggies and Car Seats**

A covered area under the tunnel outside Catherine nursery is provided for you to store your buggy, car seat, etc. Please ask a member of staff to show you where this is.

### **Nappies, Creams, Wipes, etc.**

The nursery provides nappies, creams, wipes, etc., while your child is in our care. Please let us know if your child has any individual needs or allergies to any particular products.

### **Safe Arrival and Collection of Children**

You will be given the code to the nursery door. It is very important for the safety of all children that when you are entering or leaving the building you do not allow anyone in who you do not recognise. Please do not give the code to anyone else. For security reasons the door code will change from time to time and you will be informed of the new number. On arrival please ensure that you hand your child over to a staff member who will immediately mark their arrival time in the register. On collecting your child please ensure that you inform a member of staff that you are taking your child. To ensure the safe collection of your child you will be required to give written permission as to any person who is authorised to collect them. Staff will not allow children to go with any person who is not authorised to collect them. In the event of an emergency and an authorised person not being available to collect your child, parents must telephone the nursery and inform staff. An identification procedure and a code word will be agreed between the staff member and parent.

### **Late Collection Policy**

The nursery operates a late collection policy. Please ensure that you read and understand this policy fully.

### **Emergency Evacuation Procedure**

A copy of our Emergency Evacuation Procedure is displayed in each nursery. Our fire alarms are checked on a weekly basis. We have regular evacuation practices to ensure that we are able to get the children out of the building quickly and safely. If you should be in the nursery without your child when an evacuation is taking place please proceed directly to the Assembly Point, where you will meet your child. Please do not leave this area until you and your child have been accounted for.

### **Procedure for Illness**

Usually when a child is unwell they gain comfort from being at home with a parent. Therefore if your child is unwell and unable to cope with the nursery day, we will contact you and ask you to collect him/her as soon as possible. In order to prevent the spread of infection in the nursery your child will need to be kept at home if they have an infectious illness. The nursery follows the guidance provided by the Public Health England on exclusion periods for infectious illness. In line with this guidance and in order to prevent the spread of infection, children with diarrhoea and/or vomiting must not return to nursery until they have been symptom free for a minimum of forty-eight hours. If your child has a slight temperature but is otherwise well, we may contact you and request permission to give them a Paracetamol based suspension, such as Calpol. However, if this temperature persists or goes higher, we would ask you to collect them as soon as possible.

### **Procedure for Accidents**

In the unlikely event that your child has an accident at nursery and requires hospital treatment we will contact you immediately. We will take your child to the hospital and arrange to meet you there. All accidents, however slight, are recorded. You will be shown the accident record and asked to sign to confirm that you have been informed.

### **Medication Administration**

If your child requires medication during the nursery day you will be asked to complete the permission side of a Medication Record Sheet. This form details the medication, the dosage and the times to be given. Staff members will ensure that your child receives the correct dosage of medication at the times stated and complete the administration side of the Medication Record Sheet. All medication is stored safely away from children.

### **Birthdays and Celebrations**

Children enjoy celebrating birthdays and other special events in their lives at nursery. If your child has a birthday, special event or celebration we would love to celebrate this with them. We are happy to provide small cakes for these celebrations. We ask you **not to bring in cakes or sweets**, etc., as we need to ensure that children with allergies are not put at risk.

### **Changes/Additional Sessions**

We will make every effort to accommodate your changing needs regarding your child's attendance at nursery. One off additional sessions can be discussed and agreed with the nursery co-ordinator provided that the nursery can accommodate these within their registered numbers and required staff/child ratios. Any permanent changes to sessions must be requested using the Request for Changes to Sessions Form and are not confirmed until the written agreement is received from Cathy Wakely, the Nursery Admissions Manager. One month's notice in writing to her is required for any reductions in your sessions. Initial contracts for children new to the day care nurseries are for a 3-month period; therefore a reduction in sessions cannot be agreed until after this time. A minimum of 4 sessions is required. Cathy Wakely's direct line number is **0118 9187653**.

### **Notice Period**

A one calendar month notice period in writing to the Nursery Admissions Manager is required if you wish to withdraw your child from nursery. If this notice is not received you will be charged one month's fees.

### **Payment of Fees**

Invoices for the payment of fees are issued on the last day of the month for the coming month's fees. Information about how to make a payment is included on the invoice.

Fees will vary on a monthly basis depending on the chargeable days in each month. Please ensure any payments made are marked with your child's name. The nursery is registered with all of the companies providing childcare vouchers.

If you have any queries about the payment of nursery fees, please call our accounts department on 01189 471847

### **Want to find out more?**

Listed below are some useful websites

**[www.education.gov.uk](http://www.education.gov.uk)** – The Department for Education

**[www.directgov.uk/eyfs](http://www.directgov.uk/eyfs)** Information on the Early Years Foundation Stage the national framework for all children under 5 in a childcare setting.

**<http://www.foundationyears.org.uk>** – A site to support professionals working with children and families in the foundation years. Information on the EYFS

**[www.fisfrucuk.com](http://www.fisfrucuk.com)** – The Family Resource Centre (formerly The Children's Information Centre)

**[www.ican.org.uk/parents](http://www.ican.org.uk/parents)** - A children's communication charity, which offers a range of resources and literature to help you support your child's language development.

## **TODDLER NURSERY ROUTINE**

The times of this daily routine are flexible and may change in line with the children's needs. The garden area is used as much as possible, in bad weather activities are transferred inside and in good weather activities are transferred outside. Nappy changing and toileting are carried out throughout the day as and when needed.

7:45am – 8:00am	Staff set up the nurseries with a range of activities ready for the arrival of the children.
8:00am – 9:30am	Children arrive and are welcomed into the nursery by staff. They have the opportunity to participate in a range of free play activities that promote all areas of development.
9:30am – 10:00am	Snack-time – children sit in groups with a staff member for snack-time. Social and self-help skills are encouraged.
09:30am – 11:00am	Activity Time – a range of activities are provided that promote all areas of development. These include a selection of adult-led activities that children are encouraged to participate in.
11:00am – 11:40am	Outside play – children participate in a range of free play outdoor activities that promote all areas of development. In bad weather indoor activities are changed to include more opportunity for physical play.
11:45am – 12:00pm	Children are encouraged to prepare for lunch by using the bathroom and hand washing. Self-help skills are encouraged. Short group times take place. The children listen to stories, sing songs and rhymes and talk about their morning.
12:00pm – 1:00pm	Lunchtime – children have lunch with staff members. Social and self-help skills are encouraged.
1:00pm – 2:30pm	Sleep and Rest – children requiring sleep are settled to sleep according to their individual needs. As and when they wake up they join the main group. Children who do not require a sleep play together with a range of free play activities in a quiet environment.

2:30pm – 2:45pm	All children are woken and re-join their homeroom. Drinks are available for children to have as and when they please. Self-help skills are encouraged.
2:45pm – 3:45pm	Activity Time – a range of activities are provided that promote all areas of development. These include a selection of adult-led activities that children are encouraged to participate in.
3:45 – 4:00pm	Children are encouraged to help tidy up to prepare for tea by using the bathroom and hand washing. Self help skills are encouraged.
4:00pm – 4:45pm	Children have tea in small groups. Social and self-help skills are encouraged.
4:45pm – 6:00pm	Children have the opportunity to participate in a range of free play activities that promote all areas of development, either inside or out.

## FEES AND PAYMENTS FACT SHEET

**Current Fees from April 2017** - All fees include relevant meals, snacks, nappies etc.

### Under 3s

Full Day (8am to 6pm)	£68
Half Day (8am to 1pm or 1pm to 6pm)	£43

### Over 3s

Full Day (8am to 6pm)	£63
Half Day (8am to 1pm or 1pm to 6pm)	£42

**Sibling discount** – A 10% discount is applied to the lower invoice for 2 or more siblings

**Invoicing** – Invoices are sent by email on the 1<sup>st</sup> working day of the month. You will be charged for the number of sessions booked in that month and so your invoice amount will be different each month depending on how the days fall.

**Payment** – We expect payment within 14 days of the invoice date. We accept childcare vouchers from all providers. If you choose to pay some of your fees by vouchers please deduct that payment from the invoice value and pay the remainder by bank transfer. **Please use your child's name as a reference on all payments.**

**Bank Details** Lloyds Bank Account Number 01965818 Sort Code 30-91-31

**Childcare Voucher Account numbers** – Some voucher companies just need our postcode –RG4 8JZ. Others require an account number -

Edenred	P257093
Computershare	0007801345
Sodexo	146682
Care4	02171023
Kiddivouchers	20135

**Tax Free Childcare** We are registered to receive payments through the tax-free childcare scheme.

**Ofsted Registration Number EY221229**

### Funding 3 and 4 year olds

Starting from the term following your child's third birthday you will be eligible to receive funding through the Reading Borough Council Early Years Entitlement scheme. The entitlement is for 570 free hours per year and is usually offered as 15 hours per week for 38 weeks of the year in term time only. At Chiltern we spread this over the year and offer 12 hours over 47.5 weeks of the year.

From September 2017, we will be offering the extended entitlement of Early Years Funding for those families that are eligible, (both parents working and neither earning more than £100,000 PA). This is for a further 570 hours. Again, we spread this over 47.5 weeks of the year. You will receive a letter detailing how you can claim this funding as you approach the term that you become eligible.

**Accounts Queries** Please contact our Finance Manager Lorrissa Phillips on 01189 471 847 or email [financemanager@chilternntc.com](mailto:financemanager@chilternntc.com) with any queries.