

# Crèche procedures

Date of last review: October 2016

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Date of next review: October 2017



## Introduction

- We aim to ensure that your child enjoys their time with us
- We welcome all families and accept all children without discrimination
- We will endeavour to accommodate each individual child's needs
- We encourage children to gain early independence by managing separation from their parent/carer for a short time
- We assist children to develop a sense of their own identity and positive self-regard
- We provide children with life enhancing experiences which contribute to a positive start in their lives

## Overview

- The number of children attending the crèche is strictly regulated to ensure the safety of your child and in accordance with age related ratios
- Visits by parents/carers and children are welcomed and encouraged prior to booking a place in the crèche
- Children may need time to settle into the crèche. Staff will work in partnership with parents/carers to settle a child into the environment
- Parents/carers are welcome to stay with their child until they feel comfortable about leaving, so that the child feels as settled as possible
- Parent/carers of children who find it difficult to settle will be kept informed of their child's progress and different strategies will be discussed if necessary
- Staff working within the crèche will follow the Children's Centre policies and procedures. The full policies are available on request

## Settling

It can be an anxious time for parents and babies coming into the Children's Centre, especially if they are separating from each other for the first time. Our crèche has a settling procedure to help you and your child to be more comfortable and content. This enables your child to separate from you and to experience their own space and develop their personal skills.

- All parents/carers must complete a registration form before their child can be left in crèche. It is important to inform staff of any allergies or health problems and keep them informed of any changes
- Parents are encouraged to arrive 15 minutes early on their first visit to help settle their child/ren
- If your child cries continuously for more than 10 minutes we will ask you to tend to them
- If your child is sick please do not bring them into crèche as this may affect the other children
- Crèche staff cannot give children any medication
- Please bring a change of clothes and nappies in a named bag
- If your child is potty training please discuss their needs with a member of staff
- A drink and a healthy snack must be provided for each child during the session
- You must remain in the building during the time your child is in the crèche
- Parents/carers will be informed if their child has an accident and an accident form will be completed, and signed by the parents/carers
- No hot drink drinks are allowed around the children

## Complaints

Any complaints regarding our crèche should be initially discussed with the crèche staff who will deal with the issue in accordance with our internal procedures. If you feel the problem is not being resolved or is of a serious/confidential nature, you may wish to seek more support from one of senior leadership team and their details can be found in our 'Complaints Procedures.'