



LITTLE STARS DAY NURSERY

PARENTS

WELCOME PACK

Little Stars Day Care Centre, 2A Boundary Road, Walthamstow, London, E17 8JU
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Dear parents / Carers

We would like to take this opportunity to thank you for choosing our nursery to look after your little ones.

Here at Little Stars Day Care, we actively promote working with partnership with parents and strive to forge, build and maintain the best possible relationships throughout your child's time with us.

We know that nurseries who include parents as partners in their children's learning have happier families; this results in a positive impact on your child's development and learning. In order to work with you, we embrace the fact that parents are children's first and most enduring educators. Therefore we really want to work towards developing an effective partnership with you. A successful partnership needs two-way flow of information, knowledge and expertise.

The ways in which we hope to achieve this are:

- Showing respect and understanding for your role as your child's educator
- Using the knowledge and expertise of you and other family adults to support your child.
- Listening to your accounts of your child's development and any concerns you may have.
- Making you feel welcome, valued and necessary through different opportunities for collaboration.
- Looking for a variety of ways to keep you fully informed about the curriculum, such as newsletters, displays and reports.
- Asking you as parents to help nursery staff talk about record information on progress and achievements, for example through meetings, observations and progress reports.
- Letting you know if we feel that specific learning activities or books should be extended or continued at home to help your child.

Thank you

Management

Little Stars Parental Expectations

When you're getting ready for nursery in the morning:

- Please dress your children in suitable clothes for the type of activities they take part in for their age group. Clothes that allow them comfort and ease during the day.
- Please make sure that your child's shoes are labeled if possible as some families buy the same type and style.
- Please ensure your child has a spare set of clothing that is suitable for a busy physical day.
- Can you routinely check their clothes are appropriate to the weather and a size that still fits them comfortably
- Please make sure you bring along requested items such nappies, wipes and formula milk. Also ensure that they are labeled with your child's name on it.

Deciding not to come in:

- Please call us by 9.30am to let us know if your child will not be attending, this is very helpful for development of staff, ordering lunches and planning play or outings.
- Please also let us know if you may be late in.

Under the weather:

- Please have consideration for your child, the other children, parents and staff if your child is unwell and do not bring them to nursery. We would like to be fair to everyone, we are not equipped to look after sick children and staff, do not want to spend their weekends in bed recovering.
- Please make sure you are aware of our medicine and sickness policy; there is a policy folder in the hall way for parents or you can request a copy which will be put in your child's drawer.
- It is very important that you keep the nursery informed of any possible contagious illness, inoculations, or family medical history as soon as this is associated with your family.

Entering the building:

- Please speak clearly into the intercom stating your name and your child's name.
- Please do not allow visitors or people you do not know to enter the building with you.
- Please alert a member of staff immediately if you see something suspicious or someone wandering unattended in or around the building.

Before you take your child into their room:

- Please hang your child's coat up on their peg in the mornings and can we remind you to make sure items of clothing are labeled especially coats, hats, and scarves. Can you also make sure that there is a coat loop attached to the coat so it hangs securely, this will make sure it stays on the peg and doesn't fall down causing a trip hazard in the hallways.
- Please place all hats, gloves and scarves in the sleeves of your child's coats.

Keep up to date with events:

- Please make sure you check the notice board every day for information or letters, it is also important to read newsletters, they inform you of coming events, changes and news about our nursery. If you would like to add items to the newsletter please drop a note or email to the office.
- Please check your draw every evening for letters, artwork etc.

Good morning:

- Please settle your children in their nursery room before you leave; remember to tell us if your child has had a disturbed night's sleep, any medication or any other relevant information. It is also a good idea to let us know if they have had breakfast at home.
- Please remember to tell us if anyone else is collecting your child along with a description and password.
- If you have any other helpful information such as a family birthday card you would like made or an important event this will be recorded in the diary.
- If you are not sure of the carer in your child's room and they have been introduced please introduce yourself and say hi, we hope this doesn't happen but sometimes students or new staff are embarrassed or may not realise you have not previously been introduced. A photo board is in the hallway with staff photos on for you.
- Please do not answer your mobile phones in the nursery rooms, this is working environment for us and the children do not need to be disturbed by mobile phone calls. Also for safeguarding reasons you cannot use your mobile phones in the rooms.

If you need to speak to us:

- If any conversation or matters you may need to discuss require privacy, or they are not just a general short chat, please ask staff to schedule a meeting for you at a mutually convenient time or request that the appropriate member of staff or manager calls you during the day to complete the conversation or give you time to talk.
- Please drop a note to the room staff if you have any requirements or would like a meeting, for any reason. They will be more than happy to set time aside and help you. Meetings will be held before 7.00pm so that staff can leave work on time.
- There is a suggestion box in the hallway near the front door and comment books in all nursery rooms if you would like to draw something to our attention.

Small Children have big ears:

Please be aware of the content and choice of wording of your conversation around your child and the other children. Please make sure if children are engaged in an activity or a conversation you do not call across the room or distract from the play. It may be that you are the 5th or 6th parent to enter the room that morning all effecting a distraction.

Disciplining your child in the nursery:

Please be aware of your language around children; we strongly discourage any parent shouting or using angry words in front of other children and ask you comply with your behavior policy. The nursery also operates a strict no-smoking policy.

When you get to work:

- If you remember something during the day please call and let the office know.
- If you are coming at a different time or you have an early appointment and will be collecting your child please let us know.
- Have a good day at work and if you feel like you would like to call and check how your child has been that would be fine.

Collecting your little bundles of fun:

- Please use the doorbell and intercom to enter the building. Before we buzz you in we need you to state clearly whom you are and whom you are coming to collect.
- In the evenings please collect your child quietly as to not disturb the other children doing their activities in the room.
- If you'd like to stay a while you are welcome to join an activity.
- Please do not use the small nursery furniture as a seat. Each room apart from the ladybird room has a sofa suitable for adults and we have chairs for use in all the rooms.
- You may find that lots of children may like your attention and feel happy for you to stay as long as you like but remember that your own child may feel territorial and jealous of your attention to other children.
- Please collect your child's belongings and any letters to go home in your child's labeled tray drawer at the end of each day. Please also check your child's diary to see how they were throughout the day and see if any of their personal equipment needs topping up.
- When you are ready to go please quietly say goodbye to staff and children and have a quick cuddle with your child; I am sure they missed you and are pleased to see you.
- Please make sure you sign the signing out book and make note of any notices on the parents board allocated above the signing in/out book.
- The menu for each week is on display for you to see what meal choices were on offer for the day.
- Please feel welcome to ask any additional information about the day if you would like to, but bear in mind that the staff's main concern is the safety and well being of the remaining children they are looking after.

Getting ready to go home:

In order to cause less disruption to your child's room please put your child's coat on in the hall on the ground floor where the children coat hooks are allocated (not applicable to babies room). This is a good time for you to ask your child how their day has gone and to have another cuddle.

Be careful:

Please do not allow your child to enter other rooms, or run in the hallways – this is not allowed.

Closing time:

If you are one of the parents who can only just make it to the nursery by closing time, please make sure you vacate the building by 7pm; the staff can then be able to secure the building and make their way home. Many staff have their own families or partners to prepare an evening meal for and many have long journeys home on public transport.

Can we help?

Please let us know if there is anything we can do to help your family at the nursery. Parents views and opinions are very important to us and if you would like to discuss any of the matters above please feel free to contact us.

Please always keep us up to date:

Any information such as work numbers, mobile numbers, home address contact details need to be written in a letter and given directly to the office. The information will then be passed to your child's room.

Ladybird room: (babies room)

- All children foods, food containers and personal equipment should be clearly labeled with your child's name.
- Spare clothes or bags, which are left in the baby's drawers, should not be plastic carrier bags.
- Please keep us up to date with information such as new foods introduced.
- Please make sure you bring in equipment such as nappies, wipes as requested.
- Talk to us about your routine and any way we can make things easier for you.

Children's clothing and what will help you choose appropriate clothing for nursery:

- **Toilet training** is always an important and exciting time especially helped by quickly removable clothing, such as comfy tracksuit bottoms which will pull down and don't have to be fiddled with, have elasticated bands around feet to keep them in place (potty training is not helped by dungarees, dresses which hang in the potty or toilet, belts, tight buttons or fasteners, tights, baggy trousers that slip off our shoes and pool on the floor, or belts on trousers that children cant undo when going to the toilet.)
- **Nappy changing** is not such an exciting time but very much a part of our day; Clothing which helps: separates – so that half the outfit can be changed if necessary- track suits are perfect.
- **Crawling:** comfy fitting tights or track suits, if trousers are too long they catch little feet, start to slip down and become uncomfortable, or slip off entirely, dresses can cause big issues with knee catching. Clothes should be of soft material and without extra fussy details such as poppers, zips on pockets etc that can dig into chubby little legs that are cruising around.
- **Outdoor play:** no long dresses or dresses that can catch on park equipment, trousers that are too long are also a hazard. My recommendation again is comfortable tracksuits. They really seem to be the most advisable outfits for ease and less fuss ability.
- We do not allow young children to wear jewelry to the nursery as they pose potential risk.

- **Weather:** Please dress your child appropriately according to the weather; children should bring a pair of wellington boots for the winter days, as they will still need fresh air so we will still take them out on daily outings. Jumpers and cardigans should be worn on colder days and short sleeved, cooler clothing in the summer/spring.

I know you want to make your child's day at nursery as much fun and as comfortable as possible, so I hope you will trust that we at the nursery are experienced workers and know that they would rather not be bothered with bothersome clothes and get on with the serious issues of having fun and playing and learning new things.

Please share the information above with your friends or family who may pick up or drop off your children. I hope this will give you some helpful information and it will make it easier for all the users of the nursery to be working towards the same goals.

If there are any areas that you think it would be helpful for us to add to this information or you have been unsure of in the past please feel very welcome to drop a note to the office it normally follows that if one parent has a question so do others. We can then perhaps send out a mini memo. We are and will be grateful for your help and support. We all work together to keep **little stars daycare** nursery safe and running well.

Best regards,
Management

LITTLE STARS DAILY ROUTINE

Butterfly Room

8:00 - 8:45	Good Morning. Free Play followed by breakfast.
8:45 - 9:00	Clean up and tidy up of free play equipment.
9:00 - 9:30	Register is called and then its Time to sing morning song and have circle time.
9:30 - 11:00	Activities including numbers, shapes and letters, following the daily planner, this is also time for physical play and playing in the role play area and other areas of the room.
	Bathroom break
11:00 - 11:30	Clearing up and setting up of tables for lunch
11:30 - 11:50	LUNCH TIME
11:50 - 12:05	Wash hands and faces, brush teeth and use the toilet.
12:05 - 12:30	Time for quiet time. Stories and reading books. Adult led story time
12:30 - 2:30	Planned activity (daily planning sheets are on display on the activity board). Activities including numbers, shapes and letters, following the daily planner, this is also time for physical play and playing in the role play area and other areas of the room.
2:30 - 2:45	Tidy up time
2:45 - 4:00	Time to get ready to go out (weather permitted). Physical play outside.
4:00 - 4:45	TEA TIME
	Bathroom Break
4:45 - 6:00	Free play inside, followed by tidy up time
6:00 - 6:30	Quite time, quiet play or learning /circle time
6:30	Time for Children get ready to go home, Free play.

Caterpillar Room

8:00 - 8:45	Good Morning. We start the day with breakfast.
8:45 - 9:30	Planned activities, which are displayed on the activity board inside the room.
9:30 - 10:00	Physical free play indoors. Using any indoor apparatus and dance and music for active play.
10:00 - 10:15	Snack Time.
	BATHROOM/NAPPY CHANGE
10:30 - 11:15	Planned theme activity.
11:15 - 11:30	Time for staff and children to clean up and wash our hands for lunch.
11:30 - 12:15	LUNCH TIME
12:15 - 2:00	Clean up time followed by nap time.
2:00 - 3:30	Planned activity (daily planning sheets are on display on the activity board)
3:30 - 4:00	Tidy up time
4:00 - 4:30	Afternoon Tea Time
4:30 - 5:30	Stories, circle time, sing song indoors.
	BATHROOM / NAPPY TIME
5:30 - 6:00	Creative activity in room. (arts and crafts)
6:00 - 6:20	Free Play
6:20 - 6:40	Tidy up time
6:40	Time to get ready to go home



Little Stars Registration Form

Date Completed.....Ref.....

Personal Details

Child's Full Name		Date of Birth	
Known as		Male/Female	

Parent/Carer Name		Mobile Number	
Parent/Carer Name		Mobile Number	
Email Address			
Home Address			
Postcode			
Home Telephone Number			
Child's Religion		Ethnic Group	
Parent's NIN		Parent's DOB	

Attendance Details

Please fill in days and times

Start Date	Monday	Tuesday	Wednesday	Thursday	Friday
Full Day 8.00 - 7.00					
Half Day Morning session 9.00 am- 12.00					
Afternoon Session 1.30pm-4-30pm					

Security Collection Details

We only allow authorised adults to collect your child with prior notice from you on the day in question. By giving us the details below Little Stars Day Care assume that you give consent for collection of your child from the named substitutes below.

Collectors Name	Relationship to the child	Contact Telephone No:	Password

Invites and cards:

Due to confidentiality we are unable to handout invites and cards to children as we would be acknowledging their attendance so could you please tick the relevant box below then we can follow your wishes.

I would like my child to receive any invites or cards addressed to them
 I would not like my child to receive any invites or cards addressed to them

Health Declaration and Emergency Contact Details

In any case of emergency do we have permission to seek medical advice for your child?
 Please Tick

YES	NO
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Do we have permission to disclose the nursery-setting name when contacted at your workplace?

YES	NO
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Parent/Carers Work details

Mothers/Carers Work address	Phone Number
Fathers/Carers Work address	Phone Number
One other Emergency contact name & address	Phone Number

Doctors Name	Telephone No	Doctors Address	Postcode:
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Details of any Known allergies	
Is your child up to date with immunisations	
Details of any current/ongoing Prescribed medication	
Any specific dietary requirements? Please state:	

GENERAL TERMS AND CONDITIONS OF REGISTRATION

- Little Stars expect parents/carers to notify us of any change in registration details, including telephone numbers, and provide necessary information requested concerning their child's care.
- Little Stars have made me aware of the location, at the entrance, of their Policies and Procedures. I understand I can request a copy at anytime, a small charge may apply.
- Parents/Carers are asked to accept that Little Stars Days Care Centre will **NOT** use physical punishment in the discipline of their child but will follow our policies and procedures.
- Parents/Carers are requested to notify us of any accident or injury suffered by the child since the last attended session, which will then be recorded (please see child protection policy.)
- Written consent will be required each time prescribed medication is to be administered by staff. Calpol can be administered if parents/ carers have given prior written consent or in emergencies verbal consent over the phone. All medication including Calpol must be provided by the parent/carer and labelled with their child's name.
- Any parent/carer who is listed on the child's birth certificate will be allowed to collect their child from Little Stars unless we have confirmation of an injunction by the courts. Regardless of parental responsibility we will need to be informed if someone apart from the main carer is collecting a child. If we do not have confirmation of this we will ask the person collecting to wait in the outside until we have informed the main carer on our registration form.
- The Registration Form gives Little Stars Day Care Centre consent, if signed, to take your child on routine outings from the Setting e.g. Park, Walk in the woods, Library etc. but a specific letter will be sent out to all parents/carers, in advance, to give specific consent for organised trips.
- The Registration Form gives Little Stars Day Care consent, if signed, for a member of the settings staff to transport your child to hospital or doctors surgery in the case of an emergency.
- The Setting will NOT accept children who are suffering from any contagious disease (see policies) or who have had diarrhoea or vomiting within the previous 48 hours.

- A deposit of one weeks fee is payable on the day of booking your child a place at Little Stars and will be refunded on your first months invoice. Any discrepancies on invoices may be rectified and charged for at a later date, if noticed by parents/carers please inform management immediately.
 - **All fees are invoiced one calendar month in advance, payment to be made by cheque or cash and will be collected on First Monday of every month.** If the cheques are returned from the bank to us unpaid then parents/carers will incur relevant bank charges.
 - Any extra sessions or hours will need to be paid on collection of your child.
 - A surcharge of £10 will be made for any payments not received by the set day. If payment is still not received within the week following this date then a fine of £5 per day will be made until payment is received or the space at the nursery will be suspended until the account has been settled.
 - Recurring overdue fees will result in the termination of registration without prior notice and action will be taken through a dept collection agency to recover any outstanding fees to the nursery.
 - Little Stars Day Care Centre will adopt the policy that the fee structure will be reviewed July of every year.
 - For late collection of children from the setting a surcharge of £5 for the first 15 minutes and £1 per minute thereafter will be incurred, with no exceptions, and added to the next invoice.
 - If there are any absences, due to child or parent/carer illnesses or missed sessions, then the full contracted fee is still payable. Likewise, if the child is on holiday the full contracted fee is payable
 - This agreement is subject to change in part or whole by Little Stars Day Care Centre with one months notice. All parents will be notified via letter within two weeks. Little Stars Day Care Centre will not be held liable for any unread notifications
- IMPORTANT: One month's notice is required, in writing, if you wish to withdraw your child from the nursery.**

Child's Name.....Date.....

Parents/Carers Name (Print).....Signature.....

Parents/Carers Name (Print).....Signature.....

<u>Permissions</u>	Yes	No
<p style="text-align: center;"><u>Consent for taking your child's photo</u></p> <p>We hereby give permission for Little Stars Day Care Centre to take photos of our child to use within the nursery for displays, artwork etc...</p>		
<p style="text-align: center;"><u>Consent for Your Child's Photo to be used in Advertising</u></p> <p>We hereby give permission for our child's photo to be used in advertising such as Little Stars Website, local newspapers etc.</p>		
<p style="text-align: center;"><u>Consent for applying sun cream</u></p> <p>We hereby give permission for Little stars Day Care Centre to apply sun cream to our child.</p>		
<p style="text-align: center;"><u>Consent to apply nappy cream</u></p> <p>We hereby give permission for Little Stars Day Care Centre to apply nappy cream to our child if necessary</p>		
<p style="text-align: center;"><u>Consent to administer medication</u></p> <p>We hereby give permission for staff to administer prescribed medication or calpol provided by the parent/carer with written consent.</p>		
<p style="text-align: center;"><u>Consent for taking your child out of Nursery</u></p> <p>We hereby give permission for Little Stars Day Care Centre to take our child off the premises to go for a walk in the woods, to the shops, to the park or library etc</p>		
<p style="text-align: center;"><u>Consent for contacting your child's playgroup or school</u></p> <p>We hereby give permission for Little Stars Day Care Centre to contact my child's playgroup and school to discuss their developmental progress. This will be undertaken to assist my child to reach their full potential.</p>		

Child's Name.....Date.....

Mothers/Carers Name (Print).....Signature.....

Fathers/Carers Name (Print).....Signature.....

Questions to help us get to know your child

Childs Name: _____ **D.O.B:** _____

- What does your child enjoy playing with?
- Does your child have any names for significant people (e.g. grandparents) or pets which you would like us to use?
- Is there any particular likes or dislike that your child has?
- Are there any ways in which your child might need particular help/ support from a member of staff?
- Does your child wear nappies? If so what size? If toilet trained, how does your child let you know if they need the toilet?
- Does your child have any know allergies?
- Any other relevant information

Thank you for sharing this information with us to help us get to know your child

Registration form – Updated 25/07/2018