



FIRST STEPS

Children's day nursery

First Steps Nursery,
75 Oakdale Road,
Oakdale, Poole
BH15 3LD

www.firststepsnursery.net
01202 675009 08445 867247

This brochure should be read in conjunction with
our welcome pack and policies that you will be
given when you have registered with us



FIRST STEPS

Children's day nursery



Welcome to First Steps Day Nursery

We hope you and your child enjoy your time with us here and take away many happy memories.

Our aim at First Steps is: 'To provide the highest possible standards in **childcare** and **education** within a **fun**, stimulating and above all **caring** environment'.



our mission:

At First Steps we strive to create a fun, vibrant and interactive environment where each child is respected as an individual. Our emphasis is on delivering quality childcare and education and ensuring that fun and laughter is an important part of each day.

Our team of qualified practitioners specialise in the care of young children. Whether this is in the form of full Nursery care, kid's holiday club or children's birthday parties. We are pleased to say that the majority of our day to day business comes through recommendations from our existing customer base.

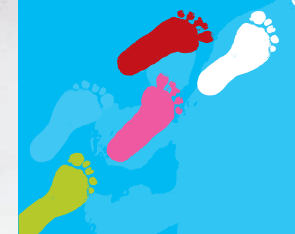
We strive to create a trusting bond between our staff and the children in their care and an equally important bond is also formed with

the parents who put their child into our specialist care for any of the First Steps offerings.

We welcome all feedback from our customers and continually look to improve our service wherever possible

helpful hint:

It is better to tell your child that you are leaving them and that you will be back soon after they have had some time to play. (Never sneak away as this will encourage your child to cling to you when you leave them). Gradually build up the time you leave them and give your child lots of praise when you return.



activities and groups:

All children in our care are offered a rich and varied curriculum, adapted to their age and stage of development. Our offerings are centred on the Early Years Foundation Stage.

Our early years practitioners are guided by the principles contained within this initiative and these principles are grouped into four themes:

- A Unique Child – every child is a competent learner from birth who can be resilient, capable, confident and self-assured.
- Positive Relationships – children learn to be strong and independent from a base of loving and secure relationships with parents and/or a key person.
- Enabling Environments – the environment plays a key role in supporting and extending children's development and learning.

- Learning and Development – children develop and learn in different ways and at different rates and all areas of Learning and Development are equally important and inter-connected.

All toys, equipment and resources will be age appropriate, offer a range of specific learning experiences and provide children with a diverse yet very positive outlook.

We have 3 age groups as follows:

- Teddybears (2 months to 2 years)
- Sunshines (2 to 3 years) and
- Rainbow (3 years to school age)

Regular observations are completed by key workers linking with the EYFS to enable us to best support each child's play, learning and development

These records will be kept at the Nursery but you are of course welcome to read them at anytime.



opening times & fees

- We are open 51 weeks a year, we are closed on bank holidays and we close for a week over the Xmas period
- Opening hours 7.30 am to 6pm Monday to Friday
- Our fees include ALL food, drinks and snacks We also include nappies and wipes where applicable.
- Registration fee and deposit required to secure a place (please see fee insert for current prices)
- FREE pre-school places available
- Flexible payment methods – standing order/debit card/childcare vouchers

parental involvement:

First Steps Nursery understand that parents and carers know their child better than anyone. We want to work with you so that your child can receive continuity of care and support in all areas of personal, physical and emotional development or life experience. We aim to talk to parents/carers at the beginning and at the end of their child's day and we will keep you updated with daily diary sheets and monthly newsletters

We display children's work and photographs around the setting as well as on our website (with your permission) and encourage parents to look and give us feedback.
www.firststepsNursery.net

As a setting and as individuals we value the diverse community we all live in. That is why we ask that you share your ideas, skills, religious and cultural beliefs or practices with

us so that the children and adults can learn from others and embrace the rich diversity that our community provides.

Parents evenings are held twice yearly for parents/carers to come to the Nursery without their children to discuss with their child's key person development milestones and progress. You will be able to see the records and displays for your child and get more of a 'feel' for what your child does whilst at Nursery.

As a parent/carer of a child at First Steps Nursery, we value your contribution to our Nursery. You know and understand your child better than anyone else and with your help we can provide every child with the best care possible.



safety & security

- CCTV cameras in and outside the Nursery
- Dual security entrance doors
- ALL staff will have an Enhanced CRB check
- We have a no mobile phone policy in the nursery

You will be asked to sign your child in and out of the Nursery. This then hands over responsibility for the care and welfare of your child to us for their time at Nursery on that day.

If anyone other than the designated person known to the Nursery is to collect your child please inform the manager. Proof of identity and a password known to First Steps and the designated carer will be required on arrival.



health and safety:

At First Steps Nursery, we aim to provide a clean, safe and healthy environment for your child to learn and play, therefore it is of the utmost importance that you do not bring your child to Nursery if they are unwell or have a contagious illness or disease.

(please refer to our full Health & safety policy for more details) Not only does this protect other children and families in the Nursery, but it also protects the staff who provide care to each child in the Nursery.

We employ a cleaner to uphold our high standards of cleanliness throughout the Nursery and our Managers are trained in Health and Safety and Risk Assessments, First Aid and Food Hygiene.

In the event of an accident to a child or member of staff the nearest 'First Aider' would administer the appropriate level of first aid. However in the event of a more serious accident a senior staff member would be called to decide on further action to be taken and the parent/carer informed immediately.

All accidents/incidents are recorded and kept on file in the office to be signed by the parent/carer on collection. Should a child sustain an injury outside of the Nursery we would request that you inform us fully and complete and sign an accident/incident existing injuries form on arrival.



nursery food:

- All inclusive & no hidden costs
- Breakfast, mid morning snack, lunch afternoon snack, high tea
- All our food is freshly cooked, wholesome and nutritious.
- We use seasonal fresh fruit and vegetables
- Low salt & sugar
- Vegetarian & special diets can be catered for

other services

In addition to our Nursery we also provide the following:

- Holiday Club for 4-12 year olds
- Birthday Parties – all inclusive or room hire only

the first steps team:

Caroline & Mike Marks are the directors of the business and have over 20 years experience in the childcare sector

First Steps has 2 managers -
Tracey Knight (Nursery) and
Lauren Stewart (Preschool and Holiday Club)

We employ a team of highly qualified and dedicated childcare professionals who are committed to upholding our high standards.

Our minimum ratios are as follows:

Under two's 1:3

Two to threes 1:4

Three to fives 1:8

Our company policy is to encourage further training and development throughout the team to ensure we are giving the children in our care the best possible start.

how do i register?

- Complete the attached application and permission forms
- Pay the registration fee and deposit
- Arrange settling in sessions with the nursery manager

We would initially advise that each parent or carer and child attend together for a short period of time and we would then encourage your child to form a close attachment with a key worker to ease their transition into nursery.

During this initial stage we would help your child to become familiar with our Nursery routines i.e snack times, quiet play, outdoor play, etc.

If your child is a little older we would show them where the toilets are, where they can get a drink if they are thirsty and where they can find different activities.

Because each child is unique, some children settle very quickly into Nursery whilst others may take a little longer. Please try not to worry if your child takes a while to settle in, as our staff are used to this and will patiently help you and your child.

