

## Frequently Asked Questions

Below are some of the questions we get asked by parents when their children are attending The Crèche at Portishead Youth Centre



We've grouped the Frequently Asked Questions about the crèche into the following categories:

- Safety Questions
- Activity Questions
- Medical Related Questions
- On the Day Questions
- COVID Related Questions

### Safety Questions

**What information do you need to know about my child in advance?** All children must have a completed registration form so that we know as much as possible about your child to ensure we deliver the right care for your child and have consent to act on your behalf in an emergency situation.

**Who can pick up my child?** The person who dropped off your child or a named person on the registration form are the only adults who can collect a child from the crèche. When arriving, we may ask you where you will be while your child is with you (as a creche facility, parents/guardians should be within 10 minutes of our premises at all time).

The password must be given when collecting your child.

**How do I know my child(ren) will be in safe hands?** Portishead Youth Centre staff are fully vetted, which means they all have:

- Qualifications or Experience
- Been interviewed face-to-face
- Reference checked
- A current DBS Check
- Uniform provided where necessary
- Crèche staff hold an Ofqual Level 3 Paediatric First Aid certificate.

**How many staff will look after my child?** We work to the ratios set by Ofsted who govern childcare. For babies under 2 years we have 1 carer to 3 babies, for children 2-4years we have 1 carer to 4 children.

**What happens in the event of a fire?** We will evacuate all the children in accordance with the venue's evacuation procedures. Parents (if available) may escort us to the evacuation point or meet us there. We will either re-enter the building or sign children out from the evacuation point if the building is deemed unsafe.

**Does The Crèche at Portishead Youth Centre need to be registered with Ofsted?** Under current legislation the creche we provide is exempt from Ofsted registration. However, we value Ofsted's rules and regulations, so we are in the process of registering the creche on Ofsted's voluntary register. We operate under their guidelines.

**Do you carry out risk assessments for the creche?** We carry out a full visual risk assessment each day the creche operates. This includes our new Covid-19 specific risk assessment with existing health and safety checks. A copy of our overall creche risk assessment can be found on our website.

**What insurance do you hold?** We have full public and employer's liability insurance and can provide you with a copy on request.

## Activities Questions

**How do I know the activities will be fun for my child?** We ensure that the programme delivery each day is varied and age specific. Children can participate in group activities or can 'free play' with age appropriate resources and activities.

**What sort of activities will you do on the day?** Our daily plan includes both structured and free play activities. These include music and movement, arts, crafts, and messy play.

## Medical Related Questions

**My child has allergies, additional needs, or a medical condition. When will I be able to brief the team?** Once a team member has read your child's registration form, if required we will call to discuss any additional care your child may require. If you have any specific concerns then please contact us and arrange to meet with our staff to discuss your child's needs in person.

**What happens if my child is injured? Can staff provide first aid?** Yes, a Paediatric First Aider is always on duty. If your child is injured, you will be informed about the incident and asked to sign an accident form.

**My child carries an 'EpiPen' at all times. Are staff trained/prepared to use?** Yes, all our creche staff are trained and qualified to use an EpiPen if required.

**Do you accompany the children to the toilet?** Yes, all children can be escorted to the toilet. The Creche at Portishead Youth Centre has separate facilities for the children who are using the creche. There will always be 2 creche staff available to ensure best practice.

**What happens if my child is unwell on the day of my booked session? Do I have to cancel if it's just a runny nose?** Due to Covid-19 and our new policies and procedures we cannot accept any children into the creche who are unwell. Where possible, please give at least 24 hours' notice of any sessions you need to cancel.

**Will staff at The Creche at Portishead Youth Centre be wearing face coverings whilst looking after my child?** The current Government guidance does not recommend the use of face coverings by staff in Early Years settings, however we are continually reviewing the guidance and will update our procedures as required.

## On the Day Questions

**Is there anything I need to bring? (or do I just drop off my child)** If your child is still in nappies then we ask that you bring enough, including baby wipes to last for the duration of the session, along with a drink of water or baby milk already made up. A change of clothes is advised too.

**Do I have to drop off at exactly 9am?** No, you are welcome to drop off your child at a time that suits your plans. The session runs between 9am and 11am with drop off and collection flexible between those times.

**If my child gets upset how will I know?** If we cannot settle your child within 20 minutes, then we will contact you. Please remember all parents and carers of children using the creche must stay in Portishead so you are no more than 10 minutes away from the premises at any time.

**Is there an area for my baby to sleep?** We understand that some babies may require a nap. If this happens the creche staff will place the child in their pushchair or pram and situate this next to the staff member so they can continue to care for them.

**Can I stay with my child to settle them?** Due to Covid-19 secure guidelines we cannot allow parents and carers into the creche at present. If you have concerns over your child being able to settle, you are welcome to stay in the Café area of the building to be on close hand if your child needs to leave the session. We serve a selection of drinks and food from The Café, and your purchase will help our continued work with children and young people.

Only users of the Café may make use of seating/tables in our building at this time due to limited café table space.

**How do I pay for the session?** Currently all creche sessions must be paid by card, either over the phone or through the Main Office.

**How do I know how my child's creche session went?** You will be provided with a handover sheet to ensure you are fully informed of how your child has enjoyed their time. This will include nappy change times, which activities your child has enjoyed and any other relevant information.

## COVID related questions

**My child lives in a household with someone who is required to isolate as a result of being in contact with someone who has tested positive for COVID. Can my child still come to The Creche?** In order to keep other children and our staff safe, please do not bring your child to Creche until the person in your household who is required to isolate, has completed their isolation period.

**Will my child's temperature be taken before they enter The Creche?** Government guidance does not recommend the use of temperature checking as a reliable indicator of COVID infection. Babies and toddlers often have a temperature relating to common childhood ailments (e.g. teething). All parents will be asked questions regarding the key symptoms of coronavirus in children before entry. Our staff reserve the right to refuse entry to a session if a child does not appear well or shows any key coronavirus symptoms.