Caterpillars Pre-School

Frequently Asked Questions

September 2021

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Signing in

Currently, a member of staff will sign your child in and out as they enter and exit the premises. We are asking parents to provide their child's snack in a small pot the children can open themselves or a whole piece of fruit. Snack should consist of a piece of fruit and/or vegetables only.

My child is unable to attend today what should I do?

If your child is unable to attend a session for any reason, we would appreciate you contacting Caterpillars on their mobile 079840 857592. A text message or WhatsApp is acceptable.

It is important that any child suffering from diarrhoea or sickness should be kept away from pre-school for at least **72 hours** after the last bout. Any child suffering from contagious infection should not be brought to Caterpillars. Please inform us of anything that we can inform other parents to be aware of i.e. Covid-19, Chicken Pox, head lice. We will of course maintain confidentiality in such cases but as you can appreciate the spread of such outbreak can be minimised if parents are aware.

I am unable to collect my child:

If for any reason you are not able to collect your child and someone else will be collecting them on your behalf, please let Caterpillar's know either at drop off or during the course of the morning. The person will need to be able to use the correct password as identified on your admission form.

What happens during the day?

During the day we have free flowing indoor and outdoor play in all weathers! We have a broad range of activities in both areas. There will be a rolling snack where the children can come and have snack when they are ready. We all join in with tiding and get ready to go home.

We hope your child enjoys their time at Caterpillars Preschool, if you have any problems please do not hesitate to speak to your child's key person.

What should my child wear to each session?

Please send your child in suitable clothing – we do provide aprons but cannot guarantee that clothes will stay clean! As much as possible, children need to be able to manage their clothes – pushing up sleeves to wash their hands or managing at the toilet – difficult fastenings etc. make it frustrating for a child learning to become independent. Shoes should be easy enough for your child to remove and replace when necessary and appropriate for running, climbing etc. No laces please.

We use the outdoor area throughout the year. We recommend wellies and waterproof warm coats for winter, sun hats and sun cream in the summer. We do have some sets of waterproofs and wellies should your child come to Pre-school without them.

Do you ever have to close at short notice?

On very rare occasions , we may be unable to open due to snow, lack of heating, staff sickness, outbreak of contagious illness or our forced to close by a 3rd party , every effort will be made to contact

you prior to your arrival at Caterpillars and we will also text the number you have provided us with. There may be some occasions where we will not be able to contact you in advance and we have to notify you on arrival.

How will I billed for my child's fees?

Invoices are emailed out to parents every half term and payment is requested within 21 days.
Please ensure that the setting has the correct email address for you. All fees are required to be paid electronically and bank details are included on the invoice.

As a charity, Caterpillars relies on prompt payment of fees in order to continue its good work. Our policy on non-payment of fees can be viewed on request and is available on our website.

If you have any difficulties in making payments, please contact a member of Caterpillars staff as early as possible. All conversations regarding finance are kept confidential.

My child has developed an allergy?

It is important that we are aware of an allergy or illness following completion of your admission forms. Full details should be made in writing along with appropriate medical information (if required) to ensure any relevant forms and care plans can be completed.

My child needs to take medication whilst at Caterpillars:

We can only give necessary prescribed medicines providing the relevant consent forms have been completed and the manager is satisfied that the relevant knowledge/training is in place. All medication should be clearly labelled and handed to a member of staff.

I want to increase/reduce my child's sessions:

Please speak to the Pre-school Manager, Chrystal about increasing the number of sessions for your child and she will be able to advise as to availability.

If you want to reduce the number of sessions for your child or you are leaving Caterpillars, then 4 weeks-notice in writing must be sent to Caterpillars. If less than 4 week's notice is given, fees remain payable for the remainder of the notice period.

The 4 weeks' notice also applies if you decide after acceptance of a place for your child that you do not wish them to join.

I have an issue and I want to discuss this further:

In the first instance please speak to your child's key person. If you are unable to do this then please speak to the Manager, Chrystal Clark or any member of the Caterpillars Management Committee. For your information a brief outline of our complaints policy is contained at the back of this book.

Who do I speak to about my child?

Your child will be assigned a Key person. This member of staff will work closely with your child, observing and supporting them daily. The Key person takes observational pictures for your child's Learning Journey book. At the end of term all the observations are put together in the book along with a written

learning journey report based on the observations. This will be available for you to look at, write any comments and sign to say that you have read it.