



# Welcome to Wise Owls Childcare Farm View Day Nursery

Loddon Court Farm, Beech Hill Road, Reading RG7 1HT

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# Contents

Welcome to Wise Owls Childcare Farm View Day Nursery. We are excited to get to know you and your child. This Welcome Pack is designed to give parents/guardians and children the best possible start with us. We are here to support you through this important milestone. We hope you find this pack helpful and if you have any questions please don't hesitate to contact us.

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PLAY IS HOW WE  
**SPREAD  
OUR  
WINGS**  
AND GROW



Above all, my aim is to provide a safe, caring and stimulating environment in which children can experience creative play, have fun and make friends.

**TANYA GALITZINE FOUNDER  
WISE OWLS CHILDCARE**

## Our Nursery

At Wise Owls Childcare we value learning through play; nurturing imaginations and sparking that sense of adventure in young minds.

We promise to immerse your child in the outdoors, games, books, music and art so that they fall in love with learning and enjoy making new friends in a safe and caring 'home away from home'. With delightful farmland on our doorstep, children at Farm View also get to explore their natural surroundings each day.

## Where it all began

Wise Owls Childcare is a locally owned and run nursery business founded by Tanya Galitzine in 2000 at Winbury School, Bray. After training at The Norland College, Tanya gained an NNEB, Norland Diploma in Childcare in 1995, and subsequently has spent over 25 years working within the childcare sector. As a parent, she understands the many challenges of parenthood and the importance of ensuring that your child is in receiving the highest quality of care.



## Meet the Manager

### Nursery Manager - Nina

Having gained the NNEB in 1989, Nina has worked in childcare both in the UK and abroad, therefore bringing over thirty years of experience to her role as Quality Assurance Manager for Wise Owls Childcare. By sharing her knowledge and experience with the teams across our settings, Nina is able to support and guide our staff members to provide early years excellence across all of our facilities. Nina is a parent to a daughter who attends university, so is also able to share her many parenting experiences too.





# Our Fees and Booking requirements

## FEES

You will find our current fees on our website here:  
<https://www.wiseowlschildcare.co.uk/location/reading/fees>

Fees are reviewed twice yearly and therefore our current fees are subject to increase.

The minimum booking period is 2-full days per week. Morning and afternoon only sessions are not currently available. If you would like to request this please contact our admin team at our head office department.

Fees are calculated based on the 51 weeks of the year that we are open, averaged into 12 monthly payments. Monthly payments will include bank, public holidays as well as inset days, which are payable in full in spite of closure. We do not refund for sickness, holidays or situations beyond our control.

## DEPOSIT AND REGISTRATION FEES

In order to make a booking request we require a £250 deposit and a non-refundable £95.00 registration fee.

## CHANGING YOUR BOOKING OR GIVING NOTICE

If your child is already attending our nursery, we require 2 months' notice to cancel your booking.

If you have accepted a booking and you wish to cancel your booking before your child starts with us, we require 3-months' notice prior to your child's start date. If you wish to change your start date, please contact us at your earliest opportunity and at least 3 months' prior to your child's start date. We cannot guarantee a place for your child if you delay your start date or change your booking after accepting an offer and in such cases, you may lose your deposit.



**“Every child deserves the best possible start in life and the support that enables them to fulfil their potential. Children develop quickly in the early years and a child’s experiences between birth and age five have a major impact on their future life chances.”**

**— Statutory Framework for the Early Years Foundation Stage**

# Your child's development

At Wise Owls, our early years practitioners ensure all children are meeting their personal developmental goals and achieving the highest standard of learning available. Every key person develops an in-depth understanding of their key children; their interests, their ability and their ongoing development, as well as upholding a positive relationship with both child and parent.

The Wise Owls Childcare Curriculum is designed to meet the needs of children aged 8 weeks - 5 years and covers all seven areas of learning as set out in the Early Years Foundation Stage Framework (EYFS). We endeavour to provide opportunities for outdoor learning as much as possible throughout the day and we aim to spend at least 180 minutes outdoors each day.

We will monitor every child's progress through:

- Regular quality observations
- Professional knowledge and reflection
- Weekly planning
- Personal learning stories for each child

Parents will be able to follow their child's progress using the ParentZone app where special moments, observations, assessments and learning stories will be shared.





## Our Rooms

The nursery is split into 3 rooms which are organised by age.



**OWLETS**  
Baby Room  
8 weeks - 2 years



**LITTLE OWLS**  
Toddler room  
2-3 years



**SNOWY OWLS**  
Preschool room  
3-5 years



## Learning through play

Through play, children at Wise Owls learn essential life skills including sharing, problem-solving, socialising, the art of conversation and caring for others.

# Owlets

Our baby room is set on the upstairs floor and cares for up to 18 babies aged between 8 weeks and 2 years.

We have a staff:child ratio of 1:3 ensuring that your child has the attention they need throughout the day

Here your baby will be able to take part in activities designed to help his or her development through play, ranging from books, rattles, duplo, baby gym, ball pool, treasure baskets and pull along toys.

There is a messy play area where messy activities and art & craft are thoroughly enjoyed by all children. With beautiful farmland on our doorstep, children also get to explore their natural surroundings and visit their friendly equine neighbours from time to time - the horses in the neighbouring paddock.



## A typical day in Owlets

- Owlets is split into 2 spaces, the “little room” for the younger babies who aren’t as confident on their feet and want to be able to explore freely by crawling. In the “big room” the children tend to be confident on their feet and able to walk freely around the room, giving them a bigger environment for them to run freely and explore.
- Although there is a “nursery routine” we are very flexible within the owlets room and follow the independent routine of each individual, where possible, this information is gathered from the parents at the settling in visits so in turn can help the children feel more settled at the nursery.
- We serve breakfast (a variety of cereal) between 7:30 and 8:15
- There is a small group time at 9 in the “big room” where children are encouraged to sing and sign songs with an adult if they want to.
- Free play in both of the rooms, consisting of sand and water play and craft activities throughout the morning with a rolling snack offered between 9:30 and 10
- All the children will spend time in the garden exploring the outdoor environment
- Nappies are changed regularly depending on children's needs and we provide nappies and cream as well as making our own baby wipes.
- Lunch time is at 11:30 where the children are offered a hot meal that can be adapted for any allergies, intolerances or personal preferences.
- All children sleep after lunch, either in the cot room for younger children or on sleep mats in the big room for children who are older; this will help aid their transition to the toddler room.
- After sleep time, the children will have further opportunities to explore a variety of activities provided by the staff as well as exploring the toys provided on the children’s level around the room. In the big room there is also a slide which the children are able to access to help further enhance and explore their physical skills.
- Tea is served at 3:30 and consists of meals (such as sandwiches or soup) as well as a variety of fruit or yoghurt for pudding.
- After tea the children will learn through play, following the children’s interests, the staff set up a variety of activities to ensure children are accessing all areas of the EYFS curriculum.



*My daughter always comes home so happy and tells me all about her day. She has a great bond with her key worker and gets excited to see her.*

*Charlotte*





## Enquiring minds

We want to spark curiosity and build a strong foundation to enhance a child's knowledge and passion in order to develop the skills they need through life.

## Little Owls

In our toddler room, we can accommodate 25 children between the age of 2 and 3 years old and we have a staff:child ratio of 1:4 ensuring that planned activities are designed to stimulate your child's imagination and love of learning throughout the day.

Our Little Owls will enjoy many exciting and creative activities with free play sessions, group time, art and craft, sensory play and physical exercise.

Group time activities help our Little Owls to develop important life skills including patience, cooperation, sharing and communication.

With beautiful farmland on our doorstep, children also get to explore their natural surroundings and visit their friendly equine neighbours from time to time - the horses in the neighbouring paddock.



## A typical day in Little Owls

- Breakfast is served between 7:30am and 8:15am for the children offering a variety of different cereals.
- Children are encouraged to wash their hands when they first come in and serve themselves cereal.
- Following breakfast, there is the opportunity for children to independently choose their own toys from the wide variety that are available to them.
- At 9am, there is small group time where the children are encouraged to sit with an adult for a short period of time and greet each other, sing some songs and read a story.
- Following this, a variety of activities are set up for the children to participate in and further extend their learning. These include sensory or craft activities, sand and water play as well as construction and role play.
- Between 9:30 and 10 there is a rolling snack offered to the children if they would like some, this consists of fruit, crackers, breadsticks and a cup of milk.
- At 10:30am the door to the garden is opened and the children have the opportunity to free flow between the indoor and outdoor activities.
- 11:30am is lunch time, the children are encouraged to wash their hands and then sit at the table independently, they are then supported with self-serving their own meals where possible.
- Following lunch the children have a sleep, if they need one, on a sleep mat. If the children do not sleep then a variety of activities are provided for them to interact with in the main room while their friends sleep.
- After sleep time, free flow is encouraged again, new activities set up inside and access to the garden is provided.
- At 3:30 it is tea time, there is a short group time before tea where the children are encouraged to sing songs, read stories and wait patiently to be able to wash their hands before sitting at the table.
- Following tea the children have more opportunity to learn through play, accessing the toys that are readily available to them at their level. Staff interact with the children and support their play, further developing their understanding.
- Some of the children within Little Owls wear nappies; these are changed regularly throughout the day. Potty training provides a lot of excitement. Children are often asked if they need the toilet and are supported with this appropriately.



*Thank you to all of the wonderful staff who work at this amazing nursery. All the staff are so kind, caring and reassuring.*

Emma



## Exploring nature

With spacious outdoor play areas and beautiful farmland on the doorstep, children get to explore the world around them every day.

# Snowy Owls

Our Snowy Owls room can accommodate 24 children between the ages of 3 and 5 years old and our staff:child ratio is 1 to 8 in this room as children are becoming more independent.

Children at this age follow the Early Years Foundation Stage Principles and participate in activities that will gently prepare them for the transition to school. Our team maintains a flexible routine to allow them to meet each child's individual needs during this important stage of development.

We aim to provide many different opportunities for the children to develop and experience the outdoors. Healthy, physically active children are more likely to be academically motivated, and physical competence builds self-esteem at every age. We have regular gym time sessions where the children learn listening skills and team work as they join in with group games.



## A typical day in Snowy Owls

- Breakfast is served between 7:30am and 8:15am offering a variety of different cereals.
- Following breakfast children have the opportunity to learn through play using toys that are always accessible to them during free play.
- At 9am, preschool children all sit down for group time where they can sing songs, read stories and share stories with each other. Following this there is a short period of time where the children split into groups and learn about phonics, which aid in their school readiness.
- Following this, activities are set up both inside and outside, following the children's interests, which will help further their development and understanding in line with the EYFS.
- Before lunch all children help to tidy up the activities that were set out for the morning, they then sit down for a story while they wait patiently for lunch.
- After washing their hands the children are encouraged to collect their own knife, fork and plate and then find their name card which is placed on one of the lunch tables, this helps with name recognition to aid with school readiness.
- The children self serve their lunch from dishes on each table and pour their drinks. This allows them to make their own choices and promotes independence.
- Following lunch, children have some free reading time where they get the chance to explore different stories alongside their friends where they can discuss what is happening in their stories.
- After this children all go into the garden and explore different physical activities, such as the stepping stones, the obstacle course, digging in the mud and cooking in the mud kitchen. There is also sand and water play available for the children. Adults will frequently interact with all preschoolers to enhance their learning by supporting and extending their understanding and knowledge.
- Tea is served at 3:30pm following the same routine as lunch.
- Following tea the children are able to access different activities within the room that follow their interests and help to ensure they access every area of the EYFS.
- There are toilets provided in the preschool cabin as most of the children within the room are toilet trained. If your child is in nappies then these are checked and changed regularly.



*Our daughter has loved attending Farm View since she was 10 months old and she has thoroughly enjoyed it. Thank you to all the staff who have helped her develop along the way in preparation for primary school.*

Corrinne



## Settling In

We offer three free settling-in sessions before your child starts with us. This includes a 1-hour session with the parent present, a 2 hour stay & play session without the parent present, and a third session over meal time. If further settling in sessions are required we may be able to accommodate this for an additional fee.

Settling in sessions are a great way for children and parents to familiarise themselves with the nursery and to get to know the child's key worker. During this time, you will be asked to fill in a form titled 'All About Me' which collects details about your child's routines, comforts, likes, dislikes and family information to ensure we can offer your child the best possible care.

## Key worker role

A key person has special responsibilities for supporting your child and building a special bond with them and their family. The role will involve physical and personal care for your child. It is therefore important that you share important information about your child's preferences, likes and dislikes, motivations and interests, and how they feel about being away from home. Parents might want to talk about their child's feelings or development with their key worker. Key workers will also plan appropriate activities for your child and observe their personal, social, health and physical development according to EYFS guidelines and the Wise Owls Childcare curriculum.



## Dropping off and collecting your child

The start and the end of the day can be a very busy time at our nursery as many parents/carers arrive at the same time to drop their child off and pick them up. Please do your best to drop off and pick up your child promptly to make room for other cars in our drop off zone. If you would like to speak to our nursery manager or your child's key worker, please email the nursery to make an appointment.

## Going to be late?

Children must be collected by the end of the booked session. If you are going to be late please notify the nursery of your expected pick up time. There is an additional late fee of £5.00 per 15 minutes per child.

## Drive with care

Drive with extreme caution in our car park and beware of children and parents at all times. Please park in a parking bay provided and do not block the nursery entrance or other cars as this is very dangerous for pedestrians, There is a disabled car park reserved for those with a disabled parking permit.

**PLEASE DO NOT EXCEED THE SPEED LIMIT OF 5MP IN THE CAR PARK**



# My child is having trouble saying good-bye

Remember separation anxiety is very common and can peak at about six months to three-years-olds. Be assured that it is a normal part of development and most children grow out of it. Here are a few tips on making the transition easier for your child.

1. Make sure you are organised and leave yourself plenty of time to get to nursery. If your child is old enough, talk to them about what they might need to take with them. Read stories about going to nursery so that they can build a narrative for themselves and ask questions.
2. Create a routine for leaving the house and arriving at nursery. Follow it consistently and calmly. Play the same music or sound in the car on the journey and follow the same routine when arriving. This will help your child feel calm and able to predict what is going to happen.
3. Create a simple good-bye ritual that you do consistently every day and keep the drop-off quick. Be prepared for tears! If you have to leave your child upset, make sure you have told your child's key worker how best to comfort them.
4. Remember that you are the role model to your child so try to appear calm and matter of fact. It is common and perfectly normal to feel guilty and anxious but try not to convey that to your child.
5. Do not make a big fuss about the difficult drop off with your child afterwards.
6. Remember, once you have gone, all children settle in and enjoy their day playing with friends and they are in very good hands!

# What should my child bring?

Every child should bring a bag with them to nursery each day with the following **NAMED** items:

- A change of clothes each day (including underpants). Spare clothes should be weather appropriate.
- If your child is in the baby room, please ensure you pack bottles for each feed they have.
- If your child is potty training please pack a few spare clothes (including underpants) as this can be a difficult time when we are having so much fun.
- In winter, please bring coats, gloves, wellington boots and hats\*.
- In summer, children will need a sun hat and sunglasses\*.
- We will supply sun cream (unless your child requires a special sun cream in which case you must declare this on their medical form and notify their keyworker).

**EXTRA BAG:** Please pack a separate waterproof bag within their main bag to place wet/dirty/soiled clothing. **NO DRAW STRING** bags please as these are dangerous. A plastic click-seal bag is best.

- Any medication (this should be handed to the room leader and a medical form must be completed)
- Please ensure any medical or dietary needs are shown on your child's profile on ParentZone (see p. 23)

**\*Your child's bag:** Your child's bag will need to be brought in and taken home each day, including their coats, wellington boots, hats, gloves etc.

**Nappies & Wipes for older children:** If your child is not potty trained by preschool, you will need to supply your own nappies and wipes.

**Indoor / Outdoor shoes:** Provide a suitable pair of indoor and outdoor shoes for your child to ensure they are comfortable in all environments.



# Menu & Meal Times

In line with the EYFS framework for good nutrition, we aim to ensure children receive food and drink that is balanced across the day with meals and snacks consisting of a good variety of different foods.

Here is a sample menu giving you an example of the variety of food children will enjoy.

Please advise the nursery of any dietary requirements and ensure this information is kept up to date at all times.

## Meal times

Breakfast: 7:30-8:15am

Snack: 9:30am

Lunch: 11:30am

Tea: 3:30pm

WISE OWLS SAMPLE WEEKLY MENU		
WE AIM TO PROVIDE A DIVERSE RANGE OF FOOD FOR LUNCH AND SNACKS THAT ARE NUTRITIOUS AND ADVENTUROUS FOR CHILDREN.	<b>MONDAY</b> <b>MAIN DISH</b> Lamb and Bean Chilli with Basmati Rice <b>VEGETARIAN ALT</b> Soya mince and bean chilli <b>VEGETABLES/SALAD</b> Onions, celery, peppers and haricot beans <b>PUDDING</b> Apple crumble and custard	<b>TUESDAY</b> <b>MAIN DISH</b> Turkey a la King with baked potato <b>VEGETARIAN ALT</b> Quorn a la King <b>VEGETABLES/SALAD</b> Peas, sweetcorn, peppers, onions, mushrooms and celery <b>PUDDING</b> Honeydew melon, apricot and strawberry cocktail
<b>WEDNESDAY</b> <b>MAIN DISH</b> Cottage Pie with mashed potato <b>VEGETARIAN ALT</b> Lentil and spinach Pie <b>VEGETABLES/SALAD</b> Peas and Sweetcorn, potato <b>PUDDING</b> Fresh Fruit Fromage Fraiss	<b>THURSDAY</b> <b>MAIN DISH</b> Chicken Pie with new potatoes and carrots <b>VEGETARIAN ALT</b> Quorn pie <b>VEGETABLES/SALAD</b> Potato and carrots <b>PUDDING</b> Banana, watermelon and mandarin cocktail	<b>FRIDAY</b> <b>MAIN DISH</b> Fish Pie with green beans and potato <b>VEGETARIAN ALT</b> Tofu with cheese sauce <b>VEGETABLES/SALAD</b> Green beans and potatoes <b>PUDDING</b> Apple sponge with chilled vanilla custard

## Keeping your child safe

Keeping your child safe throughout the day is our priority. As well as maintaining child/staff ratios at all times, there are other safety measures we have in place to ensure your child is safe in our care.

All staff are responsible for safeguarding and promoting the welfare of all children in the nursery, and they have received the relevant training to carry out this role.

The entrance to the nursery will be locked at all times and will only be unlocked by a member of staff.

Parents must not hold the door open to other parents to let them in the building unless approved by a member of staff.

All children will be signed in and out by a member of staff using the iConnect register.

We carry out regular fire drills and lock down drills so that staff and children are rehearsed in how to respond to an emergency situation.

Fire alarms, smoke detectors and carbon monoxide detectors are fitted throughout the nursery.

All staff have enhanced DBS clearance in place before starting with Wise Owls Childcare.

All areas of the nursery, inside and out, are subject to daily risk assessments by the manager.

## When and how do I pay my fees?

Nursery fees are paid in full one month in advance of care received. Wise Owls will invoice parents on the 1st of each month and payment should be made by 7th of the month.

If paying by BACS, please add the child's first name initial, surname name and FV as a reference e.g.: John Smith is JSmithFV.

We accept all childcare vouchers and tax-free childcare scheme. Please inform us when payment will reach us in the month. We require the reference as above to be correct to link your payment to your account and we will need to know which voucher or tax free childcare scheme you are using.

If you wish to pay by cheque, the child's reference should be shown clearly on the reverse of the cheque. The amount paid must match the amount on the invoice unless otherwise discussed with the office and agreed in writing. There is a £5 administration charge for cheques,

## Making changes to my permanent booking

If you wish to reduce or cancel your booking, please refer to our Terms and Conditions for the current notice period. Please send your cancellation notice to head office at [info@wiseowlschildcare.co.uk](mailto:info@wiseowlschildcare.co.uk). We do not offer payment breaks. Should you cancel your booking and wish to resume at a later date, you must do so according to our notice period in our Terms and Conditions. We will do our best to accommodate your request if a space is available, however you need to follow the whole booking process again.

## Requesting an extra day

If you would like to book your child in to an extra day here and there, we do accept this subject to availability. All extra sessions should be booked through ParentZone.

# ParentZone

At Wise Owls Childcare we use the Connect Childcare database to manage bookings and invoicing, and to communicate with you about your child.

Parents will access daily updates about their child using the **ParentZone** app including sleeps, meals and nappy changes. This app will help you to keep up to date with your child's achievements and activities, and will put your child's learning & development at your fingertips. Information about your child's care throughout the day will be available, and your account information will be accessible straight from your phone or your desktop.

## **DOWNLOAD THE APP AND BE PREPARED**

The first step is for you to download the app and be prepared. To download the app head to your app store and search for 'ParentZone'. Download the App from Google Play here:

<https://play.google.com/store/apps/details?id=me.parentzone.live&gl=GB>

Download the App from the App Store here:

<https://apps.apple.com/gb/app/parentzone/id1439187506>

## **LOGGING IN TO THE APP**

You will receive an email in your inbox with an activation link for our new app ParentZone.

Note: This email will come from noreply@connectchildcare.com (please check your spam/junk folder if you haven't received it).

If you are having trouble accessing the app please email [info@wiseowlschildcare.co.uk](mailto:info@wiseowlschildcare.co.uk)



## Who should I contact?

Questions or issues relating to your child's care & development, as well as general questions.

[fvnursery@wiseowlschildcare.co.uk](mailto:fvnursery@wiseowlschildcare.co.uk)  
01189 887889

Reporting your child absent for holidays or sickness

[fvnursery@wiseowlschildcare.co.uk](mailto:fvnursery@wiseowlschildcare.co.uk)  
01189 887889

Requesting changes to your permanent booking

[info@wiseowlschildcare.co.uk](mailto:info@wiseowlschildcare.co.uk)  
01189 887889

Cancel your place (one month's notice required)

[info@wiseowlschildcare.co.uk](mailto:info@wiseowlschildcare.co.uk)

To request an extra nursery session

Use the ParentZone App

Queries about your invoice

[info@wiseowlschildcare.co.uk](mailto:info@wiseowlschildcare.co.uk)

Queries about our Terms & Conditions

[info@wiseowlschildcare.co.uk](mailto:info@wiseowlschildcare.co.uk)

ParentZone related queries

[info@wiseowlschildcare.co.uk](mailto:info@wiseowlschildcare.co.uk)

Complaints or feedback

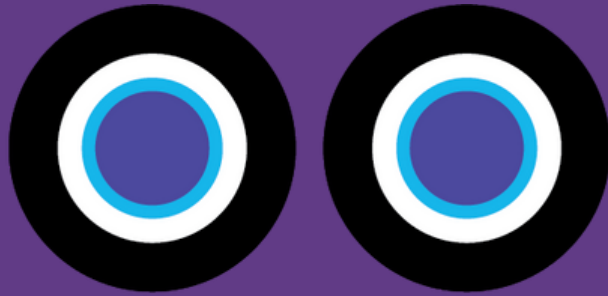
[customerfeedback@wiseowlschildcare.co.uk](mailto:customerfeedback@wiseowlschildcare.co.uk)

### WISE OWLS HEAD OFFICE

01682 620013 | [info@wiseowlschildcare.co.uk](mailto:info@wiseowlschildcare.co.uk)

### FOLLOW US ON FACEBOOK

[www.facebook.com/WiseOwlsDayNurseryReading](http://www.facebook.com/WiseOwlsDayNurseryReading)



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