

Questions and Answers



1. Can my child bring in a comforter into Pre-school?

Yes, of course. If it helps your child to feel secure and happy, then we are happy for them to bring it in.

2. I need to change my sessions, who do I need to speak to?

Please speak to Sue Jones if this is the case, she is available at Pre-school throughout the majority of the week.

3. I have a problem with my fees, whom do I speak to?

Please speak to Helen Harpin in this case; she is available to Pre-school throughout the majority of the week.

4. How do I pay my fees?

Here at St Marks Church Pre-school, we accept Cash, Cheque or Vouchers. Please speak to Helen Harpin for more information

5. My child has a bit of a temperature this morning, should I bring him/her into Pre-school?

Please keep your child at home for that day. If there are no other symptoms, then your child can come back to pre-school. If your child needs Calpol, then they aren't 100% and should be kept at home. If our staff becomes ill then we may have to close the Pre-school, depending on how many this concerns and the severity of their illness. Remember that your child needs to be kept at home for 48 hours after sickness or diarrhoea. We are able to administer medicine but only if it's been prescribed by your doctor (ie. Antibiotics).

6. Grandma and Grandad are visiting; can they come in and spend time with my child during the Pre-school session?

Yes, we are always happy for extra helpers and the children really benefit from having visitors to the group.

7. I would like to help during a session, is it OK to do this?

Yes of course! We are always pleased to have extra help. Please speak to a member of staff to arrange a suitable time.

8. Can my child bring in their favourite toy?

Yes, but please remind your child that other children may want to play with it too and that it may get lost or broken. Either keep in your bag or place it on the table

9. What happens if my child has an accident?

If your child has a bump or falls then child will be soothed and a member of staff will help them. The details of the accident will be entered in our Accident Book. You will be asked to sign this book to show you are aware of what has happened. If the accident is more severe, then we will take necessary action immediately and inform you of what action has been taken. If we cannot contact you then we will contact the next person on your emergency contact list. Please remember to update us if any of your emergency contacts change their numbers.

10. It's my child's birthday; may I bring in sweets for the children?

Yes, we don't mind if this is the case. The sweets will be handed out at the end of the session so that the parents may decide if they would like their child to have them. PLEASE DO NOT BRING ANYTHING IN THAT CONTAINS NUTS.

11. Where will I find the notice board?

The main notice board is on your left as you walk towards the Pre-school doors near the signing in book.

12. How will I find out what my child has been doing during the session?

A white board located near the notice board by the main door will provide information such as our topic of the week, what your child may have done that particular day and what the snack was. It may also have information about upcoming events that may be happening. If your child has done something special, then a member of staff will talk to you about it when you collect your child.

13. I work and would like to know what my child has been doing during pre-school, how can I be kept informed?

In this case, you would need to speak to your key-person about what your child may have been doing. If when you collect your child, they are busy, then you may ring in to talk to them or even make an appointment to meet up and discuss what your child has been up to and how they may be doing.

14. The Key-person files you complete, do we get to see them?

Yes, you can look at these files at anytime. Speak to your key-person and they will provide you with these files to look at.

15. I would like to talk to my child's key-person, how do I go about this?

Key-persons are available at every situation. If your key-person is unavailable at that time, get in touch and please make an appointment to speak to them.