

Jitterbugs Frequently Asked Questions and Answers

When does Jitterbugs open?

Jitterbugs opens at 7.45am and closes at 5.45pm, Monday to Friday. For insurance purposes all children must have vacated the premises by 5.45 pm or before. It is closed on Saturdays and Sundays. It also closes on, Good Friday, Easter Monday, May Day Bank Holiday, Whit bank holiday Monday and the August bank holiday Monday. Jitterbugs also closes over the Christmas period and new year for two weeks in line with the school holiday however, this may vary depending on when the New Year falls. The nursery also closes for two training days a year for staff training.

What can I expect from Jitterbugs?

You can expect Jitterbugs to carry out its duties in a highly professional manner. For your child to be cared for and educated by staff that have a passion for working with children and also for the care to take place in an environment that is both stimulating and safe. You can also expect that your child's emotional, physical and development needs will be catered for in a sensitive and caring manner.

When and how are fees paid?

Once you have registered through parent admin you will receive your monthly invoice through parent admin, as these will be sent out each month before the 5th. This must be paid by the 5th of each month in advance. If your child starts after the 5th of a month then you will need to transfer the 1st payment, in the first week they start as fees are due in advance.

Do I pay fees when my child is not at Jitterbugs?

Yes all pre booked sessions have to be paid for even if your child does not attend due to sickness, occasional days off or holidays. It is the child's place that you are paying for. You do not pay for the period we are closed over Christmas and New Year.

If my child attend's part time can I book additional sessions?

Jitterbugs operate on strict staff to child ratios, and we are limited in the number of children who can be in attendance at any one time. Jitterbugs will always try to meet your needs for extra time. You should speak to a member of staff to see if we have availability, or alternatively you may telephone the nursery on 01723 370977 to check availability or email us at info@jitterbugschildcare.co.uk

If I need to change my child's days at Jitterbugs, how do I do that?

It is possible to change your child's attendance pattern provided we have a permanent vacancy on the days you require. To help us meet your need we ask that you only change days at the start of each month unless it is urgent. A minimum of 4 weeks' notice must be given to drop your child's days/sessions or finish the childcare place all together. It is important to note that it is not always possible to immediately change days due to staff / children's ratios and availability. We will always try to help you as quickly as possible.

What equipment do I need to provide for my child?

Jitterbugs provides all food and drinks including snacks; however, we do not provide babies formula milk. You will also need to provide nappies, wipes, and nappy cream, if your child is in nappies. Please send enough nappies for your child's session on a daily basis, as we have not got the storage space to keep nappies at Jitterbugs. Children are encouraged to join in all activities. In having fun children will undoubtedly get dirty and parents are asked to provide a spare change of clothing. We would advise parents not to send their children to Jitterbugs in "special outfits" as they will get dirty, and we would not want such clothing to inhibit play. Several changes of clothing are recommended if your child is toilet training. Factor 30 sun protection creams will be provided by Jitterbugs.

What do I do if my child is sick?

If your child is sick and has a communicable illness, please do not send your child into the setting while they are contagious or are generally unwell. We do not have a sick room or any facility in which we can care for a sick child. For events like this, it is important that you have alternative arrangements for the care of your child, such as a grandparent or a friend. If your child has been sick or has had diarrhoea, then they cannot return to Jitterbugs until after 48 hours from the last symptom. This is to prevent cross infection with other children. Should a child develop symptoms of illness such as rash High temperature, vomiting, diarrhoea etc. while at Jitterbugs, parents will be advised immediately. In such an event you will be asked to implement your alternative care arrangements. If a child has been prescribed medication antibiotics, Creams etc. The child must be kept away from Jitterbugs for the first 24 hours from starting the medication to prevent cross infection with other children or staff, also in case your child has an allergic reaction to the medication. Please inform us if your child is absent from Jitterbugs. If you don't inform us of your child's absence, we will follow this up with a phone call.

What if my child is on any type of Medication?

We will administer medication that is prescribed by a doctor or dentist, if you cannot get a doctor's appointment and need to visit a pharmacist then in this instance only, we will administer the medication if it's in the best interest of the child. However, pharmacists cannot prescribe antibiotics. Any medication that is prescribed by the doctor or dentist must have a pre-printed label on the medication stating your Child's details if this label is missing then we may refuse to administer this medication as our insurance does not permit us to administer medication without the label.

We will not administer paracetamol to keep a child's temperature down as if they have a temperature then they should be at home. We can also only administer antibiotics after your child has been on them for more than 24 hours.

Staff can administer medication, only when parents have completed and signed an administration of medication form.

If an antibiotic is prescribed for 3 times a day, we will only administer it once, if it is prescribed for four times a day then we will administer it twice, but only if they attend a full day session. We will not administer medication if your child only attends for a half-day session as it is the parents' responsibility to administer the medication at home, as there is enough time for the medication to be spread out evenly while at home. We have the right to refuse to administer any medication if we do not feel that it is our responsibility to do so. We only give Calpol in an emergency, for example if we were unable to contact you and a child had a very high temperature which is deemed to be dangerous.

If my child is going to be absent or going on holiday, what do I do?

You can record your child's absence through parent admin or by telephoning the nursery to inform us of your child's absence. If your child is going on holiday, then you can also record this on the parent admin.

If I am concerned about my child, can I ring Jitterbugs?

Yes, we welcome telephone calls at any time from parents as your child's welfare is always paramount. You can also email us at info@jitterbugschildcare.co.uk.

What will happen on arrivals and departure?

Jitterbugs can only accept responsibility for a child when they have been handed over to a member of staff. Parents are asked to ensure that a staff member is aware that a child is being left you must also pass on any relevant information regarding your child's welfare on arrival.

Departures are a much more difficult scenario, and we consider that once a parent removes their child from the room of safe containment that they are accepting full responsibility for their child. Dailey events and activities and your child's welfare will be passed on at collection however if you require to speak with a member of staff in relation to a confidential issue, then this can be arranged via a telephone appointment.

Who can collect my child from Jitterbugs?

We have a face recognition system in place and we will accept any nomination from you, who you wish to use this service. Persons who do not have Face registration must give us a code name otherwise we will not release the child into their care; you must also notify us in advance of that person who will be collecting your child.

What happens if my child does not settle?

It is unusual for a child not to settle. The excitement of new surroundings and playing with other children usually helps to settle a child quickly. If we have any concerns about your child settling, we will always discuss them with you. Equally, if you have concerns, please discuss them with us. Between us we can usually overcome any difficulties.

Can I bring food or sweets in for the Children?

Yes, if it is a special celebration such as your child's birthday or a child is leaving us. We will pass the sweets on to the child's parent so they will give permission if their child can eat the sweets, in order to ensure that no child is given access to any food or sweets that might do them harm. Please ask for permission prior to you sending birthday cakes etc. as we can have a lot of birthdays in one week and it would not be healthy if your child was to be eating cake every day. We do have a dummy cake to celebrate a child's birthday.

Do I need to label my entire child's clothing?

Yes. It is helpful if you can. Although staff will do their best to keep your entire child's clothing separate there are times when it can get mixed up with others. If it is labelled, it enables us to quickly identify it and return to you.

What happens if I realise, I will be late collecting my child?

It is vital that you alert us to your problem ASAP so that we can make timely arrangements. In an emergency we will hold staff on to look after your child. However, you will be charged for this.

When will my child brush their teeth at Jitterbugs?

We provide toothbrushes and toothpaste, and all toothbrushes are renewed once every term. We assist children under 3 and supervise children over 3 in brushing their teeth after lunch and tea only. Please make sure your child brushes their teeth in a morning prior to coming to Jitterbugs. You should allow time within your child's routine for brushing teeth in a morning and an evening. We do not brush teeth after Breakfast, so please do not expect us to do so. We cannot be held responsible for the maintenance of your child's teeth.

If my child has an injury will I be told?

Yes, if your child receives any injury, no matter how minor, you will always be told. All injuries are recorded on your child's individual accident record digitally on our nursery in a box system you will get a notification through parent admin and/or an email, informing you about the injury, and details of what happened and what treatment was carried out, and the staff member dealing with it. You will be asked to sign the document which can be done digitally as soon as you receive it if it isn't signed you will be asked to sign on collection.

Do you have policies on Jitterbugs procedures?

Yes and parents are most welcome to see them. Please ask a member of staff.

Can I ask a staff member to baby-sit for me?

NO: Jitterbugs does not accept any responsibility or liability for this action.

What will my child eat while at Jitterbugs?

Children receive nutritious, well-balanced meals. Daily Menus are displayed for parent's information on the digital notice board at the front entrance. Should children have special dietary requirements they will where possible be accommodated. Our menus are based on a four-week rolling rota, we serve breakfast up till 8.45 am each day, and lunch around 12 midday and tea is served around 4pm. As we eat tea around 4pm your child may still require a family tea when they arrive home as some children do get hungry again after a couple of hours. It is always good to also include your child in family mealtimes so they can socialise with the family about their day. It's good for babies too, to become accustomed to sitting down with the family at mealtimes. A mid-morning and mid-afternoon snack are also available on a cafeteria style system where children can choose when they have their snack and drink, water is always available for children to access.

We do not encourage juice and children have an option of milk or water. We also ask you not to encourage juice as it's not good for children's oral health.

Will my child go on outings?

Jitterbugs have various seated pushchairs for or the younger children to use on outings the older children are encouraged to walk with staff. On all outings children will be closely escorted and supervised by members of staff. A full risk assessment will be carried out prior to outings taking place. Permission for outing is sought on your child's registration via parent admin prior to childcare commencing. If you do not give us permission for your child to go out, they may miss out on important educational outings.

What does Jitterbugs do with my personal Information?

The information is treated as highly confidential and will only be used to assist in the care of your child. It is vital for your child's wellbeing that your emergency contact details are kept accurate and up to date.

Your records are not shared or shown to any other party unless you have given us prior consent to do so. However, if there is a safeguarding concern, we will use your details to inform a third party to inform them that a child may be at risk of harm.

Updated November 2023