**What we expect from you:**

* That you respect the time schedule –which is important for our day and our activities to run smoothly –and that you call before 9 a.m. in case of absence of your child.
* That we can reach you be phone in case your child is ill and not well enough to stay at the crèche.
* That you dress your child appropriately according to the weather as we often go out. Children play and may get dirty – please choose clothing with this in mind!
* That you inform us if another person is picking up your child, as we cannot let them go without your approval. If another person often picks up your child, this should be recorded in the child’s file.
* That you avoid any jewellery on your child – in the nursery we will ask you to remove it for safety reasons.

**Our message to you:**

We constantly seek a balance between respect for individuals and what is possible in collective life. We want everyone to find their niche and be able to develop a sense of belonging to the crèche. To do this, we seek to create bridges between cultures and to show a caring interest in others.

**Welcome to Crèche du Clos-de-Bulle**

Dear parents,

This document aims to introduce you to the crèche, so that we can welcome you here in the best conditions possible.

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**What is a crèche?**

Our crèche has children from 3 months old to 6 years of age, divided into four different age groups: nursery, toddlers (“trotteurs”), big kids (“grands”), preschool kids (“écoliers”). The crèche is open from 6:45am to 6:30 pm.

Our early childhood educators look after the children throughout the different parts of their day (meals, naps, activities and outings) and explain in detail to the parents how their day went. Throughout the year, various meetings for parents take place, allowing them to get to know each other and to share experiences on various topics in a relaxed atmosphere.

Several elderly persons regularly share in the life of our crèche: they participate in meals and activities, but without being responsible for the children. This inter-generational project is called POPAIE (an acronym in French which means roughly Programme of Openness towards the participation of older people in child care centres).

**What do we do at the crèche?**

Unlike school, there is no set curriculum and we leave plenty of time for free play. Rather than impose activities, we take into account the needs and wishes of the children. We often go on outings to parks, to the lakeside, in the forest or in the town, using public transport. We place great importance on children’s need to be active and move around.

In order to set limits with the child, we talk and seek alternatives together. We never physically sanction a child. We work with the child to develop self-confidence and are very careful in the way we speak to each child.

**How do we work?**

We have 14 early childhood educators in total in the different groups. For each child, a designated childhood educator is the reference person for his/her follow-up, taking note of important events and development in the child’s file and holding meetings with the child’s parents. It is important for us to develop a trust relationship with parents and to ensure that they feel warmly welcomed as well. We respect children as people with their own fears, desires and needs, while staying firmly in our professional role – that is to say, we never try to take the parent’s place. We work as a team, and decisions are taken together during our team meetings.

We regularly undergo further training in order to enrich our reflections of our practice and improve the quality of our work. How and why we act is based in four fundamental values which guide our working approach:

Autonomy confidence respect openness

**Relationship with parents**

**What you can expect from us:**

* We’ll look after each child with care
* We’ll inform you of your child’s experiences at the crèche
* We are available to talk with you during arrival and departure times of your child, and to tell you about his/her day. You can request a longer interview at any time to talk in depth about an issue you may be concerned about.
* We’ll have an open attitude towards you. If there are cultural differences between us, we will seek dialogue to let those differences unite and not divide us.
* We’ll always use discretion regarding any information to which we are privy.
* We’ll take into consideration any food-related requests (nutritional needs linked to religion or allergies).