



Open Door policy

We operate an Open-Door Policy and welcome all to visit St Bernards Day Nursery Limited

We encourage all perspective clients to enter our setting, to create their own personal first impressions by experiencing the ambience, seeing the children at play and meeting the team without prior notice or appointment. We wholeheartedly believe this enables any parent to gain a clear perspective of the nursery's ethos as they would on any normal operational day.

Visitors will be requested to produce a form of photographic identification on arrival i.e., driving license or passport. Signatures and reason for the visit will also need to be recorded in our current visitor's logbook. All adults entering the establishment will need to adhere to any current Safeguarding Policies and additional policies we feel are relevant whilst viewing the setting. Our main policy sights no usage of mobile phones during any tour of the setting.

Our Nursery Manager Michelle Sidwell or Deputy Officer Kim Meeney will provide a detailed and accurate tour of the nursery. The tour will provide you with an insight to the daily practice in our setting, including policies and procedures, daily routines, and how we deliver education and learning for your child to reach his/her full potential. We encourage clients to ask questions relating to any aspect of the childcare provided as well as any additional queries they may have relating to their personal parental wishes or general enquires about their child.

Partnership with parents is paramount at St Bernards, therefore parents are readily encouraged to arrive unannounced at any time during the operational day to see their child/children in the nursery environment. We have many avenues for parents to keep in touch with the staff team, this can be achieved via telephone, email or our online portal Famly.

Breast feeding mums can use a private facility if the situation arises during any tour of our setting, alternatively any parents finding it necessary to come along during any nursery session to breast feed, the designated area is readily available.