

INFORMATION GUIDE FOR PARENTS

Good start makes great stories.

Glad you are starting yours with us!



A FEW WORDS TO BEGIN WITH

Dear Parents,

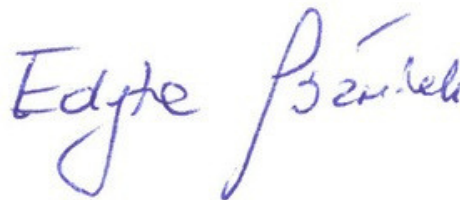
It is with great pleasure that I welcome you to the Warsaw nursery community.

I am delighted that you have entrusted us with the care of your child. We will do our best to ensure that every day spent in our nursery is filled with joy, warmth, fun, and a sense of security.

We believe that together we will create an environment that supports children's development, encourages them to explore the world, and helps them build their first relationships. We are here to support both your children and you — with kindness, openness, and professionalism.

May this time mark the beginning of a relationship built on trust and cooperation. I wish your child many happy, inspiring, and creatively spent days at our nursery.

**DIRECTOR OF
MUNICIPAL NURSERY COMPLEX OF WARSAW**

A handwritten signature in blue ink, reading "Edyta Bielecka".

Starting Nursery – How to Prepare Your Child for This New Adventure?

Beginning your nursery journey is an important milestone in your child's life, as well as for the whole family. We have prepared this guide to help you understand how the settling-in (adaptation) process will take place and how you can support both your child and yourselves during this special time.

You can start preparing your child for nursery even before their first day. Here are a few helpful tips:

- Whenever possible, try leaving your child with a trusted family member or close caregiver for short periods of time. Start with an hour or two and gradually increase the duration. This will help your child become accustomed to being separated from you. Remember that a gradual approach is key.
- Talk to your child about what to expect. Explain what happens at nursery, what they will see there, and who will be taking care of them.
- Speak about the nursery in a positive and reassuring way, but avoid creating unrealistic expectations.
- Read books together about starting nursery.
- Take a walk near the nursery so your child can become familiar with the surroundings.
- Give your child the opportunity to choose some of the items they will bring to nursery, such as a blanket, bedding, or water bottle. This can help them feel more involved and secure.



SMOOTH TRANSITIONS: HOW TO SUPPORT A CHILD IN ADAPTING TO A DAYCARE?

Starting a nursery is an important step in the life of your child and the whole family. We have created this guide to give you an idea of how the adaptation process will go and how you can support your child and yourself during this time.

In our nurseries, we make sure that adaptation takes place calmly, in an atmosphere of trust and security. It is a special time to build first relationships, a sense of closeness and a bond with the carers. The adaptation process is an individual and empathetic journey - tailored to the needs of each child and their family.

What do we provide?

- information meetings and consultations with the nursery's staff,
- the possibility of gradually extending the length of child's stay,
- the presence of a parent or another person close to the child in the first days of adaptation,
- a calm introduction to the rhythm of the day, without hurry,
- familiar people taking care of the child - familiar faces build a sense of security,
- daily contact and feedback for parents.



Think positively

- Treat separation as something natural and temporary.
- Talk to your child about what you will be doing while they are playing with their friends.
- Be patient – adaptation is a process that takes time.

Praise and appreciate

- Praise your child's positive behaviour and progress, and acknowledge the effort they put into activities.
- Be prepared for some 'old' behaviours to return – this is a natural reaction to change.

Trust the nursery staff

- Share all important information about your child – their needs, habits, allergies.
- Trust the carers – they have experience in working with children, so it's worth giving them space.

Maintain a consistent rhythm of a day

- Try to drop off and pick up your child at the same time each day.
- A regular routine helps them adjust more easily to nursery life.

Parents – take care of yourselves too!

- Take a moment for yourself after dropping off your child – go for a walk, have a coffee, take a breath.
- Don't worry – nursery care is a great opportunity to support your child's social and emotional development.
- Talk to the staff – their observations may bring you reassurance and support.
- Look after your own wellbeing – talk to someone close to release emotions, do something nice for yourself, engage in enjoyable activities, and rest when you can to make this transition easier.

EMOTIONS DURING ADAPTATION

The transition from the safe, familiar home environment to a new place with unfamiliar adults and children is a significant change for a child.

Your child may experience:

- crying during goodbyes,
- anxiety, anger, or fear,
- trouble sleeping or eating,
- withdrawal or a strong need for closeness after returning home.

As a parent, you might feel:

- worried about your child,
- sadness or guilt,
- concern about how your little one is coping.

All emotions are valid. Adaptation is a process that requires patience, understanding, and mutual support.



HOW DOES THE ADAPTATION PROCESS WORK IN OUR NURSERIES?

Adaptation takes place in several stages, tailored to the needs of the child and their family.

Stage 1: Organisational meeting (group or individual)

Before starting a nursery, parents are invited to an information meeting where you will meet the carers, sometimes with the opportunity to visit the rooms, and we will discuss the adaptation process together.

Stage 2: Initial short visits with a parent or other close adult

If your child starts the nursery in September, the first days are organised in smaller groups. The adaptation is scheduled in time slots (some children with their parents come in the morning, others at noon or in the afternoon).

The child spends short periods at the nursery with the parent, becoming familiar with the space, toys, and carers. At first, the parent guides the child through the new environment while the carer offers support and encouragement. With the parent's presence, the child feels safer and more willing to explore.

Stage 3: Short independent stays

In the first days, children stay no longer than 2, maximum 3 hours. This allows the staff to get to know each child, listen to their speech, observe their favourite activities, see how they respond to challenges, and assess how they adjust to the group routine.

We also work on smooth goodbyes. After saying goodbye, the parent remains nearby so they can return quickly if needed.

Stage 4: Gradual extension of stay

If the child is responding well, we gradually extend their stay and introduce nap time.

The length of time needed for this stage is individual – every child is different and may need more or less time to settle.

Stage 5: Full day at the nursery

After agreeing with the group carers, the child stays for the full day.

We adjust the adaptation time to the child's needs and emotional readiness.



HOW TO SUPPORT YOUR CHILD IN THE FIRST DAYS IN THE NURSERY?

Warm words for a good start – what to say to your child to comfort them before a nursery?

What to say before leaving for a nursery:

- “We’re going to the nursery today. There will be lots of fun toys.”
- “Your carer, Auntie/Ms [name], will be there and will help you if you need anything.”
- “Mum/Dad will come back for you after lunch / after nap time.”
“It’ll be great – and then we’ll go home together!”

What to say if your child cries at goodbye:

- “I know it’s hard to say goodbye. I understand.”
- “I can see you are sad. Auntie/Ms... will be here with you.”
- “I always come back for you.”
- “You can cuddle your teddy, and I’ll give you a kiss that lasts all day.”

What to say when picking up your child:

- “I missed you!”
- “Will you tell me what you did today?”
- “You look tired – it must’ve been a busy day.”
- “Well done, you did great! I’m proud of you.”

Daily words that build confidence and connection:

- “I love you.”
- “You can always count on me.”
- “I’m so glad you’re here.”
- “You are important.”
- “I believe in you.”

Other ways you can support your child during this time:

- Create a goodbye ritual – a consistent phrase, hug, or kiss each day.
- Keep goodbyes short but warm – don't prolong goodbyes.
- Bring a favourite cuddly toy or blanket of your child – something from home strengthens the sense of security.
- Talk with the carers – ask how your child is feeling and share anything important.
- Give yourselves time – adaptation can be challenging, but it will get easier.

After the nursery – help your child unwind:

- Be ready for a range of emotions – joy, anger, sadness.
- Give your child time to calm down and share their feelings.
- A walk or playing together after the nursery can help release tension and reconnect.

Work together with the nursery staff:

- Try to follow the solutions and approaches suggested by the specialists.
- Share your observations, ask questions, and inform staff about any difficulties – working together is the key to success.

DEAR PARENTS, REMEMBER THAT YOUR EMOTIONS MATTER.

Children are very sensitive to our anxiety, so it's worth talking about your concerns with someone close or with the nursery staff.

It's perfectly normal to feel longing, stressed, or worried – you are not alone. With patience, understanding, and support, the adaptation period will pass – and your child will gain a safe, joyful space for play and development.

We are with you every step of the way.

Together we create a place where your child feels secure and comfortable.

FREQUENTLY ASKED QUESTIONS ABOUT THE ADAPTATION



1. Is it normal that my child cries during adaptation?

Yes, crying is a natural, appropriate, and well-known way for a child to respond to a new and stressful situation. It may be their only way to express emotions. Crying can also reflect a strong bond with their parents and is an important part of the adaptation process.

2. Why have other children already adapted, but mine is still having difficulties?

Every child responds differently to changes. Adaptation is a highly individual process, influenced by many factors: how the adaptation is carried out, the support from staff and parents, as well as the child's temperament and past experiences. It's completely normal for one child to adapt quickly while another needs more time.

3. Could my child's changed behaviour at home be related to the nursery?

Yes, it's possible. During adaptation, children may have trouble sleeping, eating, or managing emotions. These are usually temporary reactions to adjusting to a new environment. It's important to observe your child and offer calm, empathetic support. What matters is how long these changes last and how we respond to them.

4. How can I support my child during adaptation?

The most important thing is to stay calm, consistent, and positive. Children are highly attuned to their parents' emotions – if you trust the carers and the place where you leave your child each day, your child will feel safer too. It also helps to talk about what to expect, praise small achievements, and stay emotionally close.

5. Is it better to stay longer in the morning or say goodbye quickly?

A short, calm, and affectionate goodbye works best. Prolonging the separation can increase anxiety and make it harder for the child to transition to the day's routine. It's also important not to return after saying goodbye – coming back can confuse your child and undermine their sense of security.

6. How long does adaptation take?

Adaptation is a very individual process – some children adjust quickly, while for others it may take several weeks or longer. There is no single "correct" length of time. What matters most is to patiently support your child through it, understand their emotions, and maintain open, consistent cooperation with the carers.

HOW OUR NURSERY WORKS

Dear Parents,

Adaptation is just the beginning of our cooperation.

We accompany children throughout their nursery journey – with care, smiles, and dedication.

In our nurseries, we create a warm, friendly, and attentive environment every day, where children:

- develop at their own pace,
- discover and explore the world through play,
- build their first relationships,
- learn independence.



WHAT DO WE OFFER IN OUR NURSERIES?

- **Professional Care and Experienced Staff**

Our caregivers regularly participate in training courses and continuously develop their skills to provide the best possible support for your child.

- **Support for Children and Parents**

In addition to access to a nurse and a psychologist, four of our nurseries also offer the support of a speech and language therapist and a physiotherapist, ensuring comprehensive care for children's development.

- **Safety First**

Every nursery is equipped with first-aid equipment, and our staff are trained to respond quickly and appropriately in emergency situations.

- **Daily Developmental Activities**

We organize age-appropriate rhythm and music activities, sensory play, movement games, and theatrical activities designed to support your child's development and individual needs.

- **Modern and Child-Friendly Playrooms**

Our safe and stimulating playrooms are continuously improved to promote your child's comfort, creativity, and all-round development.

- **Private and Safe Playgrounds**

Each of our nurseries has its own welcoming playground, providing a natural space for active outdoor play and exploration.

- **Smaller Group Sizes**

Smaller groups allow for closer relationships, a calmer daily routine, and more individualized attention to meet each child's needs.

- **Fresh Meals Prepared On Site**

We cook on-site every day, serving nutritious meals, including options tailored to children with allergies and special dietary requirements.

AN ACTIVE DAY AT THE NURSERY – PLAY, DEVELOPMENT AND LEARNING

Children learn through play and everyday experiences.

We ensure that each day is full of diverse activities supporting all areas of development: emotional, social, cognitive, and physical.

The daily schedule includes:

- Art activities – developing imagination and fine motor skills,
- Music and rhythm – singing, dancing, playing instruments,
- Story time and fairy tale therapy – daily reading and exploring books,
- Movement games – exercises and outdoor activities,
- Educational play – learning through touch, observation and exploration,
- Group play – first peer relationships and teamwork,
- Learning independence – eating, undressing, expressing needs,
- Special events – seasonal workshops, Children's Day / Family Day, theatre visits, music encounters.

SAFETY AND COMFORT COME FIRST

- A safe and nurturing environment,
- Experienced and passionate carers,
- A consistent daily routine that provides stability,
- Healthy, balanced, home-style meals,
- A secure, monitored facility with attentive care all day,
- Access to psychological consultations if needed.

CONTACT WITH STAFF AND PSYCHOLOGICAL SUPPORT

Your child is cared for each day by qualified nursery carers who ensure their safety, development, and wellbeing.

You are welcome to speak briefly with carers during drop-off and pick-up times. If needed, you can arrange an individual consultation.

- The nursery manager is available during the facility's working hours – they are responsible for the organisation of the nursery and can assist with formal, administrative, or care-related matters.
- The catering coordinator (intendent) oversees the children's nutrition. If you have questions about the menu, food allergies, or wish to request dietary changes, feel free to get in touch.
- A psychologist is available on designated days to support the emotional and social development of children. You can book an individual appointment if needed.

The “Warszawskie Żłobki” Mobile App



We also use the *Warszawskie Żłobki* mobile app to communicate with parents.

It facilitates direct contact with the nursery and allows you to:

- receive announcements,
- access menus,
- view photo documentation of activities,
- get individual messages from staff.

More information:

<https://zlobki.waw.pl/jakosc-opieki/aplikacja/>

COOPERATION WITH PARENTS

Our goal is to work together with families to create an environment where children feel safe, secure, and supported, allowing them to develop harmoniously both physically and emotionally.

We are always open to your thoughts, suggestions, and conversations. If you notice anything concerning in your child's behaviour, would like to share important events from home, or discuss your child's settling-in experience, we are here to listen. In the same way, we will keep you informed about anything that may be important for your child's development, including challenges, achievements, relationships with other children, and everyday joys.

We also warmly invite interested parents to take part in the Parents' Council—an advisory body that supports the nursery's care, educational, and developmental activities. Parents can actively contribute by:

- helping to organize events such as Children's Day celebrations, seasonal festivities, theatre performances, and charity initiatives;
- sharing ideas for improving the nursery environment and services;
- participating in initiatives that respond to the needs of children and their families.

Together, we can create a nurturing and supportive community for every child.

ANNUAL PARENT SURVEY

Once a year, during the first quarter, we conduct a parent satisfaction survey regarding Warsaw's nurseries.

An invitation to participate in the survey is sent to your email address from:
kurier@zlobki.warszawa.eu

Your feedback and experiences are extremely valuable to us. They help us create the best possible conditions for your children and continuously improve the quality of our daily care and educational work.

We warmly encourage all parents to take part in the survey and share their opinions with us.

THE START OF THE DAY

The start of the day at the nursery is an important moment – both for the child and for the parent.

We encourage you to make the morning goodbye short, calm, and full of trust. Children sense adult emotions – if the parent says goodbye with a smile and confidence that their child is in good hands, it will be easier for the child to settle and begin their day without fear.

Please bring your child no later than **8:20 a.m.**



Breakfast begins at 8:30 a.m., and carers need time beforehand to prepare the children – ensuring hygiene and a calm introduction to the day's rhythm.

Being present for breakfast is very important – it is not only a time to satisfy hunger but also a key part of daily routine that:

- supports the child's cognitive and social development,
- strengthens their sense of safety and group belonging,
- allows carers to ensure meals are eaten calmly and in the right conditions.

Children who arrive before breakfast have time to adjust, settle in, and fully participate in group activities.

If you are running late, please report it via the mobile app – this helps us with morning planning.

REPORTING ABSENCES

Please report any planned or sudden absences by **8:30 a.m.** on the day – preferably via the mobile app.

This helps us organise the day effectively and allows the cost of meals to be deducted accordingly.

PICK-UP RULES

Children can only be picked up by parents or by authorised individuals listed in the *Warszawskie Żłobki* mobile app (e.g. grandparent, nanny).

For your child's safety, we do not release children to unauthorised persons.

FEES

The monthly fee for nursery attendance is 1,500 PLN.

For children with a disability certificate that includes:

- the need for constant or long-term assistance due to significantly limited independence, and
- the need for daily caregiver involvement in treatment, rehabilitation, and education –

the monthly fee is 1,900 PLN.

If you apply for the “Aktywnie w żłobku” benefit, the monthly fee is reduced to 0 PLN.

MEAL FEE

Children receive three meals per day:

- breakfast
- lunch
- afternoon snack

The daily meal cost is 16.44 PLN (from Sept 1st).

This fee is charged for every day the child is present – it is not divided per meal.

If you report an absence in advance, the meal fee for that day will not be charged. Please note that meals are served and consumed on the nursery premises only and are not available to take home.

Meal fees are paid monthly in arrears, by the 20th of each month, via bank transfer or postal payment.

After your child's first month of attendance at the nursery, you will receive information about the amount due and the individual bank account number to which payments should be made.

Information about the amount due will be provided by the nursery manager via the mobile application. The bank account number will be sent electronically or provided in paper form.

The bank account number is assigned individually to each child (generated based on the child's PESEL number). If you lose this information, please contact the nursery manager, who will provide the account number again.



NURSERY ESSENTIALS (WHAT TO BRING)



Please provide your child with:

- comfortable indoor shoes or non-slip socks,
- nappies and bibs,
- a labelled set of pyjamas,
- bedding (blanket with cover and fitted sheet) once your child begins napping,
- five hand towels,
- underwear and a change of clothes,
- wet and dry wipes, as needed.

Parents are responsible for washing and returning clean:

- towels and pyjamas – weekly,
- bedding – every two weeks or more often if needed.

Practical Tips

- Label all items – use a permanent marker, stamp, or name tag with your child's full name.
- Pack items in an organised way – for example, in zip-lock bags or containers to help carers access them easily.
- Adjust your child's essentials to the season – include appropriate clothing and accessories depending on the time of year.

STANDARDS OF CARE

Since 1 January 2026, all nurseries operate in accordance with the new Standards of Care, introduced under the Regulation of the Minister of Family, Labour and Social Policy.

These standards provide an important framework that helps us further enhance the quality of children's everyday experiences in our care.

In Warsaw's nurseries, we follow a shared approach to childcare and education. We strive to ensure that every child feels safe, seen, and valued, and is able to develop at their own pace—physically, emotionally, socially, and cognitively.

To ensure consistency across all nurseries, we have developed the Care, Education and Development Plan (Plan OWE). This document outlines our daily practice, the values that guide our work, how we support children's development, and the ways in which we organize care and early education for the youngest children.

We invite you to learn more about the OWE Plan at:

<https://zlobki.waw.pl/jakosc-opieki/standardy-pracy-pedagogicznej/>



STANDARDS OF CARE

The new standards build upon and organize practices that have already been in place in our nurseries for many years. By doing so, we continue to rely on proven approaches while introducing solutions that further enhance and support children's development and well-being.

This allows us to maintain the high quality of care families already know and trust, while continuously improving the way we support children's learning, growth, and everyday experiences.

Learn about **the principles and values** that guide all nurseries within the Warsaw Nurseries Team:

<https://zlobki.waw.pl/jakosc-opieki/standardy-pracy-pedagogicznej/>



Learn about the procedures designed to ensure that all children enjoy a safe, supportive, and caring environment every day.

<https://zlobki.waw.pl/jakosc-opieki/ochrona-dzieci-przed-krzywdzeniem/>



Health Prevention Procedure

This procedure outlines how we safeguard children's health and well-being, as well as how we respond to various situations—from everyday hygiene practices to illnesses and emergency incidents.



SUPPORT FOR PARENTS

Monthly webinars for parents on supporting child development

Razem dla dobra dziecka is a series of monthly webinars led by practitioners and experts – psychologists and educators – who work in the Municipal Nursery Complex of Warsaw.

The webinars cover a variety of topics related to supporting children's development and wellbeing.

Each session is offered on two different dates so that parents can choose the one most convenient for them.

More info:

<https://zlobki.waw.pl/razem-dla-dobra-dziecka-2/>



WORKSHOPS WITH PARENTS - GROWING UP TOGETHER

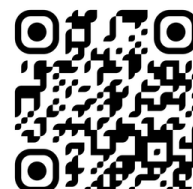
Growing Up Together is a series of 11 workshops for parents. Each session lasts two hours and focuses on important topics related to raising and supporting children.

During the workshops, together with other parents and trained facilitators, you will create a safe and welcoming space to talk, share experiences, discuss challenges, and celebrate the joys of parenthood.

The sessions are designed to provide support and help build positive relationships with your children.

For more information:

<https://zlobki.waw.pl/unicef/>



ADDITIONAL INFORMATION AND DOCUMENTS

Up-to-date announcements, documents, nursery descriptions, and answers to frequently asked questions are available on the official website:

www.zlobki.waw.pl



Frequently asked questions about the recruitment process

<https://nabor.pcss.pl/warszawa/zlobek/faq>

Documents to download: **recruitment regulations**, recruitment schedule, application registration instructions:

<https://nabor.pcss.pl/warszawa/zlobek/dokumenty> .

Find out more about **nursery profiles** and photo galleries of daily activities

<https://zlobki.waw.pl/nasze-placowki/>