

mvns1@hotmail.com

www.mvns.co.uk

Memorial Hall Iping Road MILLAND Nr. Liphook Hants GU30 7NA

Welcome to Milland Valley Nursery!

We would like to offer the warmest of welcomes you from us all here at Milland Valley Nursery. We are really looking forward to having you all as apart of our family.

To help you and your child to settle in here with us at Milland. In the next few pages you will hopefully find all the information you need. Please take the time to read though carefully as there are details here that may help you with permission decisions.

We recommend you keep this information for your records. Though out the forms the children may be referred to as an 'Oak' and 'Acorn'. Your child is an 'Oak' in their last year with us before starting school.

Keeping in Touch

Memorial Hall Iping Road MILLAND Nr. Liphook Hants GU30 7NA

Tel. 07876 260780 Session times only

www.mvns.co.uk

mvns1@hotmail.com Emails are monitored outside session times

We use a WhatsApp group to send important messages to you including cases of illness, closure due to extreme weather and general notices. Only we are able to send messages, you will not be able to respond within the group. It is a great way of us being able to keep in touch with you without clogging up your emails.

Session Times

We are open Monday - Thursday 9am - 3pm. With the option of collection at 12pm and 1pm (staying for lunch)

We offer an early bird session where your child can attend 8.30 - 9. This sessions are not counted in the funded hours and are chargeable. Limited spaces.

It is important for your child, as well as the nursery school, that you arrive on or before the collection time. Due to registration and insurance restrictions it is very important that we keep an accurate record of children on the premises, and children should leave at the end of their session promptly. This is of particular importance when we are running an afternoon session and the staff/ child ratio is maintained. However, we do understand that sometimes it is unavoidable that you are going to be late collecting. In these circumstances, please telephone the nursery as soon as



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possible to advise us of the situation. This enables us to arrange staffing, and to reassure the child all is well.

Fees, Payments and Funding

Our current fees are listed below. If there is due to be an increase in our hourly rate we will aim to give at least half a terms notice for this.

Bank details will be on your invoices.

Current hourly rate: £7.80 per hour.

Extra Charges:

Early Bird Session - £4.50

All Children - Thursday Morning Music Sessions £3 a session.

'Oaks' - Tuesday French Lesson £2.25 a session.

'Oaks' - Woodwork £7 termly to cover the cost of materials.

We send out our invoices half termly and we ask for payment before the beginning of the chargeable half term please.

We accept 15 hours free entitlement and the extended 30 hours free entitlement. We send out declaration forms termly so please look out for these in your email.

We do accept payments from voucher schemes. If you use them, please let us know before hand so we arrange it to be set up.

Changing Sessions/Giving Notice

When your child's sessions have been booked and confirmed please be aware you WILL be invoiced for those sessions. We will do our best to accommodate any changes you need, but sometimes this will not be possible. Should you decide to cancel a session a full terms notice is required. All sessions are payable if insufficient notice is given.

Cancellation: Should you decide to cancel a session/s, a full half terms notice is required. Failure to give the correct notice will result in all cancelled sessions being invoiced and charged to you.

Staff

You will find on our notice board in the foyer photos of all our practitioners and Milland as well as outside companies who come and do activities for the children, and cover staff.

Here is a list of names for you to get to know Jo Mealey Charlene Smail Chris Wild Katie Hunter



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Tapestry

Prior to your child starting a tapestry account will be set up. We ask that you please fill in the 'All About Me' section on tapestry as this will aid us in helping your child have a positive experience at nursery. During their first few days at nursery we will use tapestry to send photos and observations of your child's first experiences with us. Please keep and eye out for notifications on your account. Throughout your child's times with us there will be regular tapestry updates. We encourage you to also use tapestry updating us with exciting things your child has done, milestones reached and 'home life'.

Towards the end of their first half term a "settling in review" will be completed by the key worker and an appointment for a meeting will be arranged. Termly, a progress review will be written and meetings will be made. However, should you wish to discuss your child's progress at any time, please do not hesitate to get in touch.

Please do keep and eye on your child's tapestry account, and 'like' and 'comment' on their observations.

There will also be progress check carried out when your child reaches 27months and no later than 31months. This will be held at the Nursery and arranged by your key worker. This is referred to as their 2 year progress check.

Things to bring

We kindly ask that a large shopping style bag is used for the children. All items are then in one place and can be easily accessed by the children to encourage their independence.

It is preferred that no plastic carrier bags or bags with a drawstring are used to store boots or clothes please.

Please ensure that the children have daily (seasonal dependent) -

- Water Bottle
- Lunch Box
- Coat
- Wellies
- Waterproof trousers//suit
- Spare Clothes/layers
- Nappies, wipes and cream where needed
- Sun Cream
- Sun Hat

PLEASE MAKE SURE ALL ITEMS HAVE A CLEAR NAME ON

We ask that the children have waterproofs daily. Although we have set sessions that we use the wooded are we do also make use of our beautiful surrounds and we explore the field during other times so the children must have wellies, waterproofs and coats. In the warmer weather the children are still required to wear wellies and waterproof trousers and will need a long sleeved top. We do have spare wellies and waterproof trousers.

Please ensure your children are dressed appropriately for the weather. We are a setting that believe in the great benefit of fresh air and the children have free access to the patio, meaning the doors are open and it can get chilly!



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Settling in

All staff will have read your child's 'All About Me'. You will be assigned a child's key worker before your arrival. On your first visit, the key worker will be with you, getting to know you both and for your child to begin to build a relationship with. We suggest that you stay for about an hour on the initial visit. The next sessions on from this will be tailored to individual needs. If you feel you are able to leave at any point then please do (there is lovely cafe in the shop if you don't wish to go to far!).

For more information regarding settling in pease refer to our policy found on our website or a hard copy in the foyer.

If you have moved from another setting to ours, or, have joined as a multiple setting, we would really like to have your permission to contact settings to find out how your child has settled in with them.

Comfort Items

We do ask that no toys are bought into nursery (the children do have a chance to bring a toy in during their special week). However if your child has particular comfort item that they need, then they are welcome to bring it. Once they are settled we can put it into their bag.

Home Visits

If you feel a home visit by the manager/supervisor would be beneficial prior to your child starting nursery, please get in touch to arrange.

Arrival

Nursery doors open at 9am. There may a queue at the door and we please ask for you to queue down the ramp and around the corner of the building to stay safe in the car park. Once settled and happy to come in the children are encouraged to come in through the doors by themselves and greeted by a member of staff and where possible their key worker. If a little unsettled then, of course, you are more then welcome to come in with your chid.

The children are encouraged to find their lunch box and drink and put it onto the table. We then help them to take their bag and coat and put it onto their peg. The children are then encouraged to wash their hands and then find their name and picture and put it onto the board.

Routine

During the morning the children are occupied with a wide range of activities relevant to their interests and choice. Every morning there are table top activities, a craft table, large construction or floor activity, home corner, book corner and physical equipment outside.

At **10am** snack is offered to the children on a rolling basis. The children have the opportunity, when ready to come and have something to eat and drink. We respect the children wishes when they are not hungry and they are encouraged to have a drink from their own water bottle instead of joining us at the table.



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12pm is lunch time / pick up time

1pm is pick up time

2pm is snack time, again, the children can eat if they wish but are encouraged to have a drink. **3pm** is collection time.

Collection

On collection of your children you are all welcome to enter the hall and assist your children in finding their belongings. We encourage children to wash their hands before leaving the nursery in an attempt to keep everybody fit and healthy!

We are always happy to have a quick chat on collection, though, if you would like more time please get in touch to arrange a meeting.

Collection is anytime up until 3pm. We kindly ask that when you collect your child you do so swiftly so that the staff can clear the hall safely.

We understand that at times there will be occasions when you are unable to make the collection time. We ask that you please contact us so that we can make arrangements for staff/child ratios and also to measure your child. If we don't hear from you we will begin phoning emergent contacts on the registration forms.

If you require your child to be collected by somebody who isn't on the designated list, please speak to a member of staff and we will assist you with a collection form where a password will need to be given. We have daily and long term collection forms available. In an emergency situation this may also be completed over the phone. For more information regarding this please ask.

For more information please see the policy that is included in this pack.

Weekly Timetable

Monday - Woodwork Movement/Physical SkillsPM

Tuesday - French AM Woods PM

Wednesday - Games Focus PM

Thursday - Music/Creative Focus / Bikes PM

Meals

The children are offered a range of food including fruit, vegetable and a carbohydrate. They are offered milk or water to drink.

We ask that lunch boxes are kept as healthy possible. We do not allow chocolate/chocolate bars or sweets.

WE ARE A NUT FREE SETTING. PLEASE DO NOT PUT ANYTHING CONTAINING NUTS INTO YOUR CHIDS LUNCH BOX

For more information please refer to our policy on healthy eating found on our website or in the foyer.



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Fire Drill

In the event of a fire, children will be evacuated immediately, counted and taken to a safe place of assembly from where they may be collected. The designated place of assembly is: The wooden play area next to the tennis courts/Rising Sun Public House dependent on circumstances and weather.

Jobs/Hobbies

If you have an interesting job or hobby, the children would love to hear about it! If you are happy to give the children a short talk, or perhaps you would like to read a story to the children, please let a member of staff know. This greatly adds to the children's experience and education.

Illness and Contagious Conditions

Should your child become unwell whilst at Nursery, we will of course contact you immediately. A member of staff will stay with your child and make them comfortable in until you arrive.

Please also let us know if your child has been unwell at home. Should your child suffer a bout of diarrhoea/sickness please do not send your child to nursery for 48 hours after the illness.

If your child needs to be given paracetamol or ibroprofen medication before coming into nursery, we deem them to unwell to be with us and we will be sent home. It is important you keep us up to date with medicine that they have previous to entering our care. Please talk to a member of staff who can advice further.

If you find your child has head lice please could you ensure the appropriate treatment has been followed before allowing your child to attend Nursery.



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Photos

Safeguarding our children from the dangers of technology and social media is of high importance to us. We ask that **you DO NOT share** any images on social media that have another child present in. (For example, a screen shot of yours and another child from tapestry, or a picture from a nursery event).

We ask for permission that we use images for our own social media where no faces will be shown at all and we have control over who and what is posted.

We also ask permission for you child's image to be used for purposes such as newsletter and website.

We ask permission for your chid to be present in group photos on tapestry as these will be shared within the nursery community.

If you are aware of images being shared on **ANY** social media platform that is not us, we ask that you immediately make us aware so that it can be appropriately resolved.

For more information please see out policy for photos and videos which can be found on or website or in the foyer.

We hope this information is useful to you. Please, if you have any question do not hesitate to get in touch.

We look forward to seeing you all soon at Milland Valley Nursery.



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Permissions/Decelerations

Please **DO / DO NOT** add me to the WhatsApp notifications I AM/AM NOT happy for my child's development and progress to be shared with outside agencies, as required. You HAVE / DO NOT HAVE permission to contact previous settings regarding my chid. Signed:..... Parent/Guardian Printed Name: Date:..... **Tapestry Sharing Permission** You HAVE / DO NOT HAVE permission to share my child's tapestry account with our chosen infant/primary school when it is time for them to leave Milland Valley Nursery School and begin their next journey. Signed:.... Parent/Guardian Printed Name: Date: **Parent Contact List** I am happy / not happy for my name or email address to be included in a parent contact list and for my email to be displayed on mailings sent out by nursery to parents.(Parent/Carer's Signature)(please print name) Date.....



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Medicine Policy and Permission

We understand that children's temperatures differ and a high temperature for one child maybe normal in another. If your child has a temperature over 37.5C and is quite clearly not themselves, i.e lethargic we will do our best to contact you and ask how you would like to proceed. We are able to administer Calpol in your absence if you are unable to make it to us immediately.

We have medicine forms where the dose, date and time will be recorded. The medicine will be administered with a witness present. The form will be photographed and emailed to you for your records and a copy will be placed in your child's file.

I do give/do not give Milland Valley Nursery School permission to administer Calpol to my child (name)in my absence, if his/her temperature exceeds 37.5 and are showing signs of being under the weather.					
This will only be carried out once contact has been made unless there are exceptional circumstances.					
Signed:					
Parent/Guardian Printed Name:					
Date:					

Permission for Walks

Sometimes the Nursery plans outings for the children away from the hall. It would be helpful to have your written consent to these outings at this point. If you do not want your child to go on an outing for any reason you can of course let staff know at the time. If we decide to go on a walk you will be notified on our WhatsApp Group prior to us leaving the setting.

PERMISSION FOR OUTINGS I do/do not give permission for my child	to attend walks organised by the
Signed	
Parent/guardian Printed name	
Date	



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Allergies and Dietary Requirements

Does your child have any special dietary requirements or allergies?
Yes/No
If yes please give detail below:
Name of child:
Sign
Date
Printed name
Designated Adult Authority
The name provided here should not be your own or your partner's. We require an alternative adult contact name and number should the need arise. We will always try the first and second emergency number you have put on the registration form before making contact with the "Designated Adult"
NAME OF CHILD
DATE
I would like you to make contact with
Telephone number



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Permission For Outdoor Play

We have four areas of play for the Nursery School children where they are fully supervised at all times:

- 1. Hard surface, immediately at the back of the nursery, fully supervised at all times
- 2. Fenced wooded areas at the rear of the nursery.
- 3. Patio and enclosed play area to the front of the nursery. .
- 4. In addition to the above, we would like your permission to take the children for walks and play on the large field.

The areas 1,3 & 4 are classified as unsecured play, as we have no permanent fencing. However, we would like to reassure you that your child will be fully supervised at all times whilst out of the hall.

I/We give our permission forunenclosed areas.		. to play outside, fully supervised, in the
Signname	Date	Printed

Two Year Old Progress Check Policy

When your child is 27 months old, Milland Valley Nursery School may be required by to share information regarding their development and progress.

This information will be used to complete their Two Year Old Progress Check.
I am happy for my child's development and progress to be shared, as required.
(please prir



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Image Consent Form

We may take photographs for a number of reasons whilst your child is with us. To comply with the Data Protection Act 1998, we need your permission before we can photograph or make any recordings of your child.

- I DO /DO NOT consent to photographs of my child being taken by authorised personnel
- I **DO /DO NOT** consent to photos being used to record learning and development progress, and to record special events and achievements
- I DO /DO NOT consent to my child's image to be include in newsletters, and displays
- I **DO /DO NOT** consent that if the media are invited in to take photographs or film footage for publicity purposes and to record any special events, that my child can feature.
- I DO /DO NOT consent images may also be used in publicity, in our prospectus leaflets or on the website.
- I **DO /DO NOT** consent to my child featuring in a group leavers photo and photo book when the children are due to leave us and go on to school.
- I **DO / DO NOT** consent to photographs of my child being taken by parents at events held by the Nursery. Such as Sports Day, Christmas, and Leavers Party
- I **DO / DO NOT** consent to photographs containing my child's image being included in other children's learning journals on tapestry
- I **DO / DO NOT** consent to treat photographs containing images of other children as for my own personal use only
- I **DO / DO NOT** consent for my child's image (with their faces not on show) to be used for social media purposes. (It will include backs of children, hands/feet during activities.)

(This means that the information cannot be shared with others, or published in any way, without the explicit consent of the parents or carers of those children who may be included. For example, any such photographs cannot be posted on a social networking site or displayed in a public place.)

Name of Child:	
Date:	
Signed:	

Please note that you can withdraw your consent, in writing, or request to see photos taken at any time. This form is valid for the duration of your child's time at Nursery. It is your responsibility to let us know if you want to withdraw or change your consent at any time.



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Use of Social Media Declaration

In line with the Safeguarding Children Online and Social Media Policies we agree to never post any images or videos from events at the nursery or tapestry that contain other children.

I am aware that there will be appropriate action from the nursery if this agreement is broken.

Name	 	 	
Signed	 	 	
Date	 	 	



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Policies

You will find all of our policies on our website as well as in the setting in the foyer.

We would like to draw your attention to the below policies

Complaints Procedure

Our nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

We aim to bring all concerns about the running of the nursery to a satisfactory conclusion for all of the parents involved.

To achieve this, we operate the following complaints procedure:

Stage 1: any parent who is uneasy about an aspect of the nursery school's provision talks over, first of all, his/her worries and anxieties with the nursery supervisor.

Stage 2:if this does not have a satisfactory outcome, of the problem recurs, the parent moves to stage 2 of the procedure by putting the concerns or complaint in writing to the supervisor and the owner of the nursery.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2

Stage 3 the parent requests a meeting with the nursery leader and the owner. Both the parent and the leader should have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it. The signed record signifies that the procedure has concluded.

Stage 4 if at the stage 3 meeting the parent and nursery cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator keeps all discussions confidential. S/he can hold separate meetings with the nursery personnel, and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5 When the mediator has concluded her/his investigations, a final meeting between the parent, the pre-school supervisor and owner is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.



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A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board:

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

Ofsted, 3rd Floor, Royal Exchange Building, St Anne Square, Manchester M2 7LA

The local Ofsted Number for this region is The local telephone number for the Police is Hampshire

Surrey

Sussex

The local telephone number for Child Information Service

020 7421 6800 0845 045 4545 0845 125 2222 0845 607 0999 01243 777807

If a child appears to be at risk, our nursery follows the procedures of the Local Safeguarding Children Board.

In these cases, both the parent and the nursery are informed and the nursery supervisor works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

A record of complaints against our nursery and/or child and/or adults working in our playgroup is kept, including the date, the circumstances of the complaint and how the complaint was managed.

Complaints involving the National Standards are to be completed on the complaint forms kept in the complaints folder, located on the signing in table.



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Collecting your Child from Nursery School

Your child's safety whilst in our care is of the utmost importance to us, and we feel it in their best interest to ask you to follow the guidelines set out below when arrangements for collecting your child need to be changed.

If you require your child to be collected by somebody who isn't on the designated list, please speak to a member of staff and we will assist you with a collection form where a password will need to be given. We have daily and long term collection forms available.

In an emergency situation this may also be completed over the phone. For more information regarding this please ask..

We are sure you will agree that these measures enhance, what is already a safe and secure environment for your child, and your full co-operation would be very much appreciated. Due to registration and insurance restrictions it is very important that we keep an accurate record of children on the premises, and children should leave at the end of their session promptly. This is of particular importance when we are running an afternoon session and the staff/child ratio is maintained. However, we do understand that sometimes it is unavoidable that you are going to be late collecting. In these circumstances, please telephone the nursery as soon as possible to advise us of the situation. This enables us to arrange staffing, and to reassure the child all is well.

If you require your child to be collected by somebody who isn't on the designated list, please speak to a member of staff and we will assist you with a collection form where a password will need to be given. We have daily and long term collection forms available. In an emergency situation this may also be completed over the phone. For more information regarding this please ask.



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Procedure for uncollected Children

Our Nursery has the highest regard for the safety of the children in our care – from the moment they arrive to the moment they leave.

At the end of every session, the nursery will ensure that all children are collected by a parent, carer or designated adult, in accordance with our procedures for the collection of children. If for some reason a child is not collected at the end of a session, the following actions will be implemented.

- If a parent, carer or designated adult is late collecting and has not notified the nursery of any delay the Supervisor will call the contact numbers given on the register, in order to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.
- Whilst waiting to be collected, the child will be supervised by at least two members of staff
 who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a period of 20 minutes has elapsed, the Supervisor will call the police service for advice.
- In the event of the police being called and responsibility for the child being passed to a child protection agency, the Supervisor will attempt to leave a further telephone message with the parent/carer or designated adults' answerphone. Furthermore, a note will be left on the door of the nursery's premises informing the parent, carer or designated adult of what has happened.
- The child will remain in the care of the nursery until they are collected by the parent, carer or designated adult, or alternatively placed in the care of the police service, at all times.
- If we are asked to vacate our nursery premises we will endeavour to wait in Milland Village Shop/Cafe or the Rising Sun Pub.
- Incidents of late collection will be recorded by the Supervisor and discussed with the parent/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine to cover additional costs incurred by late collection.



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18. Social Networking Policy

18.1 Social Networking Policy: Introduction

The use of online social networking sites (including, but not limited to, Facebook, Instagram, LinkedIn, and Twitter) has become a very significant part of life for many people. These sites provide a very positive way to keep in touch with friends and colleagues, and to support local businesses and can be used to exchange ideas and thoughts on common interests, both personal and work-related. However, there have been occurrences where these services have been used for less positive reasons, hence the need for formal guidance

18.2 Social Networking Policy: Use of social network sites; Employment conditions

If an employee's personal internet presence does not make any reference to the Setting or cannot be identified, the content is unlikely to be of concern to the Setting. If employment at (Milland Valley Nursery) is referred to then the information posted would need to comply with the employment conditions outlined below:

- 1) Instances where the Setting is brought into disrepute may constitute misconduct or gross misconduct and disciplinary action will be applied.
- 2) An employee should not disclose confidential information relating to his/her employment at Milland Valley Nursery.
- 3) An employee should not disclose details of any children attending the setting.
- 4) Sites should not be used to verbally abuse or harass staff or parents. Privacy and feelings of others should be respected at all times. Employees should obtain the permission of individuals before posting contact details or pictures. Care should be taken to avoid using language which could be deemed as offensive to others.
- 5) If information on the site raises a cause for concern with regard to conflict of interest, employees should raise the issue with their line manager.
- 6) Viewing and updating personal sites should not take place during working times, unless in exceptional circumstances, such as where activities form part of a project, and this has been agreed in advance as appropriate by the Line Manager.
- 7) Safeguarding is paramount and no reference should be made relating to any child/family/staff at the setting.
- 8) Sites should not be used for accessing or sharing illegal content.



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- 9) Any serious misuse of Social Networking sites which has a negative impact on Milland Valley Nursery may be regarded as a disciplinary offence. This includes any conduct which may, in our opinion, damage Milland Valley Nursery's reputation or undermine our policies, breach confidentiality, or defame a third party. Please consider whether your communications are appropriate and professional. This includes comments made through Instant Messenger applications.
- 10) If parents become 'friends' on the social networking site, staff should ensure that no discussion/statement relates to the setting or anyone involved at the setting, whether it be negative or positive.
- 11) What you post on a site is open to scrutiny by others, and may impact on your role within the setting where outside activities are discussed.
- 12) Employees are discouraged from having parents as their friends on social network sites. Milland Valley Nursery School does not discourage staff from using such services. However, all should be aware that Milland Valley Nursery School will take seriously any occasions where the services are used inappropriately.

18.3 Social Network Policy: Use of Social Network Sites Personal Safety

- 1) Protect your own personal information online. The threat of identity theft can be significantly reduced if you exercise caution regarding the data you make public. Do not publish personal data (including, but not limited to, address, telephone numbers, date of birth) or any details which advertise, for example, that your home is empty for 2 weeks whilst you are away on holiday.
- 2) If you decide to meet someone in person from online, go to a public place and let friends and family know your plans.

18.4 Social Network Policy: Family Safeguarding

In accordance with our Safeguarding Policies, Families are asked to sign a declaration in which they agree to never post images and videos on social media of nursery events and images or videos from tapestry to social media accounts.