



## Information & Policy Pack.

### MISSION STATEMENT

*At Creeslough Community Childcare Service Ltd., we endeavour to provide a fun, safe and friendly environment for children that attracts parents, children and staff and promotes awareness of different cultures, ethnic background and abilities.*

#### OUR AIM IS:

- To prepare children for full time education at national school,
- To encourage independence away from the home environment,
- To provide a fun, safe and friendly environment,
- To promote and enhance children's physical, intellectual and language development in a social and stimulating setting,
- To encourage children to express themselves and gain self confidence and creativity,
- To promote learning through play.



<b>Information &amp; Policy Pack</b> .....	<b>1</b>
<b>MISSION STATEMENT</b> .....	<b>1</b>
<b>MESSAGE FROM MANAGER</b> .....	<b>4</b>
<b>OUR STAFF</b> .....	<b>4</b>
<b>SUBVENTION</b> .....	<b>5</b>
<b>ECCE SCHEME</b> .....	<b>5</b>
<b>FUNDRAISING</b> .....	<b>5</b>
<b>CRÈCHE</b> .....	<b>6</b>
<b>PLAYGROUP</b> .....	<b>8</b>
<b>AFTER-SCHOOL</b> .....	<b>8</b>
<b>CHILDREN WITH SPECIAL NEEDS</b> .....	<b>8</b>
<b>BASIC RULES</b> .....	<b>9</b>
<b>ADMISSIONS POLICY</b> .....	<b>9</b>
<b>FEES POLICY</b> .....	<b>10</b>
<b>COLLECTION POLICY</b> .....	<b>11</b>
<b>LATE COLLECTION POLICY</b> .....	<b>11</b>
<b>RECORD KEEPING POLICY</b> .....	<b>12</b>
<b>CONFIDENTIALITY POLICY</b> .....	<b>12</b>
<b>Social Media</b> .....	<b>13</b>
<b>RECRUITMENT POLICY</b> .....	<b>13</b>
<b>TRAINING POLICY</b> .....	<b>14</b>
<b>COMPLAINTS POLICY</b> .....	<b>14</b>
<b>No Smoking Policy</b> .....	<b>15</b>
<b>CHILD PROTECTION POLICY</b> .....	<b>15</b>
<b>Loss of Services</b> .....	<b>17</b>
<b>INFECTON CONTROL POLICY</b> .....	<b>17</b>
<b>COMMUNICABLE DISEASE POLICY</b> .....	<b>22</b>
<b>SICK CHILD/EMERGENCY POLICY</b> .....	<b>22</b>
<b>HEAD LICE POLICY</b> .....	<b>24</b>
<b>HEALTHY EATING POLICY</b> .....	<b>24</b>
<b>SLEEP POLICY</b> .....	<b>27</b>
<b>NAPPY CHANGING POLICY</b> .....	<b>27</b>

<b><i>TOILETING POLICY .....</i></b>	<b><i>28</i></b>
<b><i>IMMUNISATION POLICY .....</i></b>	<b><i>31</i></b>
<b><i>ADMINISTRATION OF PRESCRIBED AND UN-PRESCRIBED MEDICATION POLICY</i></b>	<b><i>32</i></b>
<b><i>ACCIDENT PREVENTION POLICY .....</i></b>	<b><i>33</i></b>
<b><i>FIRE SAFETY POLICY.....</i></b>	<b><i>35</i></b>
<b><i>OUTINGS POLICY .....</i></b>	<b><i>35</i></b>
<b><i>SUN SAFETY POLICY .....</i></b>	<b><i>36</i></b>
<b><i>PROGRAMME OF CARE POLICY.....</i></b>	<b><i>36</i></b>
<b><i>CURRICULUM POLICY.....</i></b>	<b><i>39</i></b>
<b><i>EQUAL OPPORTUNITIES POLICY.....</i></b>	<b><i>40</i></b>
<b><i>POSITIVE BEHAVIOUR MANAGEMENT POLICY .....</i></b>	<b><i>40</i></b>
<b><i>BEHAVIOUR MANAGEMENT POLICY .....</i></b>	<b><i>41</i></b>
<b><i>LANGUAGE POLICY .....</i></b>	<b><i>42</i></b>
<b><i>EQUIPMENT POLICY .....</i></b>	<b><i>43</i></b>
<b><i>PARTNERSHIP WITH PARENTS POLICY.....</i></b>	<b><i>43</i></b>
<b><i>PARENT/GUARDIAN CONDUCT POLICY.....</i></b>	<b><i>44</i></b>
<b><i>OUTINGS POLICY .....</i></b>	<b><i>44</i></b>

## **MESSAGE FROM MANAGER**

**Dear Parents/Guardians,**

We would like to take this opportunity to welcome your child to Creeslough Community Childcare. We hope that their time with us here will be a thoroughly enjoyable one. We endeavour to meet their needs as best we can.

As well as being a non-profit organisation and a registered charity, we are an equal opportunities service. Our aim is to provide accessible, high quality childcare to the children in our area regardless of their financial circumstances.

Please take the time to read through the following information and policies as they are very important. Ensure also that you sign the registration forms stating that you will abide by these policies.

If you have any concerns or questions, please feel free to contact me.

**Kind regards,**

**Mairéad Somerville, Service Manager.**

## **OUR STAFF**

**Mairéad Somerville** - *Service Manager*

**Annette Langan** – *Playgroup Leader*

**Michelle Gallagher** - *Crèche Leader*

**Marian Ann Gallagher** - *Childcare Assistant*

**Brenda Kearney** – *Childcare Assistant*

**Marie Fleming** – *Cook and Childcare Assistant.*

*Charlotte Breslin – Childcare Worker*

*Anna Lee Harley – Childcare Worker*

## SUBVENTION

The Government insist that a tiered fee system be put in place based on parental income. Subvention may be available to parents who are on a social welfare payment, who are doing a Fás course, or who hold a medical card. If you are entitled to a reduction in fees, it will be necessary for you to provide evidence to the Service Manager to support this (i.e. a letter from your Social Welfare office, a letter from Fás to prove you are doing a course, or show your Medical Card).

You may find that the fees differ from one childcare service to another, but our fees are based on the total running costs of the building. The running costs are submitted to the Government and they in turn decide what our fees structure should be. All we can do is promise our parents that we will do our best to continue to provide a quality service to their children, while trying to keep the fees as low as possible.

## ECCE SCHEME

The Early Childhood Care and Education (ECCE) Scheme is designed to give children access to a free Pre-school year of appropriate programme based activities in the year before they start Primary School. In order to qualify for the free Pre-school year in September 2012, your child must have been born between 2<sup>nd</sup> February 2008 and 30<sup>th</sup> June 2009.

The Scheme pays for each child to avail of 3 hours of Playgroup a day, 5 days a week, 38 weeks per year. At Creeslough Community Childcare, our playgroup session lasts 3 ½ hours. **Any Parents wishing to avail of a full session are required to pay an additional €2.00 per day to cover costs for the extra half hour.** Please inform the Service Manager or Playgroup Leader if your child will be attending for 3 or 3 ½ hours per day.

## FUNDRAISING

Our service depends hugely on fundraising throughout the year to keep the building running. Each year we receive grants from the Government and fees from the parents/guardians, but unfortunately there is always a large deficit which needs to be met in order for us to make the service accessible to all the children within our community. Therefore we depend on you, the parents/guardians, to assist and participate in our fundraising efforts.

We also encourage all parents/guardians to please attend our meetings when asked to do so, to ask questions or express any concerns you may have as well as receive updates from the Manager or Board of Directors.

## CRÈCHE

Crèche – Full Day Care for children aged 14 weeks and upwards.

This service operates 5 days per week, with the exception of Bank Holidays and Christmas Holidays. The hours of service are 8am – 6pm.

The child : staff ratios for crèche and full day care are:

0 – 1 yrs	1 : 3
1 – 2 yrs	1 : 5
2 – 3 yrs	1 : 6
3 – 4 yrs	1 : 8

### **What to bring:**

To ensure that your child has a smooth and enjoyable time at crèche, please make sure they bring the following:

- A bag for belongings,
- Appropriate clothing and footwear,
- Spare clothing,
- A hat and sun-screen (when necessary),
- Disposable nappies, wipes / underwear,
- Bottles / special cups,
- All food and bottles for under 1's,
- Formula (bottles pre-made or in powder form and we will make as required and store in fridge),
- Dummy if required or any other comforter they may use,
- Coat for outdoor play.

### **We provide:**

- A safe, healthy and caring environment for your child to develop socially, intellectually and emotionally,
- Friendly and qualified staff to care for your child/children,
- Breakfast, hot lunch, snacks and drinks,
- Baby sleep room,
- Nap time beds for wobblers and toddlers,
- Age appropriate toys and equipment.

### **Rest:**

The cot room is situated off the main crèche area. There is a viewing window and baby monitor. Children are visually checked every 10-15 minutes whilst sleeping.

**Food:**

Once your child is over 1 year old, fully weaned and has been introduced to a variety of solids, the crèche will provide all meals. Meals will be liquidized as necessary.

Please feel free to check our menus posted on outside our crèche to make sure you are happy for your child to eat the food supplied.

All food groups are covered and meals are prepared daily on site. Our Menus rotate over a 3 week period to ensure that the children sample a variety of different meals.

We have a HACCP operation laid out in the kitchen and all aspects of this are strictly adhered to.

**The crèche does not provide Baby Milk or Baby Juice** All milk should come to the crèche ready made; the bottle should be clearly labelled. All milk, juice and food are stored in the kitchen refrigerator.

**Settling your child in:**

Every effort will be made by crèche staff to make the settling in period as positive as possible. To assist children and their families in adjusting to the transition that is involved with coming to crèche, crèche staff will ensure that they offer a safe, secure and clean environment that welcomes both the child and their family.

When a child first starts at crèche, staff are encouraged to speak to parents and gather information regarding sleep routines, toilet training needs, etc, anything that is relevant in helping us get to know your child and their needs.

If you are collecting your child early any day, please notify us in advance so that we do not put them down for a nap.

Crèche staff are aware of how difficult it can be to be separated from your child; therefore every effort will be made to put both the child and their parents at ease during this period.

Parents are always encouraged to discuss any areas of concern with the Crèche Leader or Manager and we will do our best to dissolve any fears or solve any problems. We want to work with the parents to meet the needs of each individual child.

Please note that all conversations and discussions regarding any concerns you may have will be kept strictly confidential.

## **PLAYGROUP**

Playgroup service operates 38 weeks of the year, from September through to June with the exception of Bank Holidays, Christmas holidays and a week at Easter.

Morning Playgroup hours are 9.30am to 1.00pm. \*ECCE only- 9.30am-12.30pm.

Afternoon Playgroup hours are 2.00pm to 5.30pm. \*ECCE only- 2.00pm-5.00pm.

We are very sorry but we cannot accept any children into playgroup before 9.30am or before 2.00pm, due to child : staff ratios and staff breaks etc. Playgroup offers all the recommended activities for the development of children in this age range e.g. sand, water, paint, play dough, craft activities, etc. We also have an outdoor play area with adequate space to provide age appropriate equipment and activities for physical development.

### **Adult/Child Ratio.**

Under existing Childcare regulations the maximum number of pre-school children allowed in any one session is 20. Minimum number of adults required is 2. In our service we adhere strictly to the ratios that are recommended in the Childcare regulations.

### **Breakfast club and Afternoon Snack.**

Playgroup operates a breakfast club, where mid morning the children are given a variety of fruit, toast, milk, actimel drinks, etc. Social Community and Family Affairs provide funding towards this service. Children attending our afternoon Playgroup session will also receive a healthy snack.

## **AFTER-SCHOOL**

At present we do not offer an afternoon session for after-school and pre-school children.

## **CHILDREN WITH SPECIAL NEEDS**

Children with special needs are positively welcome. If your child has any special needs or disability that we need to be aware of please discuss this with us and we will work with you to establish any care plans, as appropriate. We endeavor to ensure that everyone can access our services and children with disabilities can take part in all activities, as far as is reasonably possible, within the centre. Our service is wheelchair accessible and there is a disabled access toilet in the main hallway and in each childcare room. If you have any needs or requests that would help with you or your child's participation in the centre please speak with the Playgroup/Crèche Leader.



## **BASIC RULES**

It is our policy to keep parents aware of what is required to ensure that the service runs as smoothly as possible.

- 1) When your child first starts in our service, you will be given this parent pack, along with your enrolment form. You are asked to read this carefully and sign your enrolment form stating that you accept these terms and conditions. These Policies are required by the HSE Inspection team and are in place to help parents, staff and committee members understand and participate in providing the best possible service for their children. Should you find anything in the pack that you have a problem with, feel free to contact us so that we can discuss the matter and hopefully resolve it to your satisfaction.
- 2) Parents are asked to ensure that children do not bring toys, books etc to the service as this can cause fights with other children and the service cannot accept responsibility for loss or breakage to any item.
- 3) Parents are asked to adhere to the policies and procedures of the service especially those which affect the daily running of the service (e.g. Infection Control and Communicable Diseases, Confidentiality, Behaviour Management, Fees, Collection etc.).

## **ADMISSIONS POLICY**

It is the policy of this childcare service in as far as it is possible to offer equal access to all children.

Children are admitted on a first come first served basis, unless there are specific circumstances which may affect their need for admission. These “specific circumstances” mean that other professionals who are working with the child/family are referring the child to us. In this event special consideration may be given to this child at the discretion of the service manager in consultation with the Board of Directors and this child may gain entry ahead of other children if a place becomes available.

In crèche priority will be give to those who require full-time care - 5 full days per week. We will do our best with economic constraints to meet the needs of every family wishing to enrol in our service.

An enrolment evening will take place each year in May / June for the following school year at which we would expect to get the majority of our children enrolled. Children will continue to be admitted throughout the year as long as there are days available. The Team Leaders have overall responsibility for all admissions and anyone making enquiries about enrolment will be passed on to them.

## **FEES POLICY**

We ask that parents realise that we depend on our fees for the largest part of the funds needed to keep the group operational. While we will always try to keep these fees as affordable as possible we must cover our costs.

1. Fees are normally paid on a weekly basis although parents are free to make alternative arrangements with the service manager.
2. If your child is absent for personal reasons you are still required to pay for their place.
3. If your child is out for longer than a week due to illness your place will be kept providing you have notified us.
4. In exceptional circumstances, e.g. where your child is absent due to hospital admission, you may not be required to pay for the days they miss. In such circumstances, we ask that you contact our service manager, who will try to accommodate your needs.
5. Should any parent find himself or herself in financial difficulty please feel free to approach the service manager to discuss the matter. These discussions will be kept strictly confidential and will only be discussed with the relevant people involved. Failure to acknowledge any arrears can result in your child being removed from our service.
6. Should the need to increase/decrease the fees throughout the year arise, due to circumstances beyond our control, then parents will be notified and they may discuss the matter with the service manager if they require.

**Playgroup:** The only time fees are not due is when playgroup is closed.

## COLLECTION POLICY

It is the policy of this service that:

- (a) Children only be collected by a parent or person named on their enrolment form,
- (b) Parents/carer must give written notice in advance if there is to be any changes to these arrangements,
- (c) The person collecting your child must be over 18 years of age.
- (d) Parents / carer must walk their children to the front door of the service and ensure that the child is passed safely into the hands of a staff member.

When a child starts our service a collection procedure will be agreed between staff and parent. It is the responsibility of the parent to give written notification to staff in the event of any changes to this. Should someone unknown to staff be the person named to collect the child then staff are required from a child protection point of view to request photographic evidence of I.D.

**N.B.** We also reserve to right to refuse to release the child if our staff are not completely satisfied or if the child refuses to go. We can also refuse for your child to be picked up by someone we believe not to be 18 years of age. We apologise for any inconvenience this might cause to parents but our first priority will always be the welfare of the child.

Parents are asked to ensure that if for any reason they know that they are going to be a little late collecting their child that they tell the staff and also the child as children can become distressed when they discover that everyone else has gone home. If you are unexpectedly delayed please telephone the service and let staff know.

## LATE COLLECTION POLICY

Parents/guardians will be given one chance at being late. If late collection happens again, the parents/guardians will be required to pay a late fee charge.

Parents are required to be punctual when picking up their child from crèche/playgroup. Children become concerned if you are late. If you are unexpectedly late please telephone the service as soon as possible and give them an idea of late you will be.

If staff are not aware that you are going to be late they will:

- Phone your home/mobile contact number.
- If no response, wait 5 minutes and try again and continue to try until someone is contacted.
- Two members of staff will be present at all times until the child is collected.
- Staff will reassure the child, provide them with toys to play with and a drink.

Please be aware that by leaving your child in Crèche/Playgroup after their session has finished will incur a late fee charge of €5 for every 15 minutes you are late. This is to cover staff wages. Payment of this late fee must be paid to the Manager before the child attends crèche/playgroup again.

## **RECORD KEEPING POLICY**

All information recorded for each child will be securely filed and kept within the service. Only authorized staff members are allowed access to these files. On written request, parents may view any files relating to their child.

Records in relation to each child and staff member are required by the Childcare regulations 2006. Any subsequent amendments will be maintained and made available to parents where appropriate and all relevant persons, to ensure the health, safety and development of all children attending the service.

### **PROCEDURES**

- All records, in line with the Child Care (Pre-School Services) Regulations 2006 and any subsequent amendments, are up to date and accurate at all times.
- All confidential records are stored securely.
- Parents, carers and guardians, will be asked to co-sign the medical administration form and accident report form when necessary.
- Observational records are maintained, to help in understanding the need and abilities of each child and what programmes to put in place to ensure that they develop to their full potential.
- All records written are impartial and factual.

## **CONFIDENTIALITY POLICY**

At *Creeslough Community Childcare Services Ltd*, it is our policy to keep confidential all personal information about the children, families, staff and volunteers involved in our service.

This policy also includes any problems or events that may occur within the building, i.e. issues with or between staff, or any other issues that could bring the service into disrepute should any such information be disclosed to un-authorized persons. Personal information about families in relation to child protection concerns will be shared on a need to know basis in line with our Child Protection Policy.

### **PROCEDURES**

- ❖ Parents will have access to records kept in the service that are in relation to their own child only.
- ❖ All new directors, staff, trainees and volunteers will be informed of the service confidentiality policy and procedures on commencement within the service.
- ❖ Information held in the service in relation to Child Protection Concerns will be stored in separate locked drawer and will be shared only on a need to know basis in line with Childcare Protection Policy.

- ❖ Breach of our Confidentiality Policy is strictly forbidden. Any breaches of our policy by a staff member can result in dismissal. Any breaches of our policy by a parent or guardian can result in the removal of their child from our service.
- ❖ Any documents relating to children, families, staff members and volunteers may not be removed from the premises without prior consent from the relevant authorised persons.
- ❖ Any information discussed at directors or staff meetings is also treated as strictly confidential and disclosure of any such information is regarded as a breach of our confidentiality policy.

## **SOCIAL MEDIA**

Creeslough Community Childcare Services does not currently use Social Media to advertise or promote the Service.

Creeslough Community Childcare Services does not currently use Social Media to advertise or promote the Service. There should be no social media interaction between the children/families that attend our service and the staff. We believe this is important to implement because these are personal outlets and are not professionally appropriate forms of communication between our Families and Staff.

Parents should take care not to put pictures which include other children, parents or staff members, on to their facebook (social media) pages taken at events in Creeslough Community Childcare (fundraising events etc) and to respect the privacy and confidentiality of others.

Example of Social Media Outlets: Facebook, Twitter, etc

## **RECRUITMENT POLICY**

*At Creeslough Community Childcare Services Ltd, we endeavour to provide your child with the highest standard of care possible. In order to achieve this, all staff are selected through our strict recruitment procedures.*

### **PROCEDURES:**

- ❖ We advertise and hold interviews for any permanent posts. These interviews are conducted by an interview panel which always consists of at least two un-biased persons from the Childcare sector.
- ❖ We ensure that each candidate is interviewed equally. They are asked a number of questions regarding past experience, qualifications and skills. They are given a score for each answer and the selection is then based on the points they received in their interview.
- ❖ All nominated referees are asked to confirm the eligibility of the candidate before commencement of employment.

- ❖ Upon commencement of employment, all staff are Garda vetted and are vetted continuously throughout their employment with us (as are all trainees, volunteers and members of the management committee)
- ❖ All staff members are made aware of our Policies and Procedures upon commencement and are informed of any relevant updates to these.

## **TRAINING POLICY**

It is our Policy that all staff will have access to on going in-service training, to keep them up to date and to develop their childcare and educational skills.

### **PROCEDURES:**

- Induction training:  
All newly appointed staff and students/volunteers are given an induction on commencement and are fully briefed on our policies and procedures to enable them to meet the standards required of them in caring for your child. All staff are made aware of our Confidentiality Policy, Fire Safety Policy, Child Protection Policy and Codes of behaviour.
- External training and attendance at conference/workshops/seminars is encouraged and supported.
- At staff meetings, staff members are given the opportunity to feed back the information from the conference/ workshop/seminar they attend.

## **COMPLAINTS POLICY**

It is the policy of this service to deal promptly and effectively with any comments or complaints relating to any aspect of our service.

To ensure that your views can be considered in the running and development of our service we have established a complaints procedure which we hope you will feel comfortable using should the need arise.

1. What is the problem? Is it a comment, a suggestion or is it in fact a complaint?  
We welcome your comments and suggestions so please feel free to make them at any time. A complaint however is when you feel that:
  - (a) you or your child has been treated unfairly,
  - (b) the staff, Board of Directors, or member of either has done something wrong,
  - (c) the staff, management committee, or member of either, have not carried out a duty they are responsible for.
2. If, having considered the above, you wish to make a complaint you should speak to the Service Manager.
3. If you have taken the above steps but still feel that the matter has not been dealt with to your satisfaction, then the complaint should be put in writing and forwarded to the Chairperson of the Board of Directors.

4. If the complaint is relating to a member of staff, then that person must be informed that a formal complaint has been made against them and given full details of the complaint.

You will subsequently receive written acknowledgement of your complaint and it is then the responsibility of the management committee to investigate and settle the matter in whatever way the majority decide is in the best interest of the service.

### **NO SMOKING POLICY**

We operate a No Smoking Policy. We recognise the child has the right to a safe and healthy environment. This means children should not be exposed to the dangers of environmental tobacco smoke.

Smoking is not permitted within the pre-school or in the vicinity or grounds of the preschool. Staff are allowed to smoke during their permitted breaks. Staff and volunteers must take appropriate precautions to prevent contamination of their work clothes/uniforms by:

- ❖ Not smoking while wearing their work clothes or uniform. This includes at home prior to coming to work, before leaving the childcare facility or putting on a jacket or coat which should be removed before returning to the pre-school.
- ❖ They should only smoke outdoors and not in enclosed spaces.
- ❖ Staff and volunteers who smoke should ensure that their cigarette and lighter are not stored on their person.
- ❖ The No Smoking Policy will apply to all visitors to the pre-school facility.
- ❖ Staff, volunteers, parents and carers are not permitted to smoking during organised pre-school outings.

The best approach to protecting children is to avoid exposure to the harmful effects of tobacco smoke. Parents who smoke should try to quit or smoke only outside the home. The car should be a smoke-free zone. Information on quitting smoking is available from Donegal Smoking Cessation Services. Lo Call Info Line: 1800 200687

### **CHILD PROTECTION POLICY**

Any person working in the childcare sector who may have reason to believe that a child has been abused, is being abused, or is in any way at risk, has a legal obligation to make a report to the relevant authorities.

The staff and management of *Creelough Community Childcare Services Ltd* have a duty of care to the protection and wellbeing of each and every child within the service.

**We do this by:**

- ❖ Ensuring that at *Creeslough Community Childcare Services Ltd*, all staff and management follow the *Children First: National Guidelines for the Protection and Welfare of Children* guidelines.
- ❖ Ensuring that our staff and management avail of training on Child Protection,
- ❖ Making sure that our staff and volunteers are carefully selected, trained and supervised in accordance with our Recruitment Policies and Procedures,
- ❖ Applying for Garda Vetting for all staff, volunteers, students and any adults that may come in contact with children in our service,
- ❖ Ensuring that all staff, volunteers and students are put through an induction process on commencement,
- ❖ Giving parents, children and workers information about what we do and what they can expect from us,
- ❖ Letting parents know how to voice their concerns or complaints if there is anything that they are not happy about. There are procedures in place to respond to any complaints,
- ❖ Having reporting procedures and a named designated person in place to deal with Child Protection Concerns,
- ❖ Ensuring that all staff and volunteers are informed of the Reporting Procedures,
- ❖ Developing Codes of Behaviour amongst staff, amongst children and between staff and children,
- ❖ Having procedures on actions to take if an allegation is made against a member of staff or volunteer.

**Designated Child Protection Officers:**

*Annette Langan, Playgroup Leader*

*Michelle Gallagher, Crèche Leader.*

**Designated Deputy Child Protection Officer:**

*Mairéad Somerville, Service Manager.*

**Confidentiality:**

- ❖ All information regarding concerns of possible child abuse should only be shared on a need to know basis in the interests of the child.
- ❖ However, giving information to those who need to have that information, for the protection of a child who may have been, or has been abused, is not a breach of confidentiality.
- ❖ Any Designated Liaison Person who is submitting a report to the Health Board or An Garda Síochána should inform the parent/guardian unless doing so is likely to endanger the child or put the child at further risk.
- ❖ A decision not to inform the parent/guardian should be briefly recorded together with the reasons for not doing so.
- ❖ It is **not** the responsibility of the crèche/pre-school staff to make enquiries of parents or guardians and in some cases it may be counter productive to do so. It is a matter for the appropriate Health Board to investigate suspected abuse and determine what action to take.



- ❖ In cases of emergency, where a child appears to be in immediate and serious risk, and it is not possible to make contact with the appropriate Health Board, An Garda Síochána should be contacted immediately. Under no circumstances should a child be left in a dangerous situation pending Health Board intervention.

**We have strict Procedures in place to follow, should we have any concerns regarding the welfare of any of the children within our service. Our more extensive Child Protection Policy is available for Parents to view if they wish to do so.**

### **LOSS OF SERVICE**

The Board and Management reserve the right to close the facility if we feel that we are unable to provide such care, in accordance with regulations, due to unforeseen circumstances such as: Inadequate staffing, Heating malfunction, Food safety issue, Power failure etc.

It is the responsibility of the Board and Management of Creeslough Community Childcare Services to provide a safe environment of all children in our care in accordance with the Child Care (Pre School Services) (No 2) Regulations 2006. The Board and Management reserve the right to close the facility if we feel that we are unable to provide such care, in accordance with regulations, due to unforeseen circumstances such as: Inadequate staffing, Heating malfunction, Food safety issue, Power failure etc.

### **INFECTION CONTROL POLICY**

At *Creeslough Community Childcare Services Ltd*, it is our aim to minimise the spread of infection for staff and children through the implementation of controls which reduce the transmission and spread of germs. We aim to promote and maintain the health of children and staff through the control of infectious illnesses.

#### **Aims:**

- ❖ We aim to control infection by providing on-going infection control training for staff (hand-washing, food hygiene, cleaning).
- ❖ Exclusion guidelines as recommended by the Pre-school Environmental Health Officer apply in the case of all suspected infectious conditions. These guidelines will be distributed to all parents and staff.
- ❖ Parents will be informed should staff, children or visitors to our service report the presence of any contagious condition to us.

#### **Procedures:**

### **Reporting/Recording of illness:**

- ❖ A contingency plan is in place should an outbreak of an infectious disease occur. All staff roles and responsibilities regarding reporting procedures are clearly defined.
- ❖ Staff will report any infectious illness to the Pre-school manager.
- ❖ The Pre-school manager will report an outbreak of any infectious disease to the HSE Pre-school Environmental Health Officer and Public Health Department.
- ❖ The Pre-school Provider or Management will record all details of illness reported to them by staff or reported by Parents of a child attending the service. These details will include the names, symptoms, dates and duration of illness.

### **Exclusion from the Service:**

- ❖ Children will be excluded from the service based on the timeframes outlined in the Pre-school EHO exclusion criteria (see attached).
- ❖ A doctor's certificate may be required for certain conditions to ensure they are no longer contagious before children return to the service.
- ❖ Children should remain at home if they are suffering from general diarrhoea or vomiting until 48 hours after they are symptom free.

### **Hand Hygiene:**

- ❖ Hand washing facilities are always available for children and include hot (not exceeding 43 degrees) and cold water, liquid soap and paper hand towels.
- ❖ Hand washing facilities are available in all toilets, nappy changing areas, kitchens, baby, toddler and pre-school rooms.
- ❖ Children are encouraged and reminded to wash their hands after using the toilet, before eating and after playing outside.
  
- ❖ Staff must wash their hands:
  - before preparing or serving food
  - before feeding children
  - before eating or drinking
  - after going to the toilet
  - after assisting children at the toilet
  - after nappy changing
  - after dealing with any body fluids
  - after cleaning procedures
  - after caring for sick children
  - after handling soiled clothing or items
  - after dealing with waste
  - after removing disposable gloves and/or aprons.

- ❖ Hand washing technique: Wet hands under hot water (not exceeding 43 degrees Celsius for children to prevent scalding), apply liquid soap, rub vigorously paying particular attention to palms, backs, wrists, fingernails and fingers and rubbing between each finger and around the thumbs, rinse, dry thoroughly using disposable paper towels and turn off taps using paper towels.

#### **Toilets:**

- ❖ Toilet areas, including toilet handles, doors, toilet seats and wash hand basins are cleaned frequently throughout the day in accordance with the cleaning schedule and immediately if soiled.

#### **Nappy Changing:**

- ❖ Nappy changing is only carried out in the designated nappy changing area.
- ❖ Parents will provide creams or lotions for their child, these will not be shared.
- ❖ The changing mat will be cleaned, disinfected and dried thoroughly after each use.
- ❖ Nappies are placed in an impervious bag, which is tied and disposed of in a lidded bin and emptied each day.
- ❖ The nappy changing area is cleaned in accordance with the cleaning schedule.
- ❖ Changing mats are regularly checked to ensure the cover is not cracked or torn. Changing mats will be discarded of and replaced in such an event.

#### **Bodily Fluid Spillage:**

- ❖ Spills of blood, vomit, urine and excreta will be cleaned up as quickly as possible. The area will be sectioned off if possible until the spill has been dealt with.
- ❖ Disposable gloves and plastic aprons are worn when cleaning up any bodily fluid spillage.
- ❖ Paper towels are used to clean up spillages and placed directly into a plastic bag for disposable.
- ❖ Ordinary household bleach, freshly diluted (1 to 10 parts water) is used for cleaning and disinfection of bodily fluid spillages. (This solution should not make contact with skin. If accidental contact does occur, the skin, eyes or mouth should be flushed with cold water).
- ❖ If possible and safe to do so, diluted bleach will be poured directly over the spill; it will then be covered and mopped up with disposable paper towels.
- ❖ Disposable paper towels and gloves are disposed of in a plastic bag and sealed.

#### **Baby feeding equipment:**

- ❖ Bottles, teats and brushes are washed thoroughly before sterilising.
- ❖ Feeding equipment is sterilised using a steam steriliser.

#### **Food and Kitchen Hygiene:**

- ❖ Staff involved in toileting children or nappy changing are not involved in food handling.
- ❖ Staff will not engage in any aspect of child minding while preparing food.

**Cleaning:**

- ❖ All areas are cleaned regularly in accordance with a documented cleaning policy and rota. Toilets and hard contact surfaces (e.g. playroom tables) are cleaned regularly throughout the day.
- ❖ All cleaning equipment is kept separate to each area and colour coded so that it is easily distinguished.
- ❖ Playroom tables are cleaned and sanitised before and after use for meals and snacks.

**Toys and Equipment:**

- ❖ Toys and equipment are cleaned in accordance with the toy cleaning programme and schedule.
- ❖ Toys and equipment are cleaned with hot soapy water and then disinfected.

**Laundry:**

- ❖ Linen used for cots and sleep mats are washed on a regular basis and between use of separate children.
- ❖ Linen is washed in the hottest washing cycle of the washing machine.
- ❖ Cleaning clothes used in the playrooms, kitchen and sanitary accommodation are washed separately.

**Parents are obliged to inform us if their child is suffering from any of the communicable diseases and illnesses outlined below to prevent cross infection to any other children within our service.**

**We cannot accept any child into our service if we have reason to believe that they have suffered from or are suffering from any of these illnesses until such a time that they are medically treated and are no longer infectious/ contagious.**

<u>Diseases</u>	<u>Early Symptoms</u>	<u>Incubation Period</u>	<u>Period when infectious</u>	<u>Minimum Period of Exclusion</u>
Measles	Cold, cough, fever or chill, Sore eyes, White spots in mouth (1 or 2 days), rash after 2 or 3 days on face, weak chest.	8 – 15 days	From a few days before the running nose and head cold to 7 days after rash appears.	7 days from appearance of rash.
German Measles	May have fever, sore throat, stiff neck. Rash after	14-21 days, usually 12 days.	From 7 days before to at least 4 days after rash	4 days from appearance of rash.

	1-2 days usually starts on face.		appears.	
Whooping Cough	Fever and catarrh for approx 1 week before cough develops.	7-14 days	From 7 days after exposure to 21 days after whooping begins.	21 days after whooping begins.
Mumps	Fever, sore throat, dry mouth, pain when chewing	12-25 days	From 7 days before swelling appears to 9 days after	9 days from appearance of swelling.
Chickenpox	Might be a slight fever, headache, nausea. Spots appear on the 2nd day starting on back.	11-21 days	From 5 days before to 6 days after the last lot of blisters.	6 days from appearance of rash.
Conjunctivitis	Sore eyes, inflamed, discharge or watering.	1-3 days	Contagious until treated.	Until treated and cleared.
Impetigo	Blisters, spreading at the edges, thick yellow crust when blisters break.		Contagious, spread by hands and by objects touched.	Until skin is completely healed.
Ringworm	(Body) round red areas with a raised border.	10-11 days	Contagious, spread by scratching and material under finger nails.	Until treated
Scabies	Intense itching, blistering, pin point blood crusts	Several days	Mites spread rapidly by contact from clothing or bedding.	Until treatment has commenced.
Bad Cold	Coughing or sneezing		While child is coughing or sneezing	Coughing and sneezing may pass germs between children.
Gastroenteritis	Diarrhoea and vomiting	Varies depending on organism	Varies	Until 48 hours after normal bowel habits have returned and/or vomiting

				has stopped. (Exclusion period may be longer for certain organisms e.g. E- Coli 0157).
--	--	--	--	---

## COMMUNICABLE DISEASE POLICY

### **Notifiable Infectious Disease**

Parents are obliged to notify the service, if their child has been exposed to a Notifiable Infectious Diseases, e.g. meningitis, e-coli, etc, as such diseases can spread quite rapidly among children and can cause life threatening problems.

Public Health Doctors are responsible for the prevention and control of Notifiable Infectious Diseases. On being notified of an outbreak, Community services will be contacted for advice, information and support.

They in turn will advise us in the best way possible to deal with the situation and their advice will help us prevent the spread of such an infectious disease or illness.

This may involve removing the affected child only and screening all other children who were in contact with that child, or in some cases, it may involve removing all children from the service for a period of time until it is satisfactory that an outbreak has not occurred.

In the unlikely event that such a situation should occur, we would ask that all parents co-operate fully with the service and the Public Health Doctor's instructions, however inconvenient the advice and instructions may be at the time. We would ask you to understand that we will be acting in the best possible interests of all the children within the service and we would also ask you to remember that the health and wellbeing of all the children, including your own child, is the most important factor at hand.

## SICK CHILD/EMERGENCY POLICY

It is our policy to reserve the right to refuse admittance to any child we feel is not well enough to attend the service or may pose a risk of infection to others.

In the interest of all who attend our service, children who are unwell should be kept at home.

To prevent any cross infection, no child can be admitted to the service suffering from any of the following:

- A temperature above 38°C
- Diarrhoea (runny, watery or bloody stools)
- Body rash or skin lesions
- Sore throat with fever and swollen glands
- Nose, eye or ear discharge (thick mucous draining from nose, eye or ear)
- Severe coughing with obvious discomfort
- Yellow skin or eyes
- Stomach ache
- Head ache
- Generally out of sorts

Young children's health can deteriorate rapidly so a child who appears only mildly unwell but wants to come to the setting must remain at home to reduce the risk of infection to other children and adults. Children who have diarrhoea or have been vomiting should not return to the setting until 48 hours after the last attack. See also Communicable Disease Policy.

**Procedure:**

Whilst their child is attending the service, parents must ensure that they, or another carer, can be contacted in case of emergency. Parents must notify the service of any change in the child's registration details relating to contact numbers or medical history.

If a child becomes ill during the session we will follow these procedures:

- The child will be taken to a quiet area away from the main group and the child will be made as comfortable as possible.
- The child's medical records must be checked, and where appropriate acted upon.
- The service will attempt to contact the child's parents/guardian on the home, mobile or work numbers, leaving a reassuring message on any answer phone. The service phone number should be given if a parent cannot be reached.
- The child's emergency numbers will be called. Another message should be left on the parents answer phone to advise them of the action we have taken.
- In the event of neither a parent nor emergency contact can be reached the child will be cared for until the end of the session.
- The child will be regularly checked for any deterioration in their condition.
- If we become seriously concerned about the child medical advice will be sought and if necessary an ambulance will be called to take the child to hospital.
- A copy of the child's records will be taken to the hospital to enable staff to deal with any recorded conditions and to enable staff to keep in contact with the child's parents.

A record will be kept of the child's symptoms and our actions, including regular checks on the child and each time the action was taken.

In the case of a serious accident we will make the contacts with parents/guardians and emergency numbers. If we cannot contact anyone we will proceed to seek medical advice and/or call an ambulance. We will also keep you informed of actions taken.

In the event of any of the above we ask you to please ensure that we can contact you or a family member who knows the child.

Under the Child Protection Policy a staff member is not permitted take a child on his or her own in staffs personal transport to seek medical advice or for any other reason.

### **HEAD LICE POLICY**

It is always possible to catch Head Lice, no matter how careful we are. Children can pick up Head Lice by coming into close contact with someone who is infected. It is important to know how to identify the problem early and how to treat it.

#### **Procedures:**

- ❖ Staff will inform all parents in the event of an outbreak of head lice.
- ❖ Staff will be tactful and confidentially will be fully observed.
- ❖ Leaflets on head lice can be obtained from the Health Promotions Unit of the HSE
- ❖ Staff will inform parents to check their child's hair and take whatever steps to eradicate the problem.
- ❖ Parents should always inform us if they discover that their child has head lice.
- ❖ In very extreme cases if a child is constantly presenting with the problem and staff feel that other children are being put at risk due to lack of treatment by the parent the child may have to be excluded from the service until the problem is dealt with.

### **HEALTHY EATING POLICY**

*Creeslough Community Childcare Service Ltd* promotes healthy eating by providing a well balanced and nutritious diet for all children attending the service.

#### **Aims:**

- ❖ We have regard for "Food and Nutrition Guidelines for Pre-school Services" by the Department of Health and Children.
- ❖ We encourage the nutritional and overall wellbeing of all children within the service.
- ❖ We support children to develop life-long healthy eating practices and a positive approach towards food in partnership with parents.
- ❖ We recognise the dietary needs of all children and aim to ensure that all children's individual and cultural needs are met.



- ❖ We monitor and review our practice and policy and, if necessary, make adjustments.
- ❖ Staff will be encouraged to attend regular training programs around health and nutrition.

**Procedure:**

***Meal Times-***

- ❖ Key workers will sit with the children during meal times to encourage conversation and extend interactions.
- ❖ Encouraging children to make choices, drink and feed themselves during mealtimes will help to develop each child's independence.
- ❖ Mealtimes are an important social aspect of the daily routine within a childcare setting. They provide opportunities to inform and educate children about nutrition and healthy eating.

***Snacks-***

- ❖ Suggestions of healthy snacks will be made available for parents at the start of the pre-school year.
- ❖ Fizzy drinks, sugary snacks or crisps will not be allowed in the pre-school.
- ❖ Snacks such as fruit yoghurts, sandwiches and fruit juices will be encouraged as healthy alternatives for children.

***Meals-***

- ❖ Meals will be well balanced and provide for a wide variety of food from the four main food groups each day:
  1. Carbohydrates (rice, cereal, bread and pasta),
  2. Fruit and Vegetables,
  3. Dairy Products (Milk, yoghurts and cheese),
  4. Meat, fish, vegetarian alternatives.
- ❖ Processed meats such as chicken nuggets, burgers and sausages will be served no more than once a week. Healthier cooking methods such as baking and grilling will be used.
- ❖ Fizzy drinks will not be served in the service.
- ❖ Full fat milk, diluted pure fruit juice and water will be provided with meals and will be available to the children throughout the day.
- ❖ Desserts will be fruit or milk based.

***Special Dietary requirements-***

- ❖ All special dietary requirements will be respected inclusive of dietary needs and cultural dietary habits. Parents will be asked to give details of foods eaten or not eaten by their children.

***Food Refusal-***

Young children are developing their own personalities and temperaments and in some cases food refusal is their way of exerting their independence or commanding attention.

Most of the problems associated with children refusing food develop because parents or carers worry and give the child too much attention for not eating. In most cases food refusal is probably just a temporary thing and most children go through a phase of not eating.

Provided a child is healthy and growing well, he or she is unlikely to come to any harm with a few missed meals.

Distractions at meal times, poor routine, limited variety of food and parental anxiety, all contribute to food refusal or fussy eating.

The stomach capacity of a child is much smaller than that of an adult. Ideally children should be taking all drinks from a cup by their first birthday. If a child drinks excessively before meals, or randomly throughout the day, appetite will be significantly reduced.

Children sometimes choose to fill up on drinks instead of eating their meals. This is the most common cause of poor appetite in children. Parents or carers need to control the type, amount and timing of drinks. Young children need 600mls of milk plus 3 – 4 cups of other liquid per day.

Milk and water are the healthiest drinks for children. Fizzy drinks are avoided within our service and fruit juice will be limited to 1 small glass per day. If offering squash as a drink it should be diluted as much as possible.

A good meal routine is important also. This will help to programme hunger or appetite. If a child eats meals at the same times every day his or her appetite will adapt and be trained to feel hungry at mealtimes.

It is good for children to eat with adults and families should be encouraged to eat together as much as possible.

**How we deal with food refusal:**

- ❖ We do not react if a child refuses to eat his or her meal,
- ❖ We do not give drinks for 30 minutes before a meal,
- ❖ We limit drinks at mealtimes to half a cup (120 mls) and do not give it until half the meal is eaten,
- ❖ We set a time limit for meal times, e.g. 30 minutes,
- ❖ We remove uneaten food without comment at the end of a meal,
- ❖ We allow children to have likes and dislikes,
- ❖ We encourage and praise a child when he or she eats well,

- ❖ We DO NOT, under any circumstances, insist on a child finishing a meal that they clearly do not want or enjoy, regardless of if a Parent wants us to do so. Such actions could result in a child developing a negative attitude towards a meal times and any such actions are highly discouraged.

### **SLEEP POLICY**

At *Creelough Community Childcare Services Ltd*, we operate a sleep time between the hours of 1.30pm and 3.30pm in the crèche room. All children are allowed to rest during this period, or indeed at any stage during the day where deemed necessary, as Health Board Regulations state that it is unacceptable to deprive children of necessary sleep.

Our Sleeping Procedure is as follows:

- Our Cot room is temperature is kept between 16c - 20c degrees.
- Babies are put down to sleep on their backs, blankets tucked in over chest, under arms and feet to the foot of the cot (to minimize the risk of sudden infant syndrome).
- Each child has their own individual bed linen to prevent the risk of infection.
- Cots and sleeping bags are clearly labelled with child's name.
- If two children share a sleeping bag due to rotating days, the sleeping bag is washed between uses.
- Bed linen and sleeping bags are washed in the hottest washing cycle of the washing machine using Fairy washing powder. Linen is checked regularly and replaced as necessary.
- Cots and mattresses are washed down weekly (or between children if applicable) with antibacterial solution and left to air dry.
- Children's names are recorded into a written sleep record along with the time they went down for a nap. They are monitored every 15 minutes either visually through the sleep room window or by entering the sleep room to check the child is ok
- A written log recording such checks is kept on the wall outside the sleep room.
- Our Baby Monitor is kept on at all times when a child is in the sleep room.

### **NAPPY CHANGING POLICY**

- Nappy changing is only carried out in the designated nappy changing area.
- Children's nappies and other items are stored in individual compartments and labelled accordingly.
- Parents will provide nappies, creams and lotions for their child, these will not be shared.

- The changing mat will be cleaned, disinfected and dried thoroughly after each use.
- Nappies are placed in an impervious bag, which is tied and disposed of in a lidded bin and emptied each day.
- Anti-bacterial soap is provided for hand washing.
- Children are never left unattended when having their nappy changed.
- If required, another member of staff is always available to provide assistance.
- The nappy changing area is cleaned in accordance with the cleaning schedule.
- Changing mats are regularly checked to ensure the cover is not cracked or torn. Changing mats will be discarded of and replaced in such an event.
- To ensure that nappy changing time is a pleasant experience for the child, staff members use this opportunity to interact with the child and provide one to one attention.

### **TOILETING POLICY**

It is the policy of our service and in the interest of the children’s health and safety, that a high standard of hygiene is promoted at all times, when the children are learning to use the toilet.

**Procedures:**

- ❖ To create an awareness and understanding of good hygiene practices, staff members emphasis the importance of self care for example; wiping themselves from front to back, flushing the toilet, washing hands etc.
- ❖ Anti-bacterial soap and disposable paper towels are used for washing and drying hands.
- ❖ Cleaning schedule is in place to ensure that children’s toilets are kept in a clean and hygienic condition at all times.
- ❖ The staff should treat accidents sensitively.
- ❖ Praise and recognition are being used when children are being potty trained to encourage self-esteem and a sense of achievement. Reward charts may be used as an added incentive.
- ❖ If required, another staff member is always available to give assistance.
- ❖ The child’s privacy is always respected.

It is the responsibility of the parent to toilet train their child. Crèche staff will work in partnership with the parents in assisting them to toilet train their child. Therefore, we would recommend that parents begin toilet training their child at home, ideally over a long weekend or during the weekend if this is not possible.

At Creeslough Community Childcare Services Ltd, we adhere to *Aistear-the Early Childhood Curriculum Framework* recommendations. We try to implement their principles and themes as far as possible within our service.

Aim 2 and part of Aim 4 within the Well-being section of Aistear are covered within our toilet training policy (see section below).

Well-being	
<b>Aims</b>	<b>Learning goals</b>
<b>Aim 1</b> Children will be strong psychologically and socially.	<ul style="list-style-type: none"> <li>- In partnership with the adult, children will make strong attachments and develop warm and supportive relationships with family, peers and adults in out-of-home settings and in their community               <ul style="list-style-type: none"> <li>- be aware of and name their own feelings, and understand that others may have different feelings</li> </ul> </li> <li>handle transitions and changes well</li> <li>- be confident and self-reliant</li> <li>respect themselves, others and the environment</li> <li>make decisions and choices about their own learning and development.</li> </ul>
<b>Aim 2</b> Children will be as healthy and fit as they can be.	<ul style="list-style-type: none"> <li>- <u>In partnership with the adult, children will gain increasing control and co-ordination of body movements</u> <ul style="list-style-type: none"> <li>- <u>be aware of their bodies, their bodily functions, and their changing abilities</u></li> </ul> </li> <li>- discover, explore and refine gross and fine motor skills</li> <li>- <u>use self-help skills in caring for their own bodies</u></li> <li>- show good judgement when taking risks               <ul style="list-style-type: none"> <li>- make <u>healthy choices and demonstrate positive attitudes to nutrition, hygiene, exercise, and routine.</u></li> </ul> </li> </ul>
<b>Aim 3</b> Children will be creative and spiritual.	<ul style="list-style-type: none"> <li>- In partnership with the adult, children will express themselves creatively and experience the arts</li> <li>- express themselves through a variety of types of play</li> <li>develop and nurture their sense of wonder and awe</li> <li>- become reflective and think flexibly</li> <li>- care for the environment               <ul style="list-style-type: none"> <li>- understand that others may have beliefs and values different to their own.</li> </ul> </li> </ul>
<b>Aim 4</b> Children will have positive outlooks on learning and on life.	<ul style="list-style-type: none"> <li>- <u>In partnership with the adult, children will show increasing independence, and be able to make choices and decisions</u></li> <li>2. - demonstrate a sense of mastery and belief in their own abilities and display learning dispositions, such as determination and perseverance</li> <li>3. - think positively, take learning risks, and become resilient and resourceful when things go wrong</li> </ul>

4. - motivate themselves, and welcome and seek challenge
5. respect life, their own and others, and know that life has a meaning and purpose
6. – be active citizens.

Parents need to be aware that children develop bladder and bowel control at different rates. A child of 18 months may have full bladder and bowel control, yet another child of 2 years may not even be ready.

It is advised that children are not toilet trained until they are both physically and emotionally ready.

Some signs of this may be:

- (a) Where a child indicates to you that they are wet or soiled. This could be verbally or non-verbally.
- (b) Where a child starts to show an interest in going to the toilet with the other children in our service.
- (c) Where a child starts to ask if they can go to the toilet.

When a child within our service displays any signs of the above, we will approach the parents and suggest that it may be a good time to consider toilet training.

#### **When beginning toilet training your child:**

1. We would ask that children wear pull-ups for the first little while, until it is established that children have gained confidence in their ability to go to the toilet themselves.
2. Children will be assisted with:
  - (a) Clothing, (loose clothing please, and definitely no belts),
  - (b) Getting on and off the toilet (toilets are child size and a step is provided if needed),
  - (c) Establishing good hygiene practices ( i.e. learning how to wipe themselves from front to back, flushing the toilet after each use, and washing and drying hands properly).
3. Parents are asked to provide suitable clothing i.e. short vests (without poppers), loose trousers (track suit bottoms) or skirts. We ask that parents also to bring lots of spare clothing (including shoes and socks), as accidents do happen, and in the early stages, will happen a lot.
4. Soiled clothing will be bagged and sent home each day for parents to wash. Parents will be informed if their child has had an accident and will be made

aware if their child's bag contains any soiled garments. Occasionally if a garment is extremely heavily soiled, it may need to be disposed of.

5. Consistency is vital in toilet training. Therefore it is extremely important that the strategies being used within our service needs to be continued at home and vice versa, to avoid confusing the child.

**When your child has gained confidence and are showing signs of establishing bladder and bowel control:**

1. Children are asked to go the toilet after breakfast, before morning snack, before lunch, before nap time, after nap time, before evening snack, and at regular intervals throughout the day.
2. Children are encouraged to wear cloth pants instead of pull ups.
3. Children do not have to ask to go to the toilet. Independence and self awareness is encouraged and at this stage they should know the importance of self care.
4. Children are encouraged to ask for help if needed.

N.B. Please note that sometimes toilet training will not be a success and may have to be postponed and tried again at a later stage.

Occasionally, a child who has mastered these skills may regress. This could be due to a number of factors. i.e. infection, tiredness, etc.

Any concerns will be discussed with the parent to try and ascertain the cause of the regression and work together to find a solution.

A child cannot be accepted into the playgroup unless they are fully toilet trained and can independently go to the bathroom.

**While we will do everything in our power to assist parents in toilet training their children, we would ask that they realise that we do not have the facilities to work one-on-one with a child who is being toilet trained. We can only do our best to teach them the importance of self care and encourage them to do it themselves.**

**Children's privacy is respected throughout this process.**

**For child protection reasons, staff are not allowed to stay in the cubicle with the child on a one-to-one basis, therefore we have to encourage the child to be independent**

## **IMMUNISATION POLICY**

Parents have the right to choose whether their child is immunised or not.
---

- ❖ When a child is enrolled in the service, the immunisation section form should be completed.
- ❖ In the event of children receiving any vaccinations while they are attending our service, staff should be notified as some special precautions have to be taken. For example, it is a Health-board Regulation that soiled nappies of children who have received vaccinations must be double bagged before disposal.
- ❖ Also, children who have received vaccinations may be experiencing pain at the injection site and we do not wish to cause any unnecessary discomfort to any child.
- ❖ Some children may also need to receive liquid paracetamol for their discomfort and this can be administered, with parental consent, during the day as needed.
- ❖ **In the event of any infectious diseases breaking out, all parents will be verbally informed. A dated notice, informing parents/guardians of any infectious disease outbreak will be displayed on the notice board.**

### **Non-immunised Children**

In the case of children not immunised, the parents will be asked to seek advice, information and support from Community Services.

## **ADMINISTRATION OF PRESCRIBED AND UN-PRESCRIBED MEDICATION POLICY**

We ask parents to remember that we are not medical professionals. Therefore, we can only administer certain medication. If your child requires any medication that would be considered invasive, it is the responsibility of the parents to administer this medication themselves.

- It is our policy to inform parents if their child becomes unwell whilst in our care.
- Staff are permitted to administer certain oral/topical medicines to children. These medicines must be contained in its original bottle or tube with the G.P.'S instructions clearly marked on the packaging, to include dosage and child's name. Unmarked bottles will not be administered.
- Parents must, in all cases, fill out a consent form stating clearly all the relevant details. The staff of Creeslough Community Childcare reserves the right to refuse to administer medicines to children.
- Any medicines other than oral or topical will under no circumstances be administered to children, as staff are not medically qualified to do so. We are sorry for any inconvenience this may cause.



- Staff are however trained to give first aid. Should a child arrive to crèche/playgroup with a temperature, we will be unable to accept the child for that day.

**Procedures on giving medication:**

1. Take temperature
2. If high, ring parents.
3. With permission administer 5ml of Calpol (which we have on the premises)
4. Re-check temperature after 30 minutes. Inform parents if it has not come down and ask parent to collect the child as soon as possible.

**ACCIDENT PREVENTION POLICY**

It is the policy of our childcare service to promote the health, well-being and personal safety of all the children and adults involved in our service, through development and regularly reviewing accident prevention procedures and fire safety procedures.

**Although every attempt will be made to prevent accidents from occurring, parents are asked to remember that children will always have minor bumps and scratches; it is very uncommon for children not to get some scrapes along the way, and we cannot guarantee that they will not have minor accidents.**

**We do however guarantee, that all children will be comforted appropriately in such events, and will receive as many cuddles and as much comforting as is necessary.**

**Procedures:**

- A safety statement has been prepared and is reviewed on a regular basis.
- All new staff and volunteers must be familiar with the Safety Statement.
- There are at least two adults on the premises at all times. Adults supervise children at all times.
- Care is taken to ensure that no child can leave the premises undetected.
- The front door automatically locks upon closing to prevent children from exiting without adult supervision. It is however, easily opened by adults by means of a thumb-turn lock for Fire Safety reasons.
- Staff must know which children are present at any one time.
- Furniture and equipment are laid out to minimise safety risks.
- Only suitable and age appropriate objects are available to children.

**In the event of an accident:**

- The first aid box is always fully equipped. Its location is highlighted by a sign for quick retrieval if needed. It is easily identifiable and in a location known to all adults.
- Substances, which may cause allergies, are not included in the first aid box.
- A designated person is appointed in each room to ensure that any out of date or missing items are replaced regularly. The contents are checked on a monthly basis and are replaced within this period if necessary.
- At least one member of staff who holds an up to date First Aid Certificate is on the premises at all times.
- Records are accessible to all relevant staff in the case of an emergency.
- Minor accidents will be treated on the childcare premises and parents/guardians will be advised of the injury and the action taken when the child is collected.
- All accidents even minor ones, are recorded in the Accident Book.
- The service has an arrangement with the Doctor's Surgery next door in the case of an accident or sudden illness.
- In the case of a serious accident the senior staff member will phone the Doctor and the child's parents/guardian.
- If the child has to go to hospital before the parent/guardian arrives, an adult known to the child must accompany him/her to the hospital and stay until the parent/guardian arrives.
- The child's record card will be brought to the hospital for reference.
- All accidents must be reported to the insurance company.

**In the unlikely event of your child being stung by a wasp or a bee, the following procedures are in place:**

1. It will first be established if it is a wasp or bee sting and the following treatment given.
2. If it is established that it is a wasp sting, vinegar will be applied to neutralise the sting (as wasp stings are alkaline).
3. If it is established that it is a bee sting, baking soda will be applied to neutralise (as bee stings are acidic).
4. If the cause of the sting cannot be established, the puncture wound will be washed with a saline solution and a plaster applied.
5. In all circumstances, unless prevented for allergy reasons, 5ml of Calpol will be given to the child to ease discomfort.

## **FIRE SAFETY POLICY**

It is our policy to ensure that adequate measures are put in place to ensure that the children, parents, staff and all other persons attending our service are safe in the event of a fire.

### **Procedures:**

- Our service has all the relevant fire safety equipment as recommended in the Department of Environment's *Fire Safety in Pre-school* booklet.
- The fire safety equipment is checked annually and a record maintained.
- Our fire alarm system is checked quarterly per annum as per Health Board Regulations and a record maintained.
- Attendance records of all children and adults present on the premises are kept strictly up to date to ensure that everyone is accounted for in the event of a fire or any other emergency.
- All staff, children, students and volunteers are made aware of the evacuation procedures in the event of a fire.
- We do this by carrying out a monthly fire drill with the staff and children. These drills are subsequently recorded.
- All new staff, students and volunteers are given an induction on commencement and are made aware of the correct procedures in the event of a fire. All fire exits are clearly marked and the location of the fire assembly point is clearly sign posted in each room and on each door.
- We have an arrangement with the Day Care Centre opposite, that should there be a full building evacuation, children will be housed there until such a time that it is safe to return to the service, or in the unlikely event of a fire, that their parents are contacted and have come to collect them.

## **OUTINGS POLICY**

It is the policy of our childcare service to ensure the safety and well-being of the children and adults involved in our service when planning and undertaking outings.

### **Procedures**

- Parents are encouraged to take an active part in the planning, preparation and undertaking of outings.
- Prior information about proposed outings is given to all parents.
- A risk assessment will be carried out prior to all proposed outing.
- All parents must sign a consent form prior to the outings.
- There is always at least one adult to every two children.

- A fully stocked first aid box will be brought on all outings.
- The insurance company is contacted prior to the outing to confirm that the event is covered by the service insurance policy.
- If children are to be in care of other personnel/services during an outing, the child protection policy of that service is discussed in advance of the outing.

### **SUN SAFETY POLICY**

We do encourage children to get outside and play as much as possible, depending on the weather. In the summer we limit the number of hours children spend in the sun so as to prevent any skin damage/illness.

**Procedures:**

- Avoid the hottest times of the day i.e. between 12pm – 3pm.
- Ask parents to provide sun hats and sun creams with high protection factor.
- The childcare facility uses high factor hypoallergenic sun creams, but we ask that parents advise staff on any skin conditions their children may have.
- Encourage children to drink plenty of fluids on the hotter days.

### **PROGRAMME OF CARE POLICY**

It is the policy of this service, as per Health Board regulations, and in accordance with curriculum guidelines laid out by Aistear and Síolta, that there will be regular observations made on each and every child within our service, which will track their developmental progress and will enable us to recognise when a child is displaying signs of delay in their developmental needs.

**Procedures:**

- We use trackers to establish the different stages of development that children should be at, at certain ages.
- Children are observed on an on-going basis and written notes supporting these observations are made fortnightly.
- If a child displays signs of progress in their development, this is recorded for their personal observations and updated accordingly.
- The 6 different types of development that we concentrate on in our observations are:
  - Physical,
  - Social,
  - Intellectual,
  - Emotional,
  - Language,

- Holistic.
- Please be aware that your child may be photographed for these observations, but as with any file relating to your child, these observations are completely confidential and can only be viewed by the appropriated authorised persons.
- These observations are compulsory under Health Board and Pre-School regulations. During our annual Pre-School inspection, these observations may be viewed by the relevant authorities, whose main objectives are ensuring that we are complying with their regulations.
- As well as being used for tracking developmental progress, these observations are also used for planning activities to enable a child to use their new found skills.

**Please note, that while we are aware that different children develop at different rates, occasionally some children may display some signs of developmental delay. This is one of the main reasons that these observations are in place, to enable us to identify if a child may need some additional help with their developmental progress.**

**In situations where we have reason to believe that a child may have additional needs in their developmental progress, these are the procedures that we will follow:**

- Arrange to meet with one or both parents,
- Discuss findings of observations,
- Advise the parents that we will continue to observe and monitor the child's behavioural patterns and attempt to distinguish whether it is (a) a behavioural problem that can be remedied in-house or if it is (b) in fact a situation where the child may need additional care. (i.e. multi-disciplinary team or Special Needs Assistant),
- In the event where it appears that the child may need additional care, we work in partnership with The Pre-School Services Public Health Team who advise us on correct practices and approaches. This may involve one of the Public Health Nurses sitting in on a Playgroup session and making their own observations.
- In such an event, Pre-School Services will then advise us on the best way forward, whether it may be a change in routine for the child or the need to seek further assessment.
- All these observations will be discussed with parents and will remain strictly confidential.
- Pre-School Services are extremely open to contact from any Parent who wishes to discuss and/or seek advice regarding any concerns they may have in relation to their child no matter how trivial they may feel their concern is. Their telephone number is **074 91 23669**.

- In the event where it is felt necessary for a multi disciplinary team to work with your child, our Play Leader and our Crèche Leader are available to meet with the team and work in co-ordination with them in the best interests of the child involved.

## **CURRICULUM POLICY**

This service is committed to implementing a play based, child centred curriculum that empowers young children to actively pursue their own learning.

The childcare service recognises that the establishment of a daily routine is essential for all young children in our care. We strive to provide a programme of activities, which encourage the physical, emotional, intellectual, creative and linguistic development of the children who attend the service.

### **Procedures:**

- Our curriculum is based on a free play model with clearly defined aims and objectives.
- It is flexible and open to new approaches and ideas on how to promote and meet the development needs of young children.
- We recognise that children are learning all the time and that children learn best when actively involved and interested.
- We include a variety of activities which encourages development in all areas. These include:
  - *Story telling, Musical Activities, Imaginative play/Creative Play, Sand and Water Play, Constructive and Manipulative play, Physical and Energetic Play, Arts and Crafts, Playdough, etc.*
- All of our activities are age appropriate.
- We include activities that have stimulating sensory experiences.
- We encourage children to think for themselves, helping them to make their own decisions and find their own answers to questions.
- We provide an atmosphere that offers the children suitable challenges and stimulates problem solving.
- We encourage feelings of safety, trust and emotional security in the children.
- We encourage the development of self-help skills and develop self-esteem by giving the children the opportunity to be actively involved in their own learning.
- We provide a range of activities that assist children in understanding the needs of others, resolving conflict and developing communication skills
- We encourage sociability, friendship and co-operation with others through play and working together at various activities
- We use matches tasks and activities to each child's level of ability and concentration span
- The staff meet regularly to plan and review activities within each area of the facility and to consider the needs of individual children.

## **EQUAL OPPORTUNITIES POLICY**

It is the policy of this service that all families will be treated equally and with respect. No child will be discriminated against for any reasons of race, religion, culture, gender or additional needs.

- Staff in this service will do their best to ensure that all children are treated equally and that the individual needs of each child are met in as far as possible within the resources that we have.
- We would hope that parents would feel free to approach us about any specific requirements that they may have for their child and assure them that we will do our best to provide for these requirements.
- We will also endeavour to provide any necessary adaptations to our activities, which might be required by a child with additional needs.

## **POSITIVE BEHAVIOUR MANAGEMENT POLICY**

This policy is done through positive methods and it is important to state that verbal abuse is not tolerated and corporal punishment is never used.

Our childcare service believes that the children should be encouraged to grow and develop to their full potential in a suitably planned environment, where they know what is expected of them and clear limits are set appropriate to their age and stage of development and any special needs they may have.

### **Procedures:**

- Children's efforts, achievements and feelings will always be acknowledged so as to promote the growth of self-esteem and self-discipline.
- Adults working in the service must be good role models by following rules and showing respect for each other and the children.
- Rules that apply to all children and adults in the group will be discussed and agreed. These rules will be made known to all adults, staff and parents and to the children. Rules will be kept to a minimum.
- It is recognised that the key to behaviour management is good observation skills in the adults.
- Ongoing discussion, training and practice will be availed of to train staff in the skills of behaviour management.

### **Positive Strategies for Behaviour Management:**

- One to one adult support will be offered to the child that has misbehaved to help the child see what went wrong and offer possible solutions.
- Comfort and support will be offered where another child has been hurt in an incident.



- Explanations for challenging unwanted behaviours and attitudes will be made clear immediately to the child/children.
- It will always be made clear to the child in question that it is the behaviour and not the child that is unacceptable.
- Staff will use simple language, speaking calmly and quietly to the children while dealing with these situations.
- Staff members demonstrate respect and empathy by listening and being interested.
- Children's participation will be encouraged, to promote independence and confidence.
- By offering alternatives, positive behaviour is encouraged and helps to teach the children about the value of compromise.
- Recurring problems will be dealt with in an inclusive manner following observation and involving the child's parents and other appropriate adults.

### **BEHAVIOUR MANAGEMENT POLICY**

It is the policy of the *Creeslough Community Childcare Services Ltd.* that the methods used in managing the behaviour of the child will at all times be age and stage appropriate.

It is important that when a parent leaves a child in our care that they know the child is going to be safe and happy. With this in mind we have drawn up a list of what we consider to be unacceptable behaviour likely to cause upset or injury to another child or indeed adult in the setting. The list we have drawn up is as follows.

1. Biting
2. Spitting
3. Nipping
4. Kicking
5. Hitting or Punching
6. Taunting or Bullying
7. Bad Language or Verbal abuse
8. Deliberate Vandalism of toys or equipment
9. Throwing sand or any object likely to cause injury
10. General disruptive behaviour, which interferes with the play or activities of other children in the group.

Parents must realise that the above behaviours will not be allowed to go unchecked and will be corrected by a member of staff.

In the event of a biting incident the parent of the child who is bitten will be contacted and told about the incident. The parent of the child who committed the offence will also

be contacted and told. Confidentiality will be maintained regarding the identity of the child.

Staff will talk to children and explain to them why their behaviour is wrong. Staff will also encourage children to take an active part in settling their own disputes using dialogue and negotiating skills.

If a child's behaviour becomes a recurring problem then the child may be removed from whatever they are taking part in for a short period (using time out) and asked to think about their behaviour before they are allowed to return to the activity.

If despite the best efforts of staff a problem continues or becomes more serious then the parents of the particular child will be contacted and asked to help to eradicate the problem. Parents should realise that their co-operation is essential in this area if problems are to be eradicated. In the event of very serious problems or non co-operation of parents, where behaviour is endangering or hindering the development of other children, a child may eventually regretfully have to be excluded from the service.

### **LANGUAGE POLICY**

English is the primary language of the service. All activities within the service will be carried out through the medium of English. We do endeavour to welcome all children and encourage their involvement in all activities within the service.

- We provide opportunities for shared experiences through the medium of English.
- We use verbal and non-verbal encouragement to promote continued speech.
- We encourage conversation in groups of varying sizes i.e. one to one, small to whole groups.
- We use rhymes, songs, and jokes to allow children to play with words.
- To encourage children of other nationalities the staff will:
  - Endeavour to learn some key phrases in the child's language,
  - Communicate with parents and ascertain the key words,
  - Encourage parents to become involved in the service and communicate to staff about their culture and country of origin,
  - Talk to the child/children speaking slowly and simply, demonstrating what is meant by the words,
  - Encourage the other children to talk to the new arrival in a similar straightforward way and at normal volume.

## **EQUIPMENT POLICY**

It is the policy of this service that all equipment will be suitable, safe and developmentally appropriate and will be cleaned appropriately, checked and replaced as necessary.

### **Procedures:**

- All equipment must be kept clean and hygienic at all times.
- Staff members are responsible for the cleaning, maintenance and replacement (funds permitting) of all equipment.
- All equipment purchased is based on the children's development needs and interests.
- All staff must have an understanding of the play value of the equipment and the benefits of this equipment to the child's development.
- All equipment must be age appropriate and suitable for the different stages of a child's development.
- The layout of each playroom must ensure that the equipment is accessible to the children, to promote choice, decision-making and fostering a sense of independence.

## **PARTNERSHIP WITH PARENTS POLICY**

We recognise and respect the role of parents as primary carers/educators of their child and seek to work in partnership with our parents to serve the best interests of the child.

Parents are more than welcome to visit the service at any time and encouraged to remain with their child as long as necessary during the settling in period. There are a couple of rules which we would ask parents to respect while they are in the service. These are as follows:

- Smoking in the setting is prohibited by law
- You may not administer any form of corporal punishment to your child as this is contrary to playgroup/crèche regulations.

We would like to take this opportunity to encourage you as parents to assist us in providing the continuity of care between home and service, which is shown to be of most benefit to your child.

We require as much information about your child as possible so we can get to know them as quickly as possible thus making settling in as painless as possible. This information will also be used to help us plan activities, which are interesting and developmentally appropriate to each individual child.

**Remember we are here to provide a quality service to you and your child and we welcome any input, which may help us to improve this service.**

## **PARENT/GUARDIAN CONDUCT POLICY**

We take all complaints seriously and we hope to be able to sort out these complaints in an amicable manner.

Our staff are here to help and advise, but please remember that we will not tolerate violent, racist, or disruptive behaviour either towards members of staff or other Parents/Guardians. Anyone resorting to this behaviour will be asked to leave the premises and may not be allowed into the premises thereafter.

We do not take kindly to complaints you may have regarding Creeslough Community Childcare being discussed in public with members of staff or Directors. This sort of conduct can be very harmful and degrading to the reputation of our entire service and its staff. Others depend on the excellent service we provide and it would be a great shame if the service had to cease operation due to this sort of malice.

Staff and directors are not allowed to discuss these issues with you in such places. We would also like to remind parents/guardians who may have a complaint either towards a staff member or anyone connected with the service, to follow the correct Complaints Policy Procedure, which is included within this parent pack.

## **OUTINGS POLICY**

It is the policy of our childcare service to ensure the safety and well-being of the children and adults involved in our service when planning and undertaking outings.

### **Procedures**

- ❖ Parents are encouraged to take an active part in the planning, preparation and undertaking of outings.
- ❖ Prior information about proposed outings is given to all parents.
- ❖ A risk assessment will be carried out prior to all proposed outing.
- ❖ All parents must sign a consent form prior to the outings.
- ❖ There is always at least one adult to every two children.
- ❖ A fully stocked first aid box will be brought on all outings.
- ❖ The insurance company is contacted prior to the outing to confirm that the event is covered by the service insurance policy.
- ❖ If children are to be in care of other personnel/services during an outing, the child protection policy of that service is discussed in advance of the outing.

*Creelough Community Childcare Services Ltd,  
St Michaels Terrace,  
Creelough,  
Co Donegal.*

*Tel: 074 9138841*

*Email: admin@cccc.ie*

**CHY 15632**

