

**TENDER YEARS
CRECHE**



Parent's Handbook

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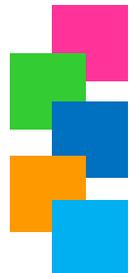


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About Us

Through professional policies and procedures we will provide a clean, safe and nurturing environment in which each child can develop and grow.

Tender Years Crèche is specially designed with young children in mind and compliant with all current regulations. We work closely with the Health Board to offer you the highest standards, fire safety approved, HACCP compliant, fully insured with fully qualified staff. The crèche is completely secure and entry is restricted.

We operate an "open door" policy to any parent whose child/children use the crèche. We would be delighted to have you come at any time to collect or drop your child/children.

We hope this parent hand book helps you understand Tender Years Crèche's operation and how we strive to give your child/children a home from home with the best possible care.

VISIT

<http://www.tenderyearscreche.ie/>

FOR OUR PARENT LOGIN



Administration

It is the policy of Tender Years Crèche to offer equal access to all children from the community including children with different requirements and needs.

Each child must be at least 3 months old when starting in the crèche. Parents seeking to enrol their child into the crèche must fill in an enrolment form and sign our terms and conditions. The completed enrolment form must be given to the crèche before your child's start date.

Children will be admitted on a first come first served basis, following the submission of an enrolment form, terms and conditions and deposit paid. If there are no remaining places, a waiting list will be drawn up.

Fees must be paid monthly in advance on the 1st day of each month or nearest day prior. Fees may be paid by standing order, cash or cheque.

Cheques should be made payable to **Laurelwood Naas Montessori Ltd** (our company name). **Bank Details to be advised.**

Fees must be paid even if the child is absent due to illness or holiday.

Opening Hours

Monday – Friday 7am – 7pm

Tender Years Crèche is closed all bank holidays, public holidays and Good Friday each year. Tender Years Crèche is closed over Christmas from the day before Christmas Eve until after the New Year.

Our Services

Full-Time Day Care
7am – 7pm
3 months+

Part Time Day Care Options
Mon to Wed – 3 days OR Thurs & Fri – 2 Days
WE DO NOT OFFER 4 DAYS PER WEEK

Pre School (ECCE) 9.30 - 12.30
Breakfast/After School Club
7am - 8.20am & 1pm – 7pm
Up to 12 years (6th class)

Summer Camp - July & August
10am - 2pm
4 to 12 years (6th Class)

*Mid-term is covered in line with ECCE Calendar (Afterschool).

Settling In Period

We invite and welcome all new parents and children to visit the crèche before the first day. Once you have registered your child, 6 hours are provided free of charge the week before your official start date at the beginning of the month. This is to assist in settling and can only be used on your child's days of attendance once approved by the crèche.

Children react very differently to the same situation so we will work with you to ensure this period is as stress free as possible for both you and your child/children. Parents cannot stay with children during the settling in period as this really disrupts the other children, we ask you drop them at the door of their new room.

You must be prepared to accept that it may take time for your child to adjust to the crèche/new room but very few children fail to settle eventually. Please remember, the more your child attends and experiences the activities on offer and sees you interacting with the staff, the more settled s/he will feel.

Saying Goodbye _____

Some children may cry, become clingy and shy. It can be upsetting for the parent(s), and typically they carry it with them for the morning while their child recovers and has a great day of exploration, play and fun. A wide range of reactions from children are expected and perfectly normal. Our carers have experience with this separation, and they will respect and assist each child's needs during an adjustment period. This can also happen at different times during the year.

Some ideas for a smooth drop off:

- Keep positive focus on your child and your goal
- Help hang up your child's coat and backpack
- Greet your child's teacher together
- Remind your child that you will be at "X" time to pick him/her up
- Suggest to your child to get a favourite activity

We recommend that once you have given your child a hug and have begun to leave, even if your child is upset, to keep going. A goodbye is actually harder on a child if it is too long. We take responsibility to your child's happiness and comfort very seriously, and we will do our best to turn an unhappy child into a happy one as soon as we can. If separation continues to be an issue for a child, we want to work with the parents to establish a positive routine.

Parental Involvement _____

We encourage parental involvement at the crèche at every reasonable opportunity. Parent feedback is constantly encouraged by management on an on-going basis. Managers or Supervisors are on duty at all times.

The staff are more than willing to answer any questions you may have regarding your child's day.

Fees

All fees are payable each **Friday morning** for the following week and monthly payments are due the first of every month or the nearest working day prior.

Fees are payable during periods of absence, sickness, holidays, during public and bank holidays. This enables us to give an all year round service with a guaranteed place for your child/children.

Fees are reviewed annually.

ECCE Fees:

Payment for ECCE is made directly to the crèche and covers 3 hours daily 9.30am - 12.30pm from September to June for 38 weeks running in line with the school calendar.

All ECCE only places do require a deposit of €50, which is fully refundable in October when the place has been taken. The deposit is non-refundable if a place is not taken.

All Other Places Within Our Service Require:

A deposit of 50% of one month's fee is required when you register your child. This deposit will be deducted from your last month/week's payment provided you give 4 weeks' notice and have been registered with the crèche for 6 months or more.

Payment Methods – Standing Order/Cash/Cheque

Cheques should be made payable to **Laurelwood Naas Montessori Ltd (our company name)**. **Bank Details to be advised.**

Parents collecting children late from the crèche will be subject to a late fee of €10 per half hour or part thereof.

We offer a 10% sibling discount on full time fees. Any family with 3 or more children, where 2 are full-time, we will extend the 10% sibling discount to both full-time children.

Curriculum

Curriculum Policy

It is the policy of Tender Years Crèche to develop a curriculum that creates a child centred, play based environment, which empowers young children to actively pursue their own learning. Staff will provide appropriate, timely, balanced intervention as well as support, continuity and progression to encourage positive attitudes towards learning.

We recognise that the establishment of daily routines is essential for all young children and we strive to provide a programme of activities which encourage the physical, social, emotional, intellectual, creative and linguistic development of all children in our care.

Our curriculum is based on the Montessori Method in conjunction with the HighScope Approach.

HighScope

What is HighScope?

HighScope was first established in the United States in 1969. It is an approach to early learning which identifies and builds on children's strengths, interest and abilities. The HighScope approach enables children to be actively involved throughout the whole play session.

Why does a HighScope Setting look like this?

In HighScope settings, the play room is divided into separate areas, defined for the children by low level storage units which house a range of accessible, interesting and where possible, real materials for the children to work with.

Why do we label areas and equipment?

In a HighScope setting each area is visible and named using signs, easily understood by the children, which show the types of activities on offer. All materials are also clearly labelled to allow children to choose, work and replace equipment themselves.

What is Choice Time?

Choice Time is a block of time when young children can investigate and explore toys and materials and interact with adults and other children. It allows young children a time to play and explore, uninterrupted.

What is Planning Time?

Planning Time is a time for each child to think about what they want to do during Work Time. At the same time each morning the children sit down with their group leader and make their plans ie. Play in the Home Centre, build in the Block Area etc. Planning helps the children to become more involved in their own plan and it leads to an increase in their self-confidence.

What is Work Time?

Work Time is the time for children to carry out their plans, play and solve problems that arise in their play. During work time, group leaders and staff are guided by the children, their role is to interact with the children to support and encourage their development.

What is Recall Time?

During Recall Time, the children can remember, talk about and show what they have done at work time. Recall time helps them to reflect on their experiences and to talk with others about their discoveries and actions.

What is Small Group Time?

Small Group Time is a part of the day when the group leader plans an activity for the children. She makes these plans based on the children's interests and stages of development. Ideas would include: painting, gluing, sound games, washing the dolls, play dough etc. Small group time allows the children to play together, ask questions and solve problems and work as a group.

What is Outside Time?

Outside Time happens every day (weather permitting), the children get the chance to use the large play equipment like the swings, slide, climbing frame as well as cars, bikes and buggies. Outside time allows the children to play in a more physical way, ie. running, climbing, jumping and playing football etc.

Meal Time in a HighScope

In the crèche, the children have a snack mid-morning which consists of fruit – apples, oranges, bananas, pears etc. It provides a chance for the children and staff to sit down together. The children get involved in setting the table and serving their own snack. During this time, the children are encouraged to be as independent as possible for their stage of development.

What is the Daily Routine?

The HighScope Daily Routine provides a consistent but flexible structure for children and adults in the group. The routine is divided into difference segments, as follows:

- Pre-School Daily Routine
- Arrival & Freeplay
- Snack Time
- Planning Time

- Work Time
- Recall Time
- Small Group Time
- Large Group Time
- Outside Time
- Home Time

What are HighScope's goals for young children?

- To learn through active involvement with people, materials, events and ideas.
- To become independent, responsible and confident – ready for school and ready for life.
- To learn to plan many of their own activities, carry them out and talked with others about what they have done and what they have learned.
- To gain knowledge and skills in important academic, social and physical areas.



Montessori Method

The Montessori Method is an approach to educating children based on the research and experiences of Dr Maria Montessori. The main idea of the Montessori Method is that every child is treated with respect, given freedom within the limits of a carefully structured environment, and allowed to develop naturally at their own pace.

Montessori encourages children's natural desire to explore the world around them and can be divided into five main areas:

Practical Life

The purpose and aim of Practical Life is to help the child gain control in the co-ordination of his movement, and help the child to gain independence and adapt to his society. Practical life exercises include pouring, sorting, food preparation, care of self, and care of the environment. These exercises lay the foundation for all the other subject areas in the Montessori classroom.

Sensorial Skills

The purpose and aim of Sensorial work is for the child to acquire clear, conscious, information and to be able to then make classifications in his environment. Through exploration of the various materials of varying dimension, colour, shape, texture, smell, and taste, all the faculties of intelligence are developed. The sensorial area also includes geometry as the subject is introduced to the child through their senses.

Language Skills

A small child, because of his sensitivity, can pick up a language just by hearing it. However, this sensitivity to language is only in the first six years. From an early age, the child's absorbent mind absorbs all language given to him. Proceeding at their own pace, they are introduced to the skills necessary for writing, reading and spelling. Conversation, storytelling and poems, songs and rhymes, all help to develop his learning of the English language.

Mathematics

Maths is all around young children, how old are you? You were born on the 6th. It's time to go to school in an hour. Montessori mathematics focuses on the fundamental skills to calculate. Children who become interested in counting, like to position items as they enumerate them. By counting concrete quantities, separating them, sharing them, and counting them children demonstrate for themselves the basic operations of mathematics. Counting games become an everyday activity in the classroom.

Culture

During cultural studies, the children gain a broad exposure to many different areas of science. The children learn fun facts about spiders and insects, and understand more about the relationship of different creatures to each other in nature. They also learn about the earth (continents, countries, and oceans), and the solar system.

Pre School/Montessori

Once your child has started in either our Pre-school or Montessori Classrooms we ask for you to provide a small healthy snack daily for them this is to encourage them to get use to opening and closing lunch box for school.

Belongings _____

We ask parents to clearly mark their child's belongings as we cannot be responsible for lost items. Please do not send in expensive or important items.

Clothes/Appropriate Dress _____

Parents are requested to provide a change of clothes. If spare clothes are provided by the crèche please can you return them washed, within a reasonable time. Can you please provide indoor shoes or slippers in a clearly labelled bag, for your child to be kept in crèche all the time.

Comfortable clothes are best for play or a tracksuit is ideal; please do not let your child wear tight jeans or belts/braces; as these are awkward at toilet time. Outdoor play is a major feature of the curriculum throughout the year so warm clothing, rain wear and 'Wellie' boots are essential every day in winter.

Please be aware children get messy and dirty at times, so please ensure not to send them in their 'Sunday Best'.

Sibling Places _____

We offer 10% sibling discount on full time fees. Places are subject to availability and cannot be guaranteed for siblings unless booked and a full deposit paid. If you need a place please book your place well in advance to avoid disappointment.

Food _____

All food is cooked and prepared on the premises by our full time chef under a strictly monitored HACCP programme recommended by the health board. Our menus are designed to provide a well-balanced nutritious diet. Any special dietary requirements or parent's wishes will be respected and accommodated where possible. The weekly menu is displayed on our notice board for your information. Fees are fully inclusive of all meals and snacks.

Children's Bottles _____

As per HSE and FSA regulations, all bottles must come to crèche ready-made. They will then be stored in a fridge until required. Bottles that need to be warmed or given at room temperature will be facilitated.

Healthy Eating _____

We try and promote healthy eating at the crèche at all times so we ask parents to please not send in sweets or treats for children in the crèche. We do allow a small NUT FREE cake for birthdays only. Please do not send in any extra treats for birthdays as we will have to send them home. As you can appreciate there are a lot of birthdays.

Nut Free Zone _____

For the safety of children who have life-threatening peanut allergies, we do not allow peanuts or nut products in the crèche.

Confidentiality _____

Any details about the children, staff and their families that Tender Years Crèche has on record shall be kept now and at all times confidential. Any incidents, which involve your child and any other children, shall be recorded, however the names of the children involved shall not be disclosed.

Social Networking _____

Parents and children must not post any photos or videos containing other children, parents or staff of the crèche onto social networking sites as it may cause offence.

Facebook _____

Tender Years Crèche operates a Facebook page which is used as a notice board/communication tool for parent. Any pictures posted will NOT have faces (unless consent from has being signed) or names of any children in them.

Accident or Injury _____

Upon registration the crèche will require two emergency contact numbers, addresses and phone numbers. It is vital that these are kept updated. Parents will need to inform the crèche of any revised contact details. We also require the parent/guardian or carer to sign an agreement to allow Tender Years Crèche provide emergency treatment or hospitalisation of your child if necessary.

All preventative measures are taken to avoid accidents but in the unfortunate event of an accident occurring, minor injuries will be dealt with by a First Aider. Parents will be informed on collection.

Parents/guardians will be informed of any accidents, even if it is minor.

Parent/s or guardians will be contacted immediately in the event of an emergency.

Recording Of Accident & Injuries _____

All accidents will be recorded however minor. (Please see Policy).

First Aid

Should a child have an accident the appropriate first aid procedures will be followed and subsequently an accident report form will be completed and signed by staff present, supervisor and parent.

In the case of any head injury or bang to the head, no matter how minor, a child will always be closely monitored to ensure that their injury does not deteriorate throughout the day and watched carefully for any signs of concussion.

Any incident that we believe requires medical assistance will be acted on immediately by calling emergency services or our doctor on call and parents.

First aid boxes are sited on each premises, easily available to adults but beyond the reach of children. Contents of the boxes will be checked regularly and replaced as necessary.

All our staff are trained in First Aid and we have a dedicated First Aid Officer.

Bumps & Bruises

All possible care is taken to ensure your child's safety, however we would ask parents to appreciate that there will be the occasional bump or bruise as there would be at home. We will notify parents of incidences at pick up time, or if felt necessary by phone call prior to collection.

Allergies

While Tender Years Crèche cannot guarantee an allergen-free environment, the management will take reasonable steps to provide an allergy-safe and allergy-aware environment for a child with life-threatening allergies. Information relating to children's allergies are kept in their Permanent Child Record and are displayed in the kitchen so that all staff are aware of allergies.

Medicine & Illness

A sick child should not attend crèche. In the event of a serious illness while in the crèche we will immediately contact the parents/guardians and ask for your child to be removed from the crèche. This is to try and reduce cross infection.

A medical consent form must be completed and signed by a parent for all medicine administered.

If a child is attending crèche while on medication, the medication will be labelled and stored as instructed and administered at the specified times by two staff members to ensure the medicine is administered correctly. Only medication specifically prescribed to the child can be given. All medicines must be in date. Medication will at all times be administered in line with the prescription instructions and the manufactures guidelines.

Birthdays

We try and promote healthy eating at the crèche at all times. We do allow a small Nut Free cake for birthdays only. Please do not send in any extra treats for birthdays as we will have to send them home. As you can appreciate there are a lot of birthdays. We will take photos of the party and send them home.

Please note going forward, in the interest of inclusion, we will only give out party invitations to children in your child's room, for all the class, all the boys or all the girls.

Nappies & Wipes

Parents are asked to provide nappies and wipes for your child/children please check notice boards for list of supplies needed. We ask you bring them in a timely manner so we do not run out of supplies for your child. The crèche has set nappy run times of which there are 3-4 daily along with extra changes so we do use a lot of nappies and wipes so please do not be surprised if we use more nappies than you would use at home.

We keep a record book to document the use of the supplied nappies and wipes for each child.

Reusable nappies are sent into crèche at your own risk.

Festivals

It is part of the crèche curriculum to raise cultural awareness and be respectful of the religions and faiths of others. During the year we will include a variety of festivals. During the time of the festival we will discuss how it is celebrated and children will be involved in a variety of appropriate creative tasks.

If there is any festival you would like us to incorporate, please just let us know.

Toys Toys Toys

Children's own toys are NOT allowed in the crèche. Children over 3 years can bring one toy for sharing on Friday Morning ONLY. Toys are sent in at your own risk and are your child's responsibility. Thank you for your co-operation in this matter.

Waiting in Hall _____

Can you please knock on the door and wait **outside** while dropping and collecting your child. This is to avoid disturbing the class and upsetting other children.

Notice Board _____

It can be hard to make sure we speak to every parent regarding things going on in the crèche so please check parent notice boards daily for any notes.

Follow us on Facebook for updates and sign up for our newsletter at www.tenderyearscreche.ie

Safety _____

Can you please watch your children in the car park at ALL times as the car park can be very busy. Children must NOT climb/play on steps, ramp or railings. **Children are not to be left unattended in the Reception Areas.**

Buggy Storage _____

Please fold down ALL buggies before leaving them in our Buggy Storage Area to maximise space. All car seats are to be put on the shelf in the storage area when possible. Please label all car seats and buggies. Buggies and car seats are left at owner's risk.

Complimentary Class Policy _____

Tender Years Crèche offer a range of complimentary classes for the children, these are on set days and times and are for children whom attend the crèche on **those days**. Class times or days cannot be changed to suit individual children.

All classes are subject to change at any time. All classes are optional for the children, any child who does not wish to take part can do another activity. All classes are free of charge.

Photos & DVD's _____

We take loads of photos of the children over the year and every few months we ask you to send in a USB stick with their name on it and we will be happy to send them home. Please keep a look out on notice boards and Facebook for the signs every three months approx.

Child Drop Off _____

We ask that you drop your child off in their rooms. Any information regarding your child must be passed onto a member of staff. Any food/bottles must also be given to a member of staff. Both parents and staff should use this time to discuss any significant occurrences during the child's time at home. Sometimes children do get upset when being dropped off at crèche, we ask that you do not go into your child's room if they are crying, as it upsets the other children. If your child is upset frequently and we feel it is becoming a problem for your children, then we will approach you to discuss the matter or if you have any concerns please discuss them with a supervisor or manager.

Please inform the crèche if someone else is going to be dropping your child to the crèche.

We ask all parents to shut any doors behind them and to make sure that all doors close firmly behind them, especially front doors.

Absenteeism _____

It is the policy of Tender Years Crèche that all parents notify the crèche if their child is going to be absent. This allows us to work out our numbers for the day and ensures the smooth running of the crèche. Full fees are payable if your child is absent from the crèche due to illness or otherwise.

The child's parents/guardian will be required to contact the crèche as soon as possible. If the child is absent due to illness, the parents/guardian will be required to disclose any relevant information to the crèche. This is necessary so that we can take precautions to safe guard the other children in our care if the illness is contagious. An exclusion period may well be enforced (See Control for Communicable Diseases).

Child Collection Policy _____

It is the policy of Tender Years Crèche that children may only be collected by their parents. If children are to be collected by anyone else, parents are asked to inform the crèche of these changes.

The named collection person will be asked for photo ID so please ensure they have it with them. If there is no written record as to alternative arrangements for collecting a child, **nobody but the parent/carer** will be given access to the child.

A staff member will contact a parent if a discrepancy arises about the collection of children. All children must remain on the premises until parents/carers have been notified.

On returning to collect their child, parents/carers will be encouraged to meet with their child's key person to be given information on how their child has

been during the session/day and on any on significant events/incidents involving/relevant to their child.

If a Child is Not Collected

Parents/carers are asked that if they are not able to collect the child as planned, they must inform the appropriate staff member. We will inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

We will also inform parents/carers that in the event that their children are not collected from the setting by an authorised adult, the staff are unable to make contact with the parent/carer and the staff can no longer supervise the child on our premises, we apply our Child Protection Procedures as set out in our Child Protection Policy.

Where we have not been contacted before collection time by a parent/carer:

- A staff member will contact a parent/carer as soon as possible.
- Staff will ensure that the child is cared for until the situation is resolved.

In a situation where a child has not been picked up at close to normal time, or prior to 7pm

- A staff member will remain at the crèche with the child.
- A parent/carer is to be contacted via information on the
- Enrolment/Registration/Admission Form to establish a time for collection.
- If unsuccessful in contacting a parent/carer, the staff member must remain at the service and contact the Manager.

After 15 to 30 minutes, staff members are to choose the best-suited option:

- Remain at the crèche – continuing to try to contact parent/carer.
- Ring Claire or Tracy and after consultation with them, arrange for the child/ren to become the responsibility of (named designated person).
- Do not allow the child to leave with any person not nominated by parents/carers except (named designated person).

Under no circumstances are staff members to go to look for the parent or to take the child home with them.

A full written report of the incident is to be recorded.

Late Collection of a Child/ren

Staff must ensure that the parents/carers are aware of session ending times and ask them for their co-operation.

Habitual Lateness in Collection of Children

Staff will ensure that the parents/carers are aware of session ending times and ask them for their co-operation.

If the problem continues, staff will:

- Discuss with the parents/carers whether they are experiencing particular difficulties in arriving on time.
- Determine whether there are any underlying factors including stress on the family.
- Offer to contact a support person such as a Social Worker to offer support to the family if stress is a concern.

- Enforce the €10 late fee (effective from the very first minute the parent/carer is late), to help cover cost of staff cover and to encourage parents/carers to collect children on time.

Repeated failure to collect a child can be an indicator of neglect or of extreme family pressure requiring additional support.

Parents Who Arrive To Collect Children in an ‘Unfit State’

Occasionally a parent collecting a child may arrive in an ‘unfit state’ due to illness, drugs or alcohol. Where the condition is severe, it may be quite distressing for staff members who have concerns for the child/ren's well-being.

Staff members have no legal rights to withhold a child from a parent in these circumstances. However, the following measures may be adopted where appropriate:

- Attempt to calm the parent before he or she leaves with the child, e.g. invite him/her to sit down for a cup of coffee and talk with a staff member.
- Offer to contact a family member or friend, or the person(s) listed as the child's emergency contact on their enrolment form.
- Offer to call a taxi.

If the parent rejects the above suggestions and insists on taking the child, there is no legal recourse open to staff. However, if staff feel that the well-being of the child is at risk they have a duty to act as outlined in **Our Duty to Care: the Principles of Good Practice for the Protection of Children and Young People, Department of Health and Children, 2002**):

'It is important to always put the child's safety and well-being first, over and above any other considerations.'

It is, therefore, always the policy of the crèche that 'the welfare of the child is the most important consideration'.

For that reason, where there is a risk to the child it is in the best interest of the child for staff to discuss their concerns with the duty social worker in their local HSE or, in case of emergency, contact the Gardaí.

Children must always be collected on time

If parents have not informed management and staff of a change to the collection of a child the crèche will contact the parents to confirm these changes before the child can be released from the crèche. This includes nominated persons on your child's record form.

If the crèche management cannot make contact with a parent, the child will not be allowed to leave the crèche until contact is made and the arrangements are confirmed. The person will be asked to return to the crèche when this happens.

Homework Policy _____

Homework is only one of the many activities which is facilitated within the school age childcare programme. The ethos of the setting is to provide children with recreational activities that allow for relaxation after their day at school. However we do appreciate that some parents would wish to have a certain amount of homework completed by their child and this request will be facilitated where possible.

It is the policy of the Tender Years Crèche to provide a period of time each day for homework. This session will be scheduled to take place directly after children have had their snack/meal.

- Snack/Meal time is relaxed and leisurely to enable children to unwind, socialise and discuss daily events.
- Each child will get sufficient time to do their homework.
- Staff will contribute to a quiet relaxed atmosphere during homework sessions and encourage children to do the same and will be there to help children with their homework. However staff will not be responsible for signing children's homework as it is very important that parents check each child's homework.
- The After School Service recognises the importance of the parent's role in homework support and encourages them to check work completed, hear reading again etc. and play an active role in the homework supervision and support of their child.
- We have a PC available for our afterschool programme to assist with homework and for use with educational games. Internet access is available but limited with parental control software and is always supervised by a staff member.



Toilet Training Policy

The crèche will assist with toilet training when agreed with parents. The crèche will carry out the same training method being used at home so as not to confuse the child. We ask for you to start training during a weekend or days off to allow them get used to it at home first.

We bring all children who are starting toilet training to the toilet every 20 to 30mins until they get used to asking to go, we remind them and ask them hourly once they are used to it.

The staff and parents will discuss and decide upon a method of training most suitable to the child before training begins.

Parents are asked to send in lots of changes of underwear and clothes as lots of accidents may occur while training. We would recommend children to wear washable shoes during toilet training.

Parents are asked to continue to provide nappies or pull ups during training to be used during naps if applicable.

During toilet training your child needs to be dressed in "user friendly" clothing as much as possible. The best items are pants and trousers with elasticated waists. These allow the child to reach the toilet on time and allows the child to pull his/her pants up and down which encourages independence and the feeling of being a "big boy or girl".

Parents will be informed daily of their child's progress.

Biting Policy

Biting is a universal characteristic of a child's development stage, however biting will not always manifest itself. Those children who bite are not 'bold or naughty'. Biting can occur for many reasons - teething, affection, attention and hunger.

Once we have become aware of any child in our care that has started to bite we will observe them carefully and stay close in order to reduce the chance of any biting occurring. Once we have determined the context in which the biting is taking place, we will know the signs and be able to intervene before biting takes place in the future.

When biting does occur the child who is bitten is comforted and the bite is wiped with an antibacterial wipe.

The child who bit another child is removed from the situation and when calmed down, we explain it's not nice to bite our friends; we will explain the desired behaviour in the future and implement the Positive Behaviour Management Policy. An incident report will be filled out for both children. We take every precaution to prevent/reduce biting however we cannot guarantee biting will never happen.

Head Lice Policy

It is always possible to catch head lice no matter how careful we are. Children can pick up head lice just by coming in close contact with a child who is infected. It is the policy of Tender Years Crèche to notify our parents so you can take responsibility to treat it immediately.

TIP: Mix a few drops of tea tree oil in water and spray into hair daily to prevent catching them!!

Child Protection Policy

Tender Years Crèche has a moral and legal obligation to ensure that all children in our care are protected. All staff are vetted through the Garda Vetting Unit and are professionally trained in working with children.

We act to protect children from harm, which may arise. It is our duty in this case to question the cause of any unusual markings, bruises, bumps or behaviour. We must emphasize that our main concern is to safeguard and protect the welfare of children. We have a responsibility to identify, report and record any of the above to Social Services.

We have a responsibility to respond to all child protection concerns. Designated Child Protection Liaison Officer is the person within our service to contact if you have any concerns regarding child protection.

Designated Child Protection Liaison Officer: **Claire Doyle**

Deputy Designated Child Protection Liaison Officer: **Jennifer Quigley**

If a child arrives with injuries the staff should:

- Ensure immediate medical attention, if necessary.
- If possible ask the parent/carer how the injuries occurred
- Explanations, however puzzling, should be accepted and accusations should not be made. Make a written record, including diagrams, of observations and explanations given. Have a witness when possible. This recording of information is to ensure that reasonably full and clear information is obtained in order to be able to make an appropriate referral to the Social Services Dept if necessary.
- If you suspect that the injuries have been caused by assault or by failure to protect the child you must tell the Designated Child Protection Liaison Officer and that person will then contact the Social Services Office.

Suspicion of Abuse _____

If through conversation or other contact with the child you have cause to suspect physical, sexual, emotional abuse or neglect of a child in your care:

- Listen to what the child says. Be comforting and sympathetic.
- Ensure that the child feels as little responsibility as possible.
- It is particularly important not to make any suggestions to the child regarding how the incident may have happened, therefore do not question the child except to clarify what he/she is saying.
- Write down exactly what the child says, or what actions concern you, and what you have said in response. Sign and date it.
- Do not make assumptions about who the allegation might concern.
- If a member of staff may be involved, appropriate steps must be taken to ensure the safety of the child and other children.
- Inform Designated Child Protection Liaison Officer of your suspicions and that person will contact without delay the Social Services Office.

Action taken in Response to

Child Protection Concerns _____

INFORMALLY (WITHIN THE SERVICE)

The designated Child Protection Liaison Officer along with management will consult and discuss with parents the issue that has arisen.

FORMALLY (USING THE CHILD PROTECTION NOTIFICATION SYSTEM)

The designated Child Protection Liaison Officer along with management will inform the relevant bodies of the child protection concerns that have arisen.

Positive Behaviour Management Policy _____

NO CORPORAL PUNISHMENT SHALL EVER BE USED IN THIS CRÈCHE.

Appropriate behaviour shall be encouraged in a caring, constructive and consistent manner. We lead by example as children imitate behaviour. Clarify expectations and rules of behaviour to age appropriate children. Positive methods of discipline which encourage self-control, self-direction, self-esteem and co-operation shall be used.

Always make it clear to the child that it is the behaviour that is unacceptable or “not nice” and not the child him/herself.

Conflict Resolution Steps _____

1. Approach calmly, stopping any hurtful actions.
 - Place yourself between the children, on their level.
 - Use a calm voice and gentle touch.
 - Remain neutral rather than take sides.
2. Acknowledge children’s feelings
 - “You seem pretty upset”.
 - Let the children know you need to hold the object in question.
3. Gather information.
 - “It looks like the problem is...Is that right?”
4. Restate the problem
 - “So the problem is...”

5. Ask for ideas for solutions, and choose one together.
 - “What can we do to solve this problem?”
 - Encourage children to think of a solution.
 - Check to make sure the solution is acceptable to both children.

6. Be prepared to give follow-up support.
 - “You solved the problem!”
 - Stay near the children.

Comfort the Hurt Child _____

Forward planning, team work, collaboration with parents and a sound knowledge of child development is used to ensure a professional approach to child behaviour management in this crèche. Rooms are equipped and laid out with the child’s age, development and positive behaviour management in mind. A varied and creative routine is used to entertain and actively involve children in their own learning which encourages positive behaviour.

Use the following to deal with unacceptable behaviour:

- Distract or remove child from environment.
- Explain why this behaviour is unacceptable.
- Give adequate warnings for the child to change their behaviour.
- Give the child a chance to take “time out” to calm down & regain control.

(Time Out is when a child is removed from any work or activity taking place to a quiet area and given a separate activity)

Time Out should only be used after every other option has been tried and not before the child has been given a chance to change their behaviour.

Time Out should only be used after at least 3 warnings. This allows the child know what behaviour it expected of them and gives them the option to change the behaviour.

Health & Safety _____

In Tender Years Crèche we will take all reasonable steps to ensure the Health & Safety of each individual in the crèche. To achieve this we maintain safe working procedures among staff and children. Our Health and Safety Statement is available upon request.

We have a dedicated Health and Safety Officer.

Fire Drills _____

Fire drills are carried out monthly and a record is kept. Fire extinguishers and blankets are stored appropriately, ready for use and in good working order. All fire-fighting equipment is serviced annually and a record maintained of the service dates.

Staff are trained on how to use fire-fighting equipment and a record of this training is recorded.

Smoke detectors will be placed at strategic points in the building and 'hard wired'. The smoke detectors will be checked regularly to ensure they are working. A record will be maintained of the dates on which the detectors are checked.

We have a dedicated Fire Officer.

Car Parking & Drop Off

We operate a one way system in and out of the crèche, and in order to ensure a smooth flow of traffic and minimise risk to children during peak times we ask parents to respect the **5km speed limit** and yield to traffic when entering or exiting the one way lane way. We ask that all parents and children use the pedestrian walkway when walking between buildings and car parks.

There are a limited number of visitor parking and drop-off spaces available and we ask that parents and visitors park in an orderly fashion so as not disrupt others.

Please supervise your children in the carpark at all times.

Baby Sitting

It is the policy of Tender Years Crèche to permit their staff to baby-sit for the children within the crèche. This is done outside work hours. Staff are not permitted to take children to or from the crèche and this is in compliance with Children 1st National Guidelines on the Protection and Welfare of Children Act 1999.

All matters relating to any baby-sitting duties must be kept separate from crèche business. Tender Years Crèche will not accept any responsibility pertaining to any baby-sitting duties set out by you and a member of staff. Any issues relating to baby-sitting duties must be discussed with relevant person and should be done at a time convenient to the crèche. No matters relating to crèche business shall be discussed between you and the member of staff baby-sitting.

Staff at Tender Years Crèche who baby-sit are not at liberty to discuss any matters related to the crèche or its activities involving your child or any of the other children, staff and families connected to the crèche. By the same manner, any member of staff will be in breach of their contract if they are found discussing any aspects of their babysitting role with any other persons

Comments & Suggestions _____

Your comments and suggestions are important to us. We want to know what you think about how the crèche is run as we are always seeking ways to improve the quality of our service.

We would like you to tell us about your experiences of the crèche and any aspect of the service we provide. What are we doing right? What are we doing wrong? What areas would you like to see improved?

Send your comments to **info@tenderyearscreche.ie** or put your comments in our suggestion boxes located in main reception area and hall of per school/afterschool building or drop into the office to Claire or Tracy or use the anonymous contact form in the parent log in section on our website.

Please take this opportunity to share your thoughts, so we can make Tender Years Crèche even better and more enjoyable for everyone.

Complaints Policy _____

Complaints are taken seriously and resolved efficiently and effectively. Tender Years Crèche is committed to providing a quality service to children and their parents we regularly evaluate our service in order to measure the standard of our performance.

- All complaints must be made to the Manager or Supervisor.
- They will be dealt with in an open and impartial manner.
- The complaint will be documented and remain confidential. All complaints made to staff – both formal and informal – will be recorded in detail in the Complaint/ Incident Record Book and the manager will be informed immediately.
- The complaint will be investigated to assess if the service has breached our policy and procedures document.
- Every attempt will be made to resolve the matter as quickly and amicable as possible, and to the parents satisfaction.
- If agreement cannot be reached, the parents must make a formal complaint in writing to the Manager of Tender Years Crèche.
- The parent will be sent an acknowledgement that the complaint has been received and told how it will be dealt with, by whom and within a time frame specified by the Manager.
- The Manager will keep dated records summarising what was said and by whom.
- In the case of a complaint made against a staff member, the staff member involved will be informed that a formal complaint has been made and given full details.
- The Manager will arrange to meet with the staff member and discuss the lodged complaint. The Manager will keep a record and document what was discussed.

- The Manager will review the complaint and consider all the relevant information as discussed and a decision will be made and recommendations if necessary.
- If a parent is not satisfied with the outcome, they may make a further written request to the management or go to an independent mediator.
- If a complaint involves a child protection concern, a separate reporting procedure will be followed in line with our child protection policy.
- The Manager will inform all parties involved of the outcome of the complaint made.
- If a resolution is not found within a further 28 days the complainant will be advised on the options to complain elsewhere.

TV Policy _____

Tender Years Crèche does not use a TV except at the following times:

- We show a movie each year on Pyjama Day.
- On occasion the children in Pre School and Afterschool may watch an educational DVD to complement our curriculum and project work.

Suspension & Exclusion of Children Policy _____

Tender Years Crèche is committed to dealing with negative behaviour in a non-confrontational and constructive manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff and children. Such procedures are outlined in our Positive Behaviour Management policy.

However, there are occasions when such strategies alone will not alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a child's place at Tender Years Crèche, on either a temporary or permanent basis.

Tender Years Crèche will endeavour to support all children to develop appropriate behaviours within the crèche. For those children who require extra support in order to behave in an appropriate manner, Tender Years Crèche will work with parents and carers to establish a consistent, co-ordinated approach to developing successful strategies. Children will only be suspended or excluded as a last resort, when there is no alternative action that could be taken, or when it is felt that other children and/or Tender Years Crèche are exposed to an unacceptable or unavoidable risk.

Physical Danger to Child or Others _____

If a child's behaviour causes or may reasonably cause physical danger to other children, staff or the child himself or herself, the parent/guardian of that child will be contacted immediately and asked to collect the child. The child will be excluded from the crèche effective immediately and the lifting of the exclusion will be at the discretion of the management of Tender Years Crèche.

Policies & Procedures

Tender Years Crèches policies and procedures are available for inspection. A copy of all policies will be available during hours of operation to parents in the main reception areas and office.

