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|   | **Parents Handbook** |
| **2017** | **Crumlin Childcare Centre Charity Number: 18811** |





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| **Introduction** |

Welcome to Crumlin Childcare Centre, a not for profit community crèche providing services for children aged 4 months to school age. Crumlin Childcare Centre is an incorporated company limited by guarantee with charitable status. Having campaigned for a number of years the D12 Childcare Consortium were awarded a grant under the National Development Plan (NDP) to build a purpose built facility in a disused section of Pearse Memorial Park on Windmill Road, Crumlin. Our mission, agreed by the Board of Management, is outlined, below.

*‘The mission of the Crumlin Childcare Centre is to provide safe, affordable, high quality, childcare for the community and surrounding area. In doing so, we support families in their efforts to reach their goals. The centre provides a child centered stimulating early education programme where equality and diversity are celebrated.*

*We provide a safe child centered environment where children are encouraged to develop at their own pace to reach their potential. We are committed to the families we serve, providing support and encouragement’*

**Board Membership 2017:**

Winifred Grehan

Mary McGuane

Paddy Murray

Michael O’Sullivan

Keith Walsh

Brian Lyons (DCC)

Barbara Coates (Advisor DSCP)

**Centre Manager**

The day to day management of the Centre, its staff and service delivery is the responsibility of Lelia Murphy. Lelia has worked in the early years and education sector for over twenty years with 15 years management experience in childcare facilities. She has a Man Cert. in Managing Orgs. in the Vol & Comm Sector, Fetac Level 5 & 6 qualification in Supervision in Childcare, and is currently studying for the new inclusion training, LINC Programme ( Leadership for Inclusion in the Early Years)

**Centre Personnel**

The Centre has a number of Childcare Practitioners all of whom have completed a FETAC Level 5 in Childcare some staff to Level 6, and a number of staff in training to Level 6. It is our aim to develop a high quality community service to local children and their families and employing appropriately qualified Practitioners is part of this process. The Centre employs four Room Leaders and several support staff including a Cook/Housekeeper and grounds keeper/ maintenance technician. We also have a number of trainees, interns and students that act as auxiliary support to the core staff team.

**Manager:**

Lelia Murphy Service Manager (full time)

**Office Team:**

Lavanya Rajeshkanna Financial Assistant

**Childcare & Support Team:**

Linda Brady Childcare Practitioner (Part Time)

Terry Swan Childcare Practitioner (Part Time)

Niamh Hogan Childcare Practitioner (Part Time)

Jennifer Mooney Childcare Practitioner (Full Time)

Ann Devereux Childcare Practitioner (Part Time)

Kay Higgins Childcare Practitioner (Part Time)

Roisin McKenna Childcare Practitioner (Full Time)

Audrey Hogan Childcare Practitioner (Full Time)

Joanne Keenan Childcare Practitioner (Part Time)

Yasmin Green Childcare Practitioner (Full Time)

Natalie Cooney Childcare Practitioner (Full Time)

**Kitchen**

Jackie Dunne Housekeeper/Cook (Part Time)

**Maintenance**

Paddy Jordan Maintenance/Grounds Keeping

**Support Team**

Martina Allegrini CE Childcare Practitioner

Betsy Baitson CE Childcare Assistant

Claire O’Connor Tús Childcare Assistant

Nikita Frazer Tús Childcare Assistant

**Auxiliary Team**

Catherine Sheil CE Housekeeping Assistant

Fouad Nemsi Tús Catering Assistant

Sharon O’Neill Tús Receptionist

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| **Our Objectives** |

**STATEMENT OF PURPOSE AND FUNCTION**

**The purpose of this service is to provide a full day care facility for children aged 4 months to 5 years. We open 51 weeks per year and daily from 8am-6pm. We have capacity to cater for 50 children at any one time and our ratios are overleaf.**

**This service is a community-based facility operated by Lelia Murphy.**

**Objectives:**

* + - * At the service our ethos and practice values diversity and promotes equality.
* We aim to select friendly, dependable, mature and professional staff through our rigorous recruitment and selection policy.
* To ensure that the developmental, educational, emotional and social needs of each child are met daily.
* The voice of the child is heard, respected and contributes to our programme.
* We aim to deliver a quality curriculum which addresses children’s well-being, identity and belonging, communication and exploring and thinking, along the principles of Aistear, the Early Childhood Curriculum Framework
* We aim to make the service accessible to all members of the community, regardless of race, gender, family status, age, disability, or religious belief.
* We aim to work with ‘Síolta’ The National Quality Framework for Early Childhood Education, by following its 12 principles of quality and the 16 standards within its framework.
* We operate within the Childcare Act 1991 (Early Years Services) Regulations 2016 and The National Standards for Preschools.
* The environment is planned and well-organised in a way that suits the different needs of individual children, while keeping in mind the importance of Safety and Hygiene
* Parents/guardians are actively welcomed at the service at all times. We endeavour to share information and communicate with parents/guardians directly, in order to give feedback at the end of each day and to ensure that they are made aware of on-going developments in policies and procedures.
* The service wishes to promote a positive atmosphere where children, staff and parents/guardians are treated with respect.

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| **Settling in** |

**Principle:**

“Settling-in is an interim stage in the transition between home and the outside world. Children’s whole future attitude to new experiences could be affected by how this situation is managed. Due care and attention must be paid to a child’s need for time to settle into any setting”.

Childcare Act 1991 (Early Years Services) Regulations 2016 (Síolta Standard 9: Health and Welfare, Síolta Standard 13: Transitions) (National Standard 1: Information, National Standard 3: Working in Partnership with Parents/guardians or Guardians, National Standard 6: Evaluation, National Standard 8: Care, Play and Learning, National Standard 9: Nurture and Well-Being)

**Statement of Intent:**

At the service we aim to ensure children feel safe and secure in the absence of their parents/guardians.

**Policy and Procedure:**

The service will therefore endeavour to make the settling-in process a positive experience for children and will work closely in partnership with parents/guardians to ensure this is achieved.

We recognise that in some cases there may be particular difficulties experienced by children, parents/guardians, and staff during the settling-in period and we are prepared to explore and consider various ways of settling children into the service. All children are individuals and we plan to meet their individual needs and resolve any difficulties quickly and smoothly. In order to accomplish this, we will ensure that:

**Pre- Admission:**

* The service invites the child and parents/guardians to visit at an agreed time.
* We offer phased/staggered settling-in.
* Prior to enrolment exchange of information will take place between parents/guardians and staff. In order to meet the needs of each child parents/guardians will be asked to fill out the “All About Me” form. Parents/guardians are encouraged to provide us with information on their child’s likes/dislikes, interests, achievements etc.

**First Day:**

* We will greet the child and parent together.
* Each child will be appointed a key worker.
* The parent/guardian will be assured of the value of their presence to the child in this process.
* Parents/guardians are welcome to stay for the child’s first session. Some children may not be ready for a full session and the person in charge will advise the parents/guardians on this matter.
* Parents/guardians will be made aware of the necessity of interacting with their child and the other people in the service in order to reassure the child of the safety of the new surroundings.
* Children must be collected on time and promptly from their session at the agreed time.

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| **Fees Policy** |

**Principle:**

The management of parental fees in the service endeavours to reflect best practice with regard to the forecasting of the budget costs for the provision of a quality early years’ service and to ensure the long term sustainability of the service.

Childcare Act 1991 (Early Years Services) Regulations 2016 (Síolta Standard 10: Organisation) (National Standard 1: Information, National Standard 2: Contract)

**Statement of Intent:**

This policy applies to all parents/guardians who use our service for their children.

**Policy and Procedure:**

The following practices set out the fee policy.

**General Fee Payment Information:**

Parents/guardians are required to sign a Parent Agreement regarding fee payment:

* Fees can be paid weekly or monthly, by cash, bank transfer or standing order.
* A receipt will be issued upon request.
* There are extra fees for school trips and school photos, details of which will be provided in advance.

**Reviewing Fees:**

* Fees are reviewed in annually by the management.
* Parents/guardians will be informed by giving service notice of increase in fees.
* Increase in fees each year will be related to the cost of living increases and/or exceptional cost circumstances.

**Payments in relation to Holidays or Illness of the Child/Children:**

* Parents/guardians will be required to pay for any days/ week’s that their child/children do not attend the service.
* In the case of a long term, medically certified illness of a child, parents/guardians are advised to keep in contact with the manager on a regular basis. Further arrangements will be discussed with the Parent/Guardian.
* There is no reduction in fees for Public/Bank Holidays.

**Closure in Exceptional Circumstances:**

In the event of the closure of the service in exceptional circumstances, that is beyond the control of the Management i.e. adverse weather conditions, fees will apply.

**Late Collection of Child/Children from the Preschool:**

Parents/guardians should note that due to legislative requirements under the Childcare Act 1991 (Early Years Services) Regulations 2016 and *Children First* – Child Protection Guidelines. Two members of staff are required to be with the child/children.

* Parents/guardians are advised to keep within their agreed time for collection of their child/children for the above reasons. We require that all children should be collected by the designated time in order that the service may follow health and safety practices to ensure that the service may close safely.
* Please see the Collections and Arrivals Policy and Procedure.

**Withdrawal of Children:**

Parents/guardians sign up to agree in the Parents/guardians Fee Agreement Form that they will:

* Give notice, in writing that the child/children are leaving the service
* Give one months’ notice or pay one month of fees.
* Management also reserve the right to request that the Parent/Guardian withdraw their child/children from the service if they are not ‘settling in’ or adapting to the environment. The Management agrees to give two weeks’ notice of this to the Parent/Guardian so that they can make alternative arrangements.

**Non-payment of Fees**

* Non-payment of fees may result in loss of placement.
* A repeated failure to pay fees may result in suspension or withdrawal of your child’s place until the matter is resolved.
* Any delays in payments must be discussed in advance and agreed with management.

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| **Aistear Curriculum Development** |

The Centre’s curriculum is an Aistear (the Early Childhood Curriculum Framework) based curriculum which focuses on the development and wellbeing of every child. The curriculum provides a wide range of activities and works across four over reaching themes; *‘Communicating’, Exploring & Thinking’, Well-Being’ and ‘Identity & Belonging’*. Within each theme are an identified number of learning opportunities designed to provide a comprehensive set of goals. Photographs will regularly be displayed on the Centres Aistear Board, providing parents/guardians with information how each activity relates to the development of their child within the themes mentioned above. Our curriculum is continuously developed. All of the children’s activities are planned based on our observations of their interests and needs rather than a pre-planned adult led curriculum. We will guide the children towards topics that we believe will interest them and we will also introduce topics based around seasons, holidays, significant events in all children’s lives etc. As such our curriculum is planned within each room generally in the previous month to allow for it to be changed and adapted to suit the children’s needs. Each day we will endeavour to introduce new experiences to your child.

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| **Crumlin Childcare Curriculum Statement** |

Crumlin Childcare Centre has a play based curriculum that is guided by our National Curriculum frame work Aistear. Our play based curriculum follows on the interests of the child to support learning and development.

Through play children will become competent learners and develop a strong sense of self and a positive disposition to learning.

Crumlin Childcare will provide opportunities for the child to engage in and explore their environment through messy play, outdoor play and child led experiences. Staff will support the child to engage in making positive decisions while encouraging respectful relationships with children and their families attending the centre.

Crumlin Childcare acknowledge that parents are the most important people in their children’s early lives, and through partnership with parents we encourage their involvement and engagement with staff, in deciding their child’s care and education where appropriate within the centre.

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**The Centre works to the *Pre-School Regulations (2016). S*ee information for parents (below).**

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| **Pre-School Regulations *(2016)****(Information for Parents)* |

There are a range of standards the Centre are obliged to meet under this legislation and a summary for parents is provided below.

A person carrying on a pre-school service shall provide a parent or guardian of a pre-school child proposing to attend the service with the information referred to in Regulation (14) (1) (a), (c), (d), (e), (f), (g), (h) and (i) of these Regulations.

**Fire Safety Measures**

 (1) A person carrying on a pre-school service shall keep a record in writing of:

(a) All fire drills which take place in the premises, and

(b) The number, type and maintenance record of firefighting equipment and smoke alarms in the premises.

(2) The record referred to in paragraph (1) of this Regulation shall be open to inspection by:

(a) Parent or guardian of a pre-school child attending or proposing to attend the service,

(b) Every person working in the service, and

(c) An authorised person.

A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.

**Copy of Act and Regulations**

A person carrying on a pre-school service shall keep a copy of Part VII of the Child Care Act 1991 and of these Regulations on the premises and the said copies shall be made available on demand for inspection by:

(a) Parent or guardian of a pre-school child attending or proposing to attend the service,

(b) Every person working in the service, and

(c) An authorised person.

**Premises and Facilities**

A person carrying on a pre-school service shall ensure that:

(a) The premises are of sound and stable structure, are safe and secure and are suitable for the purposes of providing a pre-school service,

(b) Adequate space per child is provided in the premises,

(c) The premises, fixtures and fittings are kept in a proper state of repair and

in a clean and hygienic condition and protected from infestation,

(d) Suitable and secure storage facilities are provided for cleaning chemicals

and unsafe, toxic, dangerous or hazardous materials, substances or equipment,

(e) Adequate and suitable storage is provided for prams, pushchairs,

carrycots, play and work equipment and personal belongings

(f) the premises are adequately rodent-proofed in a manner which does not

compromise the safety of the pre-school children or constructed in such

a manner as to prevent the ingress of pests.

**Heating**

A person carrying on a pre-school shall ensure that:

(a) the premises are adequately heated throughout with suitable means of heating from the time of occupancy of the premises to the end of the occupancy, having regard to the needs of the pre-school children attending the service, and

(b) a heating system liable to emit into the premises offensive or harmful gases, fumes or odours is not permitted.

**Ventilation**

A person carrying on a pre-school service shall ensure that suitable and adequate means of ventilation is provided in the premises.

**Lighting**

A person carrying on a pre-school service shall ensure that suitable and adequate lighting is provided in the premises.

**Sanitary Accommodation**

A person carrying on a pre-school service shall ensure that adequate and suitable sanitary facilities are provided within the building.

**Drainage and Sewage Disposal**

A person carrying on a pre-school service shall ensure that suitable and effective means of drainage and sewage disposal are provided to the premises.

**WASTE STORAGE and Disposal**

A person carrying on a pre-school service shall ensure that all waste and other refuse is stored hygienically and disposed of frequently and in such a manner as not to cause a nuisance.

**Equipment and Materials**

A person carrying on a pre-school service shall ensure that:

1. there is sufficient furniture, play and work equipment and materials and that such furniture, equipment and materials are suitable, non-toxic, in a proper state of repair and are maintained in a clean and hygienic condition
2. there is an appropriate supply of clean bedding, towels and spare clothes

for children.

**Food and Drink**

A person carrying on a pre-school service shall ensure that suitable, sufficient, nutritious and varied food is available for a pre-school child attending the service.

Where food is consumed on the premises by a pre-school child, the person carrying on the pre-school service shall ensure that:

1. adequate and suitable facilities are provided for the storage, preparation, cooking and serving of food

(b) Adequate and suitable eating utensils, hand washing, wash-up and sterilising facilities are provided.

**This Regulation is without prejudice to**

(a) The provisions of the Health Act 1947 and regulations made pursuant to that Act,

(b) The provisions of the Food Safety Authority of Ireland Act 1998

(c) Any secondary legislation made pursuant to the European Communities Act 1972 relating to food safety.

**Safety Measures**

A person carrying on a pre-school service shall take all reasonable measures to safeguard the health, safety and welfare of a pre-school child attending the service and in particular shall ensure that:

(a) all heat emitting surfaces are protected by a fixed guard or are thermostatically controlled to ensure safe surface temperatures,

(b) hot water provided for use by a pre-school child is thermostatically controlled to ensure a safe temperature,

(c) any garden or external play area is so fenced and doors and gates are so secured as to prevent a pre-school child gaining unsupervised access to a roadway or other source of danger and to prevent unauthorised access to the garden or external play area,

(d) ponds, pits and other hazards in any garden or external play area are so fenced as to ensure the safety of a pre-school child attending the service,

(e) steps are taken to prevent the spread of infection

(f) operational procedures for the safe conduct of outings are in place and a pre-school child is safely escorted on any outing.

**Facilities for Rest & Play**

A person carrying on a pre-school service shall ensure that:

1. Adequate and suitable facilities for a pre-school child to rest during the day and night (if an overnight pre-school service is provided) are provided
2. Adequate and suitable facilities for a pre-school child to play indoors and outdoors during the day are provided, having regard to the number of pre-school children attending the service, their age and the amount of time they spend in the premises.

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| **Partnership with Parents/Guardians** |

Crumlin Childcare Centre is committed to nurturing good relationships with parents/guardians and work together on aspects their child’s early learning experience whilst attending the service.

It is therefore very important to us that parents/guardians feel comfortable approaching members of staff and the Centre Manager. One of our long term goals is to establish a **Parental Involvement Project** (PIP) which will be designed to give parents/guardians a voice in relation to how we develop our service, including our curriculum. It is also expected that parents/guardians will simply spend time together and develop their own links with other parents/guardians.

Parents can contribute to the Centre in different ways:

* We use a lot of arts and Crafts material and a lot of wastage in the home can be recycled through us and sent home as art projects, e.g. breakfast cereal boxes, jam jars, etc.
* They can organise and/or take part in fund-raising events.
* They can come in and discuss their hobbies/work/school with the children.
* In general, parents/guardians can contribute in any way that will benefit the children attending the Centre.
* Promote the service to their friends and colleagues

It is up to you to ask for parental involvement by speaking with the Centre Manager

**What You Can Expect from Crumlin Childcare Centre:**

* A high standard of early childhood care and education delivered by qualified childcare staff
* A commitment to ensure your child’s individual needs are met through a play based developmental curriculum e.g. Aistear
* The Centre will ALWAYS put the welfare and protection of your child first in line with the relevant Child Protection guidelines
* A clean, well equipped, respectful, secure and safe environment for your child
* Nutritional meals/snacks for children attending on a ‘full day’ or ‘part time’ basis, included in your fee
* All queries raised with the Centre will be addressed in the strictest confidence
* The Centre Manager endeavours to operate an *‘open door’* policy and you are welcome to call at the office should you need to discuss any issues in relation to the Centre, its staff or services. Where possible if you would like to discuss anything in greater detail an appointment will sometimes be necessary
* As part of the preschool guidelines on food and nutrition children in full day care (5hrs plus) will receive 2 meals (at least 1 hot meal) and 2 snacks. For part time children (up to 5hrs) each child will receive breakfast (if a morning session) and a snack (if required) and for the afternoon sessions, children will receive a snack and an evening meal (if required). Hot meals will be served at 12.30pm each day.

**What the Centre Asks from Parents/Guardians:**

* When reporting your child as absent from the Centre **call the centre office on 01 409 9532 or the centre mobile at 087 1256927**.
* Liaise with centre staff in a discreet manner any issues that may arise with your child. If you feel it would be easier to discuss any matters away from your child’s room please feel free to pre-arrange a meeting with your child’s room leader and/or management.
* Work with centre staff if your child requires guidance/support regarding inappropriate behaviour
* Provide what is needed for your child at all times e.g. spare clothes, nappies etc
* Ensure that your childcare fees are up to date at all times
* **Inform the Centre** on 01 409 9532 if your child is going to be absent from their usual session (either as far in advance as possible or by 8.30am of the morning they are due at the centre).
* **Provide 2 weeks-notice** if your child is leaving the service. If this is not provide the Centre reserves the right to either a) retain your deposit and/or b) charge for that period
* **Provide 2 weeks-notice** of any change in hours or days for your child. We will endeavour to accommodate any changes you may need but please note this will not always be possible if we are at full capacity
* Provide any feedback that you feel may be important with regard to how the centre is operated. Please understand that although some procedures may seem irrelevant to parents there is usually an explanation with regard to the smooth running of the centre so always ask if you are unsure of our reasoning.

**Please note that you will be required to make payments 52 weeks of the year. Payment will be required for weeks where Public/Bank Holidays/Christmas Breaks, family holidays, poor weather or circumstances outside of our control occur.**

**Please ensure your child always has enough of the following:**

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| * At least 2 changes of clothes
* Disposable nappies and wipes(if relevant)
* Suitable outdoor clothing
* Sun Screen
 | * Prescribed medicine with written directions for administering it in its original container.
* Soothers (if relevant)
* **PLEASE** do not send your child to the Centre in their best clothes as we have lots of messy play and encourage children to be as independent as possible which often leads to mess.
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**Dropping Off/Collecting Your Child:**

* You are required to drop your child at the Centre at the time their session starts (unless you have a specific arrangement)
* You are required to collect your child promptly when the session ends
* If you are late collecting your child the following additional charges apply:
	+ More than 5 -10 minutes late - €5.00
	+ More than 10 -15 minutes late - €10.00
	+ More than 15 minutes late - €20.00

This amount will be added to your invoice

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| **Childcare & Early Learning Opportunities** |

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Children attend the Centre for a myriad of reasons. Regardless of whether the service is required to indirectly support working parents or to enhance socialisation and integration opportunities for their child, children enjoy the quality of the facility, the variety of equipment and resources and, of course, interacting with centre staff.

The Centre has four childcare & early learning settings:

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| **Room 1: Happy Feet Ratio 1:3** |

The baby/wobbler room caters for children aged from four months to one year. The adult to child ratio in this room is high and we provide a personal level of care that each child needs. Each child is allocated a key worker who is available to talk to parents/guardians about the child’s routine. Activities in this room include singing/storytelling, messy play, water/sand, treasure baskets, outdoor activities and much more. Babies have limited independent movement so our practitioners will ensure the activities are centred on their developmental needs through the introduction of multiple textures, sounds and tummy time (floor work that supports a baby develop fine and gross motor skills). There is a separate sleep room at the Centre monitored by 5 to 10 minute checks and by audio system.

**Activities**

This room is structured around a series of age appropriate activities rather than strict compartments of time due to the mobility and developmental needs of the children. Activities would be sound and textural based play.

A typical day might include:

Sand play, construction, art play: finger painting, sponge painting, potato prints, glitter pictures, role play, music & movement and hide and seek. Dinner is generally given to children at 12.00pm in this room but this is flexible based on the individual needs of babies.

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| **Room 2: Nemo Ratio 1:5** |

The Tiny Tots room caters for children aged between one to two years. Each child is allocated a key worker who is available to talk to parents/guardians about their child’s routine, and is responsible for carrying out observations IEP’s (Individual Educational Plans) The Nemo curriculum includes a broad range of activities to nurture children’s learning such as: physical activities e.g. outdoor play, sand and water play and art activities. Nemo offers a number of different areas for relevant child led activities such as: cosy area, home area and construction area for large play to assist in the development of all areas of gross and fine motor skills

**Routine – (Nemo) -** A typical routine would be:

* 8.00 to 9.00 am Arrival / Meet & Greet Room (Nemo)
* 9.00 to 10.00 am Free play
* 10.00 to 10.30am Snack/Tidy up
* 10.30 to 11.00am Table top activities, including blocks animals etc.
* 11.00 to 11.30am Nappies
* 11.30 to 11.50 am Outdoor play
* 11.50-12.10 pm Songs/ Stories
* 12.00 to 12.30pm Dinner Time/ Home Time

(This routine would be mirrored in the afternoon session, however full day care children would vary their activities accordingly)

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| **Rooms 3: Toy Story Ratio 1:6**  |

The Toddler Room caters for children aged between 2 & 3 years. CCC utilises a Key Worker System, for observations and IEP decisions for each child, and communicating with parents/guardians about their child. The Toddler room utilises an emergent play based curriculum that provides child led activities that encourage the children to become competent and confident learners. The daily activities include art activities, messy play, sand & water play, songs & stories and outdoor play using open ended natural materials.

Toy story is designed with children in mind, and has a free flowing environment with well-structured areas: home corner, cosy corner, construction and art area. This allows children to be the masters of their own learning with EYP to facilitate their learning

**Routine (Toy Story) -** A typical routine would be:

* 8.00 to 9.00 am Arrival / Meet & Greet Room (Toy Story)
* 9.00 to 9.30 am Free Play/ Child led Activity
* 9.30 to 10.00 am Songs/Stories/Daily News
* 10.00 to 10.30am Snack/Tidy Up
* 10.30 to 11.00am Outdoor/Physical Play
* 11.00 to 11.30 am Daily Activity e.g. messy play/Arts & Crafts etc.
* 11.30 to 12.00 pm Dinner Time/ Tidy up
* 12.30 to 1.30 pm Nap Time

(this routine would be mirrored in the afternoon session, however full day care children would vary their activities accordingly)

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| **Room 4: Hogwarts Ratio: 1.8** (1:10 or 1:11 - sessional ratios apply) |

Hogwarts room caters for children 3-6 years and incorporates a planned Aistear (2009) Emergent Play Curriculum that is can be adapted to suit each child’s interests, age and stage of development and is child led. Our aim is to provide heuristic care to children of all ages, stages and abilities. We provide child led learning experiences, encouraging the child to become more independent, in key foundation areas, i.e. early maths concepts, early language & literacy, and social & emotional behaviour skills.

Activities include: sensorial, group activities, individual activities, role play, problem solving, outdoor/forest school principles. The ECCE room is planned using Siolta (2000) CECDE standard environments and include: home corner, art area, construction area, table top and outdoor area. The EYP’s in Hogwarts plan the ECCE curriculum and the activities or “themes” are adapted to children’s interests and can be changed daily to support children’s interest, to ensure that the child led approach is met. The curriculum is supported by free play which is a tool that enables EYP’s to observe the children’s interests and assess prior learning experiences. The ECCE curriculum is co-ordinated by the Room Leader & the Creche Manager and is reported back to the Manager on a regular basis in relation to ongoing curricular development.

The curriculum is documented in the “Hogwarts Learning Journal” and is accessible at all times to children, staff & parents. This is also used as a reflective piece for EYP’s. The journal contains photographs, a sample of the children’s work and verbal communication from the children. Reflective practise is an important aspect in the preschool environment and each child has monthly observations, carried out by their key worker (EYP) to document & reflect on further developing your child’s learning. Transition Snapshot reports are carried out in January & June to support assessment of your child and these can be shown to the teachers in the school to support the transition to primary school for your child.

**Routine (Hogwarts) -** A typical routine would be:

8.00-9.00 am Arrival / Meet & Greet Room (Toy Story)

9.00 to 9.30 am Free Play /Child Led Activity

10.00 to 10.30 am Prep for Snack/ Snack Time/ Tidy Up

10.30 to 10.45 am Library

10.45 to 11.30 am Circle Time

11.30 to 12.000am Outdoor Time

12.00 to 12.30 pm Prep for Dinner/Dinner Time/ Tidy Up

(This routine would be mirrored in the afternoon session, however full day care children would vary their activities accordingly)

**Play Spaces**

In addition to the above there are three outdoor spaces consisting of two safe surface outdoor courtyards (linking three of the four rooms) and a large, fully landscaped front garden with a variety of child friendly equipment and a large storage area for buggies. The garden incorporates a picnic area, storytelling/stage area, planting area, sand pit, play shop and climbing structure. Specialised multi user tri-cycles can also be used on the track surrounding the main play area.

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| **Illness and Exclusions** |

**Principle:**

The service has been entrusted by parents/guardians to care for their children. The service aims to provide as healthy an environment as possible for children and Staff. We will endeavour to minimise your child’s exposure to infection by excluding sick children/adults. We will encourage parent’s uptake of vaccinations. We will inform parents/guardians and the Health Service Executive where necessary of any infections in the service.

Childcare Act 1991 (Early Years Services) Regulations 2016 (Síolta Standard 9: Health and Welfare) (National Standard 17: Premises, National Standard 20: Safety)

**Statement of Intent:**

It is the policy at the service that our children’s welfare is the first and most important consideration. In the event of sudden illness, we will contact our parents/guardians immediately about our concerns regarding their child’s health and well-being.

**Policy and Procedure:**

* Parents/guardians will be informed of our concerns and procedures we are taking.
* If a parent cannot be reached the next name on the emergency list will be contacted.
* The child’s temperature will be monitored and recorded.
* If staff feel that a child needs medical attention, the parents/guardians will be notified and with their permission, we will contact the doctor on call. Parents/guardians will be responsible for the doctor’s fees.
* If a child requires “one to one” attention and we cannot facilitate this at the time, parents/guardians will be asked to collect their child.
* Parents/guardians will be required to take their child home immediately in the case of vomiting or diarrhoea.
* We request that parents/guardians inform the service if their child is unable to attend due to illness, stating details.
* We advise that sick children must be kept at home (see exclusions list).
* Children attending the service suffering from any contagious infections must have a doctor’s clearance certificate before returning to the service.
* In the event of an outbreak of any infectious disease, all parents/guardians will be verbally informed. A dated notice informing all parents/guardians of any infectious disease outbreak will be displayed on the notice board.
* We advise all persons who enter the service to inform the manager if they have come in contact with an infectious or contagious disease.
* The HSE recommends that all children in preschool receive the appropriate vaccinations. This acts as a safeguard for your child as well as protecting other children in the service.

**Infectious Disease Control:**

* Children/adults with infectious diseases should not attend the service.
* Employees suffering from a contagious illness should not work with children, i.e. gastro-enteritis, etc. and must inform the Management immediately.
* All children must provide up to date record of immunisations (see immunisation programme).
* Should there be an outbreak of any infectious disease or incident, a dated notice clearly stating the situation must be posted on the Parents/guardians Notice Board. Parents/guardians should also be informed verbally and in writing. This notice should be updated when relevant.
* Any children of staff who are ill should not accompany their parents/guardians to work in the service.
* Head lice are a contagious condition and if a case is noticed it should be brought to the attention of Parents/guardians immediately. A child is not permitted to attend the service until the condition has been successfully treated.
* Observation of children following immunisation is essential; parents/guardians should inform staff of immunisation. It is good practice to encourage two-way communication on all health issues.
* Staff in the service will be immunised against infectious diseases.

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| Antibiotics Prescribed: | First 48 hours at home: |
| Conjunctivitis: | Kept at home for two days; thereafter until eyes are no longer weeping. |
| Diarrhoea: | 48 hours from last episode. |
| Chickenpox:  | 7 days from appearance of the rash. |
| Gastroenteritis,Food poisoning, Salmonellas andDysentery: | Until authorised by GP |
| Hand, Foot and Mouth Infective hepatitis: | Until child well/seek managers’ advice 7 days from onset of jaundice. |
| Measles: | 7 days from appearance of the rash |
| MeningococcalInfection Mumps: | Until recovered from illness Exclude child for five days after onset of swelling. |
| Pertussis (Whooping cough) : | 21 days from the onset of paroxysmal cough or 5 days from the commencement of antibiotics  |
| Poliomyelitis: | Until declared free from infection by GP |
| Rubella (German measles): | 7 days from appearance of the rash  |
| Streptococcal infection of the throat: |  Until appropriate medical treatment  |
| Scarlet fever:  | Child can return 48 hours after commencing appropriate antibiotic treatment. |
| Impetigo: | 3 days from the start of treatment Until the skin is healed |
| Pediculosis (lice): | Until appropriate treatment has been given |
| Temperature: | Over 38 degrees |
| Vomiting: | 48 hours from last episode of vomiting |

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| **Positive Behaviour Management** |

**SUPPORTING POSITIVE BEHAVIOUR**

**Principle:**

We believe children are competent and confident learners. *We believe that children should be supported to make choices and accept responsibility for their actions and behaviour.*  We acknowledge children are continually learning about their emotions, feelings and to manage same. Through positive and reciprocal relationships with staff, positive behaviour is encouraged from all children. Staff will ensure expectations on behaviour are fair and consistent to all children depending on their age and stage of development.

We endow all children are treated with respect, by adults and other children alike to allow children to develop and sustain a positive sense of self. As a result, children will feel valued, respected, empowered, cared for, and included. In supporting positive behaviour, children’s well-being is crucial. Any punishment which humiliates, has a negative impact on a child’s sense of self, or makes them feel incompetent is damaging for that child, and other children to witness. This is NEVER permitted in an early year’s service.

Childcare Act 1991 (Early Years Services) Regulations 2016 (Síolta Standard 5: Interactions) (National Standard 3: Working in Partnership with Parents/guardians or Guardians, National Standard 9: Nurture and Well-Being, National Standard 10: Behaviour) Aistear: The Early Childhood Curriculum Framework.

**Statement of Intent:**

We will work with the children to ensure they receive positive guidance, support, and encouragement to finding positive solutions to manage their own behaviour. The service sets realistic expectations of behaviour in accordance to the age and stage of development of the child. We apply rules and expectations fairly and consistently to all children. We do not use any form of physical punishment. We encourage children to respect themselves, others and the environment. We facilitate children to make positive decisions and choices about their own learning and development to develop a positive sense of self. We aim to facilitate a happy, caring environment with stimulating activities for all children. In the case of a particular incident, or persistent unacceptable behaviour, we will *always* discuss ways forward with the parent(s)/Guardian of the child.

**Biting:**

Biting happens in almost all childcare settings where young children are together and dealing with biting can be challenging. Biting is a developmental stage which children may go through. All biting incidents are upsetting for children, and will be dealt with in a calm and clear manner. The early year’s practitioner will use clear language and be consistent in their approach. We aim to support children in developing self-control; however, the safety of each child is our primary concern.

**Why do children bite?**

* Children may be teething, and it may feel good to bite and chew.
* Children experience many emotions (positive and negative) that are difficult to express, and at times control.
* Biting sometimes occurs for no apparent reason.

Biting happens in almost every early years setting where young children are together. It is a natural developmental stage that many children go through. It is usually a temporary condition that is most common between thirteen and twenty four months of age. The safety of the children at the Centre is our primary concern. As Childcare Practitioners we must:

• Recognise children’s reasons for biting

• React appropriately

• Take the proper measures to prevent further incidents

**If biting is a frequent and recurring problem, support from parents is essential**

**What if we have tried it all and nothing is working?**

As stated earlier in this policy biting is a common occurrence in childcare services. We will try all strategies, in conjunction with parents/guardians, to resolve the problem and will assist in seeking professional help if necessary.

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| **Meals & Snacks** |

Children attending the Centre on a full day care basis receive the usual snacks and one HOT meal, served at 12.30pm. All meals are cooked fresh daily and have high nutritional values e.g. no salt, sugar, nutritionally balanced etc

We use a 3 week menu plan that is reviewed regularly. A copy of this is available on request and a copy is on the Parents Notice board. If you have any queries or questions in regards to any allergies your child may have you can inform your child’s room leader

**Meals & Snacks Times:**

Morning snack – 10.00 am

Hot Lunch – 12.30 pm

Afternoon Snack – 3.30 pm

Afternoon Snack – 5.00 pm

**Snacks are made fresh each day and water is provided with all meals**

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| **General Information** |

**Opening Hours:** 8.00am to 6.00pm (Monday – Friday)

 *(Closed between 12.30pm – 1.30pm for lunch)*

**Location:** Pearse Memorial Park, Windmill Road, Crumlin, Dublin 12

**Telephone:** 01 409 9532

**Email:**  info@crumlinchildcare.ie

**Website:** www.crumlinchildcare.ie

**Facebook:** Crumlin Childcare Centre (community organisation)

**Closures:**

* The Centre closes for all Bank Holidays
* The Centre closes for one week at Christmas, this is notified to parents in advance every year, as dates change.
* The Centre does not open on Good Friday r Christmas Eve

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| **Where to find further information** | **Source** | **Type** |
| Policies & Procedures  | Manager | PDF file/hard copy |
| Curriculum Planning | Childcare Settings  | LeafletsNotice Boards |
| Fees Structure  | Administrator | PDF file/hard copy |
| Menu Plans | Administrator | Information Sheet |
| Activities for Children | Website | Downloads |
| Centre Newsletter | Reception Area | Leaflet/PDF/Download |
| Centre Information  | Administrator | Leaflet |
| Childhood Illness | Reception Area | Information Sheets |

**Service Testimonials**

If you feel that your child receives a good service why not say so by providing a written testimonial? Hearing when we are doing well is important for staff morale and indicates that we are doing a good job. If you want to provide positive feedback please speak with the Centre Manager or drop a written testimonial into the office.

**If Things are not going to plan**

If you are not satisfied with the level of service at Crumlin Childcare Centre you can raise the issue (verbally) by making an appointment to meet with the Centre Manager. If you prefer you may put your complaint in writing, **addressing it to Lelia Murphy Centre Manager** at the centre address and marking it *‘private & confidential’*.