

Community at work !



Parent Handbook 2018/2019

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European Union

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About Tots2Teens

Tots 2 Teens is a community based childcare service managed by the Clonmel Community Resource Centre. It accommodates children between the ages of 4 months to 12 years.

The safety, health and well-being of children in our care are of paramount importance.

Through comprehensive policies we are committed to delivering quality childcare. We provide a safe, caring, stimulating and fun environment for children whose needs and best interests we aim to meet.

We provide encouragement, promote enthusiasm and independence and allow children to express themselves and become active learners.

A spirit of inclusion and equality is created through positive experience, opportunities and activities where all children are valued as individuals.

We embrace diversity.

Tots2Teens supports the Principles of Aistear & Siolta, the National Curriculum Framework from birth to six years and the National Quality Framework for Early Education. Tots2Teens also supports and teaches the principles of Highscope. Please see document attached, "Highscope for Parents"

Our service is an open, welcoming, happy and friendly centre committed to the development of each child.

We are sensitive to the needs of all, aware of the age, ability, stage of development and cultural background of all children.

We nurture all; encourage tolerance, acceptance, and value and respect each other.

This service is delivered professionally by a dedicated team of childcare practitioners with relevant childcare qualifications, experience and professionalism.

As a registered Childcare provider Tots2Teens is subject to "on the spot" rigorous TUSLA Early Years Inspections which are not pre-notified in addition to HSE Environment Inspections. The service must be compliant.

All Staff are garda vetted

OUR RELATIONSHIP WITH PARENTS/GUARDIANS

On behalf of the Board of Management I would like to extend a warm welcome to you and especially to your child. We hope that your child will be happy and have an enriching experience at Tots2Teens.

We respect that you, as Parents or Guardians know your child best. You know their strengths and weaknesses, likes and dislikes and can anticipate their needs. In getting to know your child, we rely on open communication with parents in all aspects of care and education for the benefit of your child. Our relationship with you is as important as our relationship with your child.

Each member of Tots 2 Teens Childcare staff is qualified and holds a minimum of FETAC Level V in Childcare and up to Degree Level. Our childcare team is therefore professionally trained to look after your child. Matters regarding your child's care can be discussed with any staff member working in your child's room. However, if you have any sensitive worries or concerns the Room Leader will give you time to discuss them. If you wish you can also speak to the Assistant Manager or Senior Room Leader about any matter relating to your child's care. If you wish to discuss any matter in full with sensitivity and discretion please request an appointment so that adequate time can be set aside.

Please do not hesitate to make any enquiry if it is not covered in this handbook during the course of your child's stay at Tots2Teens.

Naomi Burke
Centre Manager

OUR STAFF TEAM

While your child is attending Tots 2 Teens, we understand that you, as parents and guardians need to be reassured that all your child's needs are being met and that they are being cared for.

Our recruitment procedure is designed so that we select the people who we believe are the best people for the job.

Apart from ensuring that each person has the right attributes to work with young children, they are fully trained in Early Years practice. Each of our staff is a childcare professional with a minimum of FETAC V in childcare or its equivalent and some have a Degree in Early Years Care & Education. We actively encourage and support staff to further their profession through training.

Tots 2 Teens Assistant Manager, Aoife O'Donnell, takes responsibility for the day to day running of Tots 2 Teens. She is assisted by Senior Room Leader, Deirdre O'Callaghan. Whilst we believe in continuity of care, we operate a bi annual rotation system so that all staff get to know your child and they in turn get to know all staff. However, this system is staggered so that your child will always know a staff member in the room.

Our staff are identifiable by uniforms:

- Senior Room Leader wears a teal uniform
- Room Leaders wear pink
- Childcare practitioners wear purple tunics.
- Students on work experience wear blue tunics.

The Assistant Manager ensures that all the policies and procedures are being adhered to by staff and that Tots 2 Teens is providing your child with a positive nurturing and learning experience. The Assistant Manager will address any queries or issues you as a parent may have in relation to the care of your child.

BOARD OF MANAGEMENT

A voluntary Board of Management is in place and is committed to the delivery of a quality childcare service that meets the holistic needs of every child in a caring and supportive learning environment.

STUDENTS ON WORK EXPERIENCE

We positively encourage students undertaking accredited childcare courses to undertake work experience placements at Tots 2 Teens. Students are also garda vetted and interviewed for their placement. Students are supervised by childcare staff and are not

counted as part of the required ratio of adults: children. They are required to adhere to Tots 2 Teens policies and procedures.

Our Staff

Naomi Burke
Centre Manager

Aoife O Donnell
Assistant
Manager T2T

Deirdre O'Callaghan
Early Years Educator
Senior Room Leader

Orla O'Shea
Early Years
Educators
Room Leader

Sandra Bates
Early Years
Educators
Room Leader

Edel McMenamin
Early Years Educators
Room Leader

Laura Sheehan
Early Years
Educators
Room Leader

Lauren Peters
Early Years
Educators
Room Leader

Sarah Jane
Ryan
Early Years
Educators

Lesley
Elliot
Early Years
Educators

Bernie
Lambe
Early Years
Educators

Lisa
Carrigan
Early Years
Educators

Sinead
Costello
Early Years
Educators

Annemarie
Lonergan
Early Years
Educators

Rebecca
Lonergan
Early Years
Educators

Lisa
Phelan
Early Years
Educators

Lisa
Carrigan
Early Years
Educators

Bridget
Tobin
Early Years
Educators

Caroline
Maher
Cook

Front of House Staff

Catherine Hanley
Assistant Manager
Operations/Family
Support

Ger Sweetman
LGBT Project
Worker /
Customer Service
Supervisor

Orla de Longue
Finance
Administrator

Caretakers
John Fitzgerald
Kevin McLean

Reception
Cathy Grant
Catherine
Murphy

HEALTH AND SAFETY

We will take all responsible steps to ensure the health and safety of each individual in the service. To achieve this we have established safe working practice amongst staff and children, and ensure everyone is aware of these procedures. We have a health and safety statement available on request.

Safety Procedures

- ◆ Staff ensures that every child's safety is of paramount importance.
- ◆ Children are supervised by adults at all times.
- ◆ We adhere to strict collection procedures
- ◆ All toys, materials are age appropriate and used with supervision
- ◆ Parents/Guardians should ensure that unsuitable objects such as lollipops, popcorn, nuts or polystyrene are not available to the children in the childcare service.
- ◆ HSE guidelines of ratio re qualified adults to children are strictly adhered to. It varies for each age group.
- ◆ The outdoor sand pit contains washed sand and is covered when not in use.
- ◆ A Child Protection Policy is in place and training has been provided to staff
- ◆ The Designated Liaison Person in relation to Child Protection is the Manager, Naomi Burke.
The DLP is Aoife Power.
- ◆ Fire Drills are carried out regularly
- ◆ The electric sockets are protected by the appropriate covers.
- ◆ Window Blind cords are secured and out of reach by children.
- ◆ Our comprehensive policies and procedures are committed to ensuring the safety and welfare of your child

SECURITY

- ◆ The childcare service is a secure area which can only be accessed by authorised personnel.
- ◆ CCTV is in operation at all exits/entrances with a strict protocol in place.

- ◆ Parents are asked not to hold doors open for other persons as they may not be authorised to enter the building.
- ◆ Security Door must remain closed at all times.
- ◆ Parents must only use the entrance and exits covered by the intercom system
- ◆ Parents/guardians sign at each visit.
- ◆ All visitors sign in a visitor's book at reception.
- ◆ Non Childcare staff & authorised personnel also sign on entry
- ◆ Access to Tots 2 Teens by unauthorised persons is strictly prohibited

ARRIVALS

There is an intercom/buzzer system installed at each security door whereby parents or guardians can notify staff of their arrival and will then be allowed to enter

SIGNING IN

On arrival with your child you will be asked to sign your child in detailing the time. When you collect your child please add the time of departure. This is in addition to the roll book for each room and is required in the event of an emergency such as fire or evacuation from the building.

SIGNING IN- AFTER SCHOOLS

Students are asked to sign in on arrival and sign out on departure. We ask parents who drop children attending after schools to leave them enter by themselves at the security door. This is to encourage their independence

AFTERSCHOOLS CHILDREN

Must be collected by an adult who is named on the registration form and must be over 18 years of age.

COLLECTIONS

If due to unforeseen circumstances you are unable to collect a child as planned, you must notify Tots 2 Teens staff giving the name of your replacement. This person must carry personal identification and must be over 18 years of age. Tots 2 Teens will not hand a child over to any person claiming to be collecting on the parents behalf unless previously notified by that parent.

INSURANCE

We have full day care insurance arranged through Early Childhood Ireland.
A current certificate of Public and Employers Liability Insurance is on display

FEES

Fees **MUST** be paid weekly (unless an agreed Standing order is in place)

OR paid by EFT via the bank weekly

Please e-mail finance the date your payment is set up to start from and the date it is due to finish, also the frequency and the amount with the child/ren name. finance@clonmelcrc.ie

Fees not paid via the Bank must be paid at the General Office Hatch to the left of Reception during the following hours ONLY

Opening Times for General Office for the Payment of Fees

Mon-Fri 9am-5pm

Payment is on the first day of the week which your child attends and thereafter, weekly. A receipt will be issued. Please keep all receipts issued to you by Tots2Teens as proof of payment is your responsibility.

- ◆ Fees may be reviewed by the Board of Management and notice will be given when necessary.
- ◆ **Failure to pay fees for 2 consecutive weeks will result in loss of your child's place**
- ◆ Fees are payable for sick days/family holidays/public holidays and occasional staff training days (A maximum of 3 per year). Exception for after schools service during summer holiday. (An optional camp will be run in July/August)
- ◆ Fees are payable for unseen circumstances (Weather)
- ◆ Fees are not payable during the Christmas closure.

CCRC is a "not for profit" charitable organisation which relies on regular payment of fees to run the service.

In the event of financial difficulty please check with Assistant Manager that you are availing of any government subsidies

Extenuating circumstances i.e. payment plan may be considered by management. A formal agreement to repay arrears on a once off basis may be drawn up.

Management reserve the right to refuse this facility and withdraw the place.

CCS Fees List 2018/2019

Session Type	Subvention A	Subvention AJ	Subvention B	Subvention D
1:CCS FullDay	€145.00	€80.00	€70.00	€50.00
2: CCS Part-time a.m.	€80.00	€80.00	€35.00	€25.00
2: CCS Part-time p.m.	€80.00	€80.00	€35.00	€25.00
3:CCS Sessional a.m.	€45.00	€45.00	€25.00	€17.00
3:CCS Sessional p.m.	€45.00	€45.00	€25.00	€17.00
4: CCS Half Session a.m.	€22.50	€22.50	€12.50	€8.50
4: CCS Half Session p.m.	€22.50	€22.50	€12.50	€8.50

Subvention Rates

ECCE Fees List 2018/2019

Session Description	Session Type	# Days	Norma/Fee (Before Capitation)	Max Chargeable
ECCE FULL DAY SERVICE	ECCE 2017 a.m. - 38 week	5	€165.00	€100.50
ECCE PART TIME AM	ECCE 2017 a.m. - 38 week	5	€90.00	€25.50
ECCE PART TIME PM	ECCE 2017 p.m. - 38 week	5	€90.00	€25.50
ECCE FULL DAY SERVICE	ECCE 2017 a.m. - 38 week	1	€33.00	€20.10
BREAKFAST CLUB INCLUDING MORNING SESSION	ECCE 2017 a.m. - 38 week		€5.00	€000
ECCE SESSION ONLY	ECCE 2017 a.m. - 38 week	5	€64.50	€000

Community Childcare Subvention

In Term 1, parents who meet the criteria will be asked to complete a Community Childcare Subvention Form which is forwarded on completion to POBAL who administer the scheme on behalf of the Dept. of Children and Youth Affairs. Once submitted the department determine whether the parent is eligible for a discount. The table shows the range of fees and discounts which may be applied. It may be possible to avail of a discount prior to notification from POBAL, if we receive a letter from DSP stating type of payment being received and the parent and child's medical card details.

General Office will take a copy and keep on file, a scan of those details is sent to POBAL who determine what discount if any is given. We are informed in due course

If eligibility is unclear Management will charge the full amount until eligibility is proven by the Department and a refund of sums due will be made.

There is a 5% family discount applicable to the first child

ADMISSION POLICY.

All children are welcome regardless of race, religion, gender or ability. When all available places are taken a waiting list is established. Places are offered on a first come first served basis, however priority may be considered as a result of a TUSLA referral and /or exceptional circumstances. Also, if a family has one child within the service already we would try to facilitate them if they wish to enrol a second child or subsequent child.

Waiting List Procedure:

- ◆ Parent and child details name DOB and date of enquiry are taken at the general office by staff and added to a waiting list. This does not guarantee that a place will be offered.
- ◆ When a place becomes available, a registration form must be completed by the parents/guardian and signed by the assistant manager.
- ◆ This includes details of emergency numbers, medical information, allergies and vaccination records.
- ◆ A copy of the child's vaccination records is required in accordance with Tusla Pre-school Service regulations.
- ◆ Children who have not been vaccinated, will not be permitted in Tots2Teens.
- ◆ Children within the service who due to age require a move from one room to another e.g. Toddler to Play-school receive priority.
- ◆ Depending on space, children will be given the opportunity to avail of session a week in their age appropriate room. This helps them familiarise with the new surroundings.

Data Protection Policy

Letter attached

PRE-ADMISSION

- ◆ Admission information for parents is available on initial enquiry.
- ◆ A guided tour is facilitated.
- ◆ Parents are welcome to drop in with their child to familiarise themselves with the routine, setting and staff.

SETTLING IN POLICY

The service is committed to the smooth transition of your child into the childcare centre. Settling in should be a positive experience and will lay the foundation for future learning.

SETTLING IN POLICY (Pre- School) continued

Parents are therefore welcome to stay for a short period of time to allow their child to settle. It can be an emotional experience for the child, we recommend that parents leave their child for a maximum of 2 hours on day 1. The staff will keep in constant contact in the first few days during this transition period. The Assistant Manager will guide you through the process.

Week 1 - up to 5 hours is free.

WHEN A LANGUAGE IS NOT SHARED

Staff will try to learn some key phrases in the child's language e.g. hello, goodbye, hungry, thirsty, do you need help? Staff will talk to the child, speaking slowly and simply demonstrating what is meant by the words and they will use concrete examples. They will encourage other children to talk to the any child who does not share the same language in a similar straightforward way and at normal volume.

It would be appreciated if parents can help staff with a few simple phrases to support communication with the child.

We also use pictures to convey simple routines.

INTEGRATION OF CHILDREN WITH SPECIAL NEEDS

Tots2Teens is committed to the integration of children with special needs. The development of young children with disabilities or additional educational needs is more likely to be enhanced through attending services for all children with mixed abilities.

All children have differing needs and some children's needs require more staff attention and awareness. We welcome discussions with parents whereby we can learn how their child can be best supported within our service.

Whilst every effort is made to support the child's learning and their well-being, lack of resources may prevent us from assigning one to one care.

Procedures

Before enrolling a child we will assess that as a service, we can meet his/her needs appropriately.

We will only enrol a child if we can assure a parent that:

- ◆ The physical environment is appropriate.
- ◆ Every effort can be made to meet the special needs of children and families using the service.
- ◆ We have adequate resources to meet the child's individual needs.

DROPPING/COLLECTING

FULL AND PART TIME DAY CARE CHILDREN MUST ARRIVE BY 10.30AM AT THE LATEST THIS APPLIES TO ALL PRE SCHOOL ROOMS

- ◆ Childcare staff has to plan daily snacks and routines. They must be informed if the child is going to be absent or late. If your child arrives after this time food may be wasted or staff may have planned an activity with the children away from the play room. For these reasons we may have to refuse late admittance.
- ◆ Allow time for a handover in relation to how your child's day has gone; if you have something you would like to discuss with staff please arrive ten minutes early, so that staff can talk with you.
- ◆ In the baby, wobbler and toddler room we use a "note book" system. This will be placed in the child's bag daily and will include details such as meals, bottles, naps, nappy changes and such. Please return the book each day. Use this book to convey any relevant information to staff i.e. "xxx did not sleep well last...."
- ◆ Parents will be asked to read and sign the notebook before leaving each evening.
- ◆ If you wish for a person other than yourself or those nominated on the registration form to collect your child, you must inform the room leader and complete a "change in person

collecting child” form. Staff cannot allow the child to leave until contact has been made with you and proper authorisation is made.

- ◆ Failure to collect a child on time is very stressful for a child and staff is expected to work beyond their official working times. If you are unavoidably delayed please notify us.
- ◆ A fee of €5 for every 10 minutes late collecting your child will be applied to your weekly cost.
- ◆ Children must be collected on time.
- ◆ Please note any person collecting a child must be over 18 years of age.

AISTEAR - THE NATIONAL CURRICULUM FRAMEWORK FOR CHILDREN FROM BIRTH TO 6 YEARS

Our curriculum follows the principles of the National Curriculum Framework for children from birth to six years, with planned activities to stimulate the child's development; we provide opportunities for children to develop physically, emotionally, intellectually and socially.

Aistear means “Journey”. We at “Tots 2 Teens” are committed to support your child to become confident and independent, who learn to value and respect, to think and understand, and develop a strong sense of identity and belonging. We do this by providing learning “experiences” and help your child to learn for his/herself.

SIOLTA

Siolta is the National Quality Framework for Early Education. It ensures that we deliver a curriculum through a range of principles and standards that staff must meet as Early Years Educators

HIGHSCOPE

What is Highscope?

Highscope is a quality approach to early childhood care and education which has shaped and developed by research and practice over a forty year period. It identifies and builds on children’s strengths, interests and abilities.

The Highscope curriculum is used internationally in a variety of settings including day-care, crèches, playgroups and primary schools.

The central belief of the High scope approach is that children construct their own learning by doing and being involved in working with materials, people and ideas.

EARLY LANGUAGE AND LITERACY

Communication begins at birth through every day interactions, singing songs, telling stories, scribbling, painting and drawing & role play.

EARLY CARE AND EDUCATION

Children need early learning experiences to foster their intellectual, social and emotional development and lay foundations for later success. Children learn how the world works by playing, exploring and problem solving.

We incorporate many different activities throughout the day. These vary from room to room and each area will have an age appropriate plan. The staff in your child's room plan a curriculum that will help to support your child's holistic development. A weekly plan is displayed for parents to become familiar with their child's routine.

WE ENDEAVOUR TO PROVIDE

- ◆ Responsive and stimulating experiences
- ◆ Interesting environments and challenges
- ◆ Outdoor play
- ◆ Child led activities
- ◆ Imaginative play
- ◆ Plan, Do, Review.
- ◆ Music, movement and drama
- ◆ Creative time- we look at and discuss different topics and themes- highlight milestones such as birthdays and much more!!!!
- ◆ Awareness of Equality and Diversity
- ◆ A Sense of Belonging: A family wall is displayed in each room, this helps stimulate parental involvement and build respect for diversity. The wall is reassuring to the children as they can see their parents in the photos and gain a sense of belonging. We are delighted when parents contribute family photos.

We follow general routines whereby the children feel secure and have an appropriate balance of active and rest time. Children are all individuals and will develop differently; we will build on their strengths and provide support and encouragement when needed.

GENERAL ROUTINE

Each room now follows: plan, do and review.

Each room has a board outside that tells the general plan for the day.

Tots2Teens follows a very general routine that includes:

- ◆ Morning greeting.
- ◆ Breakfast/ Snack time
- ◆ Child- led activities
- ◆ Lunch and afternoon snacks are provided for full day care children
- ◆ Sessional pre-school bring their own pack lunch as this allows for preparation for when they move onto "big school".

- ◆ The smaller children in Babies, Wobbler and Toddler rooms have nap/sleep times that follow child/ parents routines
- ◆ Older groups may use circle, story time or news time.
- ◆ The children are taken outside frequently for play each day. Weather permitting.
- ◆ At going home time, children are generally excited to see their parents or guardian and share their news, show their pictures and so forth. They may get anxious if left waiting for collection.
- ◆ After school children receive a healthy afternoon snack. Children may complete homework and staff will assist where possible.
- ◆ We cannot take responsibility to sign off on homework notebooks. Many children enjoy this time as a break after school and need to unwind, relax and mix with peers after a school day.
- ◆ After school children take an active role in agreeing acceptable behaviours. They also have an input into weekly activities

After school activities include

- ◆ Music and Movement
- ◆ Cookery
- ◆ Dress up
- ◆ Arts and crafts
- ◆ Board games
- ◆ Outdoor Play
- ◆ Gardening projects/growing vegetable and flowers
- ◆ Computers
- ◆ Quiet Room for homework and reading
- ◆ Indoor games/Circle Games
- ◆ Puzzles and jigsaws
- ◆ Children may be taken for walks and visits outside the Centre grounds provided the proper adult/child ratios are adhered to.
- ◆ Drama-Children will have the opportunity to take part in shows that will be performed at the Centre.
- ◆ Sports Activities

CHILD OBSERVATIONS

The benefit of observations by childcare staff is to:-

- Ensure that your child is meeting his/her significant milestones of development.
- Find out how best to support your child's learning and holistic development ensuring that they become active and confident learners.
- Find measures to deal with certain behaviours.
- Ensure that all the child's needs are being met.

Childcare staff undertakes a variety of methods of observation that are able to track your child's progress across all domains of development i.e. physical, social, and emotional & language.

Observations are carried out discreetly while the child is engaged in play or an activity. They are carried out in line with the recommendations set out in the TUSLA guidelines for Pre-School services and are intended to support the child's holistic development. All information is confidential and can only be shared with the permission of the parent (for instance for a referral from TUSLA)

Observations can be shared with parents at any time.

A "Learning Journal" for each child is compiled. This shows examples of your child's work clearly showing his/her learning across all the domains of development. This journal is passed on to you when your child leaves the service

ILLNESS/EXCLUSION/VACCINATION/MEDICATION

Please notify the service when your child cannot attend at your earliest convenience. If your child is diagnosed with a notifiable illness such as chicken pox or a condition that is contagious the service must be informed so that other parents can be made aware. Please note that your child's identity will NOT be disclosed

DO NOT SEND YOUR CHILD TO THE SERVICE IF HE/SHE IS UNWELL

Your child will not be happy away from the home if he/she is unwell and may carry infection which may be passed to others

- ◆ When a child becomes ill while attending the childcare service, he/she will be isolated from the other children, and the parent will be notified to pick up the child within an hour. If the parent cannot be reached, we will contact the person indicated by you on your child's emergency care form.
- ◆ Please make sure all parent/guardian contact numbers for work, home and other emergency contact numbers are up to date.
- ◆ If you have given a mobile phone number and you cannot use it at work, please ensure that your workplace number is given so that it may be used in the event of an emergency

A parent will be contacted to pick up a sick child when the child exhibits any of the following symptoms at the Centre:

- ◆ Fever of 100.0 degrees F. or higher 38c
- ◆ Diarrhoea 3 loose stools in one day, or 2 in one hour
- ◆ Vomiting 2 episodes in one day
- ◆ Rash that is unexplained, except for nappy rash
- ◆ Pink Eye (conjunctivitis) when the eye is red or pink, with white or yellow eye discharge.

(Other symptoms are matted eyelids, eye pain, and redness of the eyelid or skin surrounding the eye.)

Irritability or listlessness which is not consistent with the child's temperament will be noted by the room leader who will call the Parent. This child does not have to leave the Centre.

Under no circumstances should a child be brought into the service with any of the above symptoms for the next 48 hours.

If your child contracts **ANY** of the following infectious diseases he/she must be excluded until:

- ◆ Chicken Pox: After all blisters has scabbed over.
- ◆ Croup: After the cough has subsided.
- ◆ Ear Infection: After three doses of medication or after 48 hours.
- ◆ Fever: After the fever has returned to normal without the aid of fever reducing medication.
- ◆ Head Lice: After one complete treatment and removal of all nits.
- ◆ Impetigo: after 48 hours of medication.
- ◆ Conjunctivitis: After the child has been on medication for 24 hours and Has no matter in their eyes.
- ◆ Ringworm: After medical treatment with a fungicidal ointment.
- ◆ Roto Virus: After the child has had one formed stool.
- ◆ RSV: After the wheezing and coughing has subsided.
- ◆ Shingles: After all blisters have scabbed over (same as Chicken Pox).
- ◆ Strep Throat: After the child has been on medication for 48 hours.
- ◆ Thrush: After 48 hours on medication.
- ◆ Children on anti-biotics will not be admitted into the service for 48hrs from onset of anti-biotic use in line with TUSLA Regulations.

If your child contracts any communicable disease, you must inform the Centre in the interests of Public Health.

We will notify all parents of any notifications of a communicable disease

ACCIDENT/INCIDENT

- ◆ A first aid box is available in each room and all staff has up to date First Aid training.
- ◆ Emergency contact numbers and doctors details for each child are available to all staff and placed in an area near the phone in each room.
- ◆ Every accident/incident is recorded in the rooms diary and log and the accident/incident book and also in the child's personal file and the parent notified, this has to be signed by staff and parent/guardian.
- ◆ **ALLERGIES** must be notified to the Room Leader. Any specific actions to be taken in the event of an allergic reaction **MUST** be notified to the service **ON REGISTRATION**. If an Epi pen is to be used, training in the use of same by a medical practitioner must be provided to staff before the child commences
- ◆ A list of Allergies is also posted in the kitchen so that restricted foods will not be given to the affected child
- ◆ Whether indoors, outside in the playground, or on a walk outside the Centre, the children are watched carefully. Accidents, though, occasionally occur. Any accident is reported to the parent. If it is minor, it will be dealt with by staff and the parent will be informed on collection. If an injury causes concern, we will contact the parent or emergency contact person straight away.
- ◆ If **emergency medical care** is necessary the staff may take the following steps:
- ◆ Contact the parent or guardian through any of the other persons listed on the emergency information form you complete upon admission.
- ◆ Contact the child's doctor
- ◆ If we cannot contact you or your child's doctor, we will do any or all of the following:
- ◆ Call Tots2Teens nominated doctor.(Mary St Medical Centre)
- ◆ Call an ambulance.
- ◆ Have the child taken to the Hospital in the company of a staff member.

CLOTHING

Please send appropriate clothing i.e. raingear, sun gear, sun cream, hats etc., as weather dictates, we ask that these items be left at the Centre during term time.

Dress children comfortably & appropriately for play.

Please send a spare set for those in nappies/toilet training, as accidents do happen and label all belongings.

Spare clothes to include:

- ◆ Top
- ◆ Vest
- ◆ Jumper
- ◆ Trousers
- ◆ Underwear
- ◆ Socks
- ◆ Shoes

OUTDOOR PLAY

Outdoor play is so important for every child's development. It is a place where they can explore, use their imaginations, experiment, enhance their social skills and challenge their physical abilities. We treat the outdoor area the same as the indoors where their development and learning is supported by a wide range of activities. We will ensure that children are suitably protected if they engage in "messy play". We do not encourage parents to send their children in their "best" clothes. Please leave a pair of wellies at Tots2Teens for your child's use.

OUTINGS

Before taking a group of children outside of Tots 2 Teens we ensure that we have the correct ratio of adults to children. The outing is always carefully planned and risk assessed. Children love to go out as a group whether it is only a walk to the park or a visit to the local library. If funds permit we organise an annual outing which may involve a bus ride. Parents are encouraged to volunteer for these outings.

FOOD AND NUTRITION

Tots 2 Teens operate a healthy eating policy. A menu is posted outside of each childcare room. This offers healthy well balanced and nutritious meals and snacks for all children in full day care. Meals are prepared freshly on the premises without added salt and sugar. Any person preparing food is qualified in primary hygiene.

We ask that PACKED LUNCHES contain “**no junk food**” and promote healthy eating to include fruit and yoghurts.

We may provide a simple birthday cake to celebrate children’s birthdays with a maximum of 1 cake in any 1 week. Treats may be given by staff on special occasions such as Halloween/ Christmas/ Easter unless a parent requests us not to.

BABY, WOBBLER AND TODDLER SERVICE

We ask that each child's milk and /or juice is provided.

Bottles: Please provide pre measured formula and bottles.

Each room has a refrigerator for storage, temperature is recorded daily.

Nappies, wipes, creams, bibs, special comforters, spare set of clothes etc. must be provided.

TOYS/PERSONAL BELONGINGS

- ◆ If possible we discourage children from bringing favourite toys in case they get lost or damaged.
- ◆ Comforter toys, blankets and dummies may be necessary for smaller children; please label your child's property clearly.

CHILD PROTECTION POLICY

Tots 2 Teens has a TUSLA approved Child Protection Policy. This is available to parents on request.

Tots2Teens follows TUSLA “CHILDREN FIRST GUIDANCE”

Staff has received child protection training.

In line with our Equality & Diversity policy, we do not discriminate. We include both female and male staff.

Every member of staff has up to date Garda vetting.

Before commencing work at Tots 2Teens, thorough reference checks are obtained.

CONFIDENTIALITY

- ◆ All information received relating to any child will be treated in a confidential manner where the safety and welfare of the child is not at risk.
- ◆ All records will be kept safe and secure.
- ◆ Parents have a right to privacy.
- ◆ Please inform us of any changes in details, phone numbers, emergency contact person etc., as soon as the changes occur.
- ◆ Staff has access to information in order to provide the correct care for your child. It is on a need to know basis.
- ◆ In the event of a child protection or child welfare concerns, staff will inform the designated liaison person (Assistant DLP). In the best interests of the child Tots2Teens are legally obliged to report concerns to the TUSLA Social Work Dept.

- ◆ Where possible we will attempt to advise the parent/carer unless there is significant risk of harm.
- ◆ Parents/Carers must report any matter of concern within the service to the Manager.
- ◆ If there are Child Welfare or Child Protection concerns, T2T is committed to work with the family for the benefit of the child in collaboration with TUSLA.

COMMENTS/QUERIES

Please follow up if you are unhappy with any element of our service. We endeavour to investigate and resolve any issues. We aim to be an open, welcoming centre and invite any feedback. Forms are available on the notice board for parents to complete if they wish to make either a formal or informal complaint or suggestion. We request any changes made to your child/children's attendance at T2T must be made in writing.

TRAINING

There will be some staff in-service training days throughout the year. These are noted on the calendar. This is to develop skills to a high standard and maintain a high standard of quality and care.

PARENT INVOLVEMENT

We have an open door policy please feel free to ask questions, make suggestions or voice concerns.

At times throughout the year there may be an opportunity for parents or grandparents to share their talents or skills and maybe do a demonstration in our pre-school or after school rooms.

GUIDANCE AND DISCIPLINE

We aim to help every child to feel that they are:

Connected, Capable & Encouraged.

We aim as adults and children to communicate in an open, positive honest, respectful manner.

We aim, where age appropriate, to hold room meetings as an opportunity to practice co-operative discipline.

We aim through co-operative discipline to create a "we" attitude rather than an "us" and "them" attitude.

Conflict Resolution Steps HIGHSCOPE

- 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.
- Acknowledge children's feelings.
Say something simple such as "you look upset" let children know you need to hold any object in question.

- Gather Information
Ask “what’s the problem” Do not ask “why” questions as young children focus on what the problem is rather than understanding the reason behind it.
- Restate the problem
So the problem isuse and extend the children’s vocabulary, substituting neutral words for hurtful or judgemental ones if needed.
- Ask for solutions and choose one together.
Ask “what can we do to solve this problem?” encourage children to think of a solution but offer other options if children are unable to at first.
- Be prepared to give follow-up support
Acknowledge children’s accomplishments, e.g. “you solved the problem” stay nearby in case anyone is not happy with the solution and the process needs repeating.

What can you do?

Adults should respect children’s ideas for solving problems even if the options they offer don’t seem fair, what’s important is that children agree on the solution and see themselves as competent problem solvers.

Termination of care

By the Parent/Carer

In the event that you find it necessary to cancel your childcare you will need to give notice to the Centre two weeks prior to termination. **Please give written and dated notice and you will be required to bring your account up to date.**

By Tots 2 Teens

This policy is initiated so that we can ensure that the children attending the Centre enjoy a safe and comfortable environment in which to grow and develop.

Termination of a place is always a **last resort measure**, when all other attempts have failed or when our duty of care to other children and our staff is adversely compromised.

Termination of a place will never relate to discrimination of any of the nine grounds outlined in the Equality Act.

The Centre reserves the right to terminate a childcare place if:-

- There is arrears of two weeks or more in childcare fees
- The child has ongoing needs that the service finds by attempting to deliver appropriate care, does not have sufficient resources to meet.
- The Parent / service relationship has irrevocably broken down and is damaging to Tots 2 Teens.
- A child after a reasonable period of time is unable to adjust to the routine in Tots 2 Teens and through frustration is consistently behaving in a disruptive or aggressive manner which may cause hurt to others or damage property. In this case staff will have already introduced strategies to address the behaviours which have failed.

HOLIDAYS 2018/2019

A calendar has been attached to the Parent Handbook of all closures and reminders will be posted in the Centre and on Social Media.

Christmas Holidays – Closed from 20th December – 2nd January 2019

EMERGENCY CLOSING

In the event that the Centre should need to close due to emergency or unforeseen circumstances we will endeavour to phone parents/guardians and will post a notice giving as much up to date information at the Centre. We will also ask Tipp FM Local Radio to announce an emergency closure.

If an unforeseen closure is beyond our control i.e. severe weather conditions, fees will still be payable for that period.

Conclusion

We at Tots2Teens will make every effort to ensure that your child has a positive and happy experience within our service. Please do not hesitate to share your views, concerns and positive comments with us as we are constantly striving to provide excellence in our care.

Thank you

HOURS OF SERVICE

Baby Room	7.30am – 6 pm
Toddler Room	7.30am – 6 pm
Play school	7.30am – 6 pm
Pre-school	7.30am- 6 pm
Pre-School Morning/Afternoon Sessions)	9.15-12.15/ 1.15pm-4.15pm
After school	12.30pm – 6pm

Any period of time in excess of 5 hours is considered Full Time and will be charged accordingly.

ADMISSION AGREEMENT

Tots 2 Teens does not discriminate against children or parents from admission regardless of race, colour, creed, sex, or religion.

A child with special needs may be accepted based on the ability of the Centre and the teachers to meet those needs. The Centre is a group child care facility and does not have sufficient and properly trained staff to provide individualized care unless pre-arranged by the appropriate authorities

Before a child is enrolled in the Centre the following must be received by staff:

*Completed application	Yes/No
*Health History	Yes/No
*Details of any allergies	Yes/No
*Up-to-Date Immunisation Record	Yes/No
*Emergency Authorisation	Yes/No
*Parent Permission	Yes/No
*Payment Agreement	Yes/No
*Social Welfare Receipt, if applicable	Yes/No
*Parent Declaration Form	Yes/No

*It is preferable that the child and parent(s) have a tour of the Centre and prior meeting with the Staff to answer any questions about your child's attendance.

Signed	Parent/Guardian
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Signed	Member of Staff
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Date

PAYMENT AGREEMENT

Initial each statement. Your initials indicate that you understand and agree to each statement.

_____ Child care is payable each week, payment must be paid on time to guarantee your child a place at the Centre.

_____ A €5 fee will be added to my account for each 10 mins of late collection of child.

_____ I will notify the Centre by 10:30 am if my child (ren) will not attend that day.

_____ I will give a two week advance written notice before removing my child from the Centre.

_____ Failure to update immunisation records within one month of required immunisations may result in termination of child care services at the Centre.

The days & hours my child/ren will attend are _____

With the information provided the cost per week is: _____

I understand and agree to the stipulations above.

Parent's Signature _____

Date _____

Parent Declaration

I _____ Parent of _____

have read the information booklet and agree to adhere by the terms and conditions set out

Signed _____ Parents