



Tots 2 Teens

Supporting & nurturing children to become confident, independent and active learners

at



CLONMEL
community
RESOURCE centre

Parent Handbook 2019/2020



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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 3 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.

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

WELCOME FROM OUR CENTRE MANAGER

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 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

OUR STAFF

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. Whilst we believe in continuity of care, we operate a 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.
- CE Staff wear red 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.

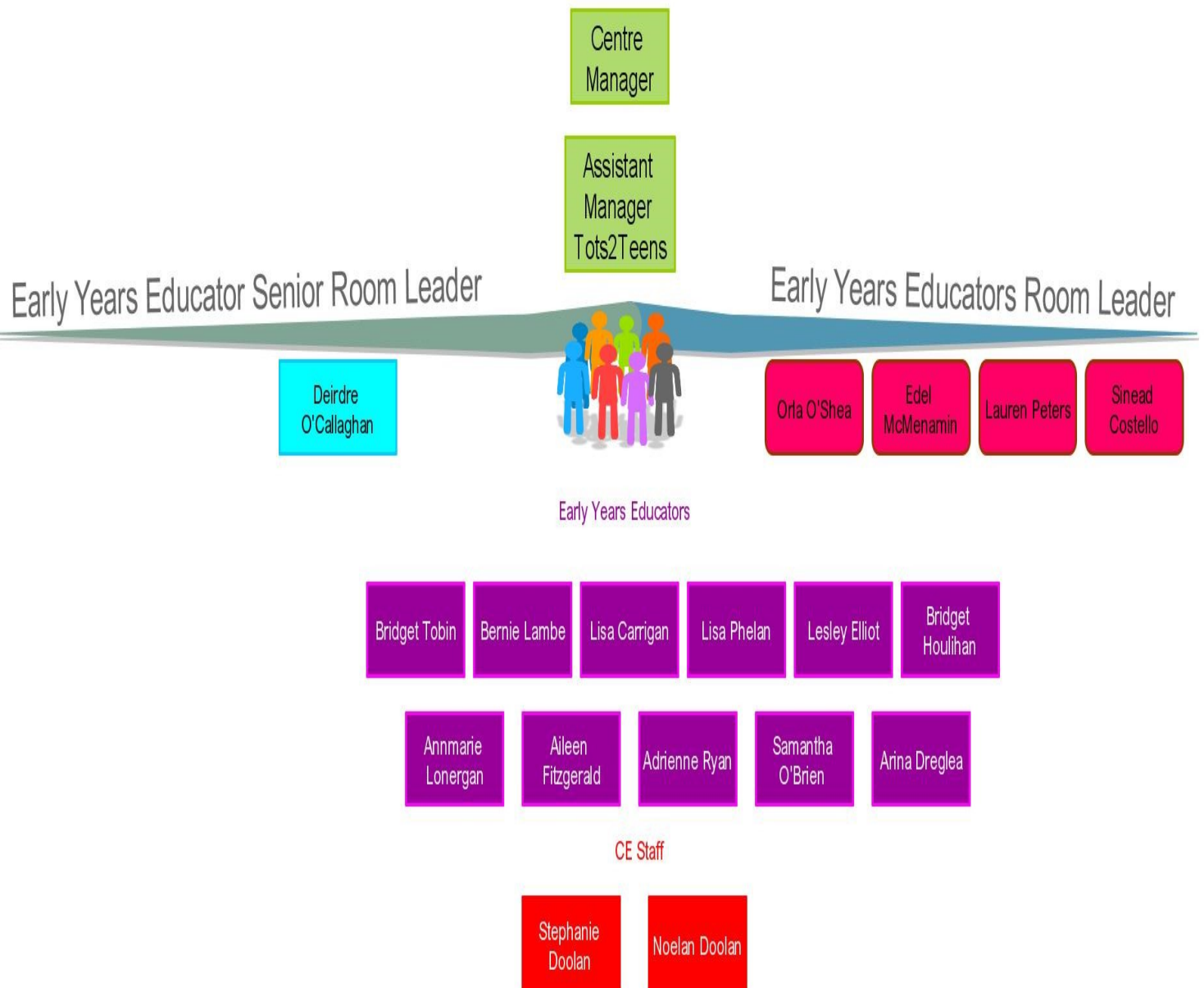
Board of Management

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. All Board of Management are garda vetted and references for suitability of post are held.

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 TEAM



WAITING LIST

Purpose

Tots2Teens will provide full transparency in their waiting list administration. This policy outlines Tots2Teens' waiting list process to ensure it is fair while maintaining the flexibility **required when running this child care facility**

Process

Parents or legal guardian may add their child's details at any time, when a place is offered an application form will be provided to gather all the required information. A child cannot be placed on the waiting list if the child has not yet been conceived, however, a child can be placed on the waiting list if the child has not yet been born.

Placement on the list

The order in which children are placed on Tots2Teen's waiting list is based on the following factors:

1. Date on which the application is submitted. Incomplete or inaccurate details will not be considered.
2. The requested month childcare would start.
3. The age group a child would be when they would start at Tots2Teens.
4. Whether the application is for a single child or siblings.
5. The requested number of days per week – 5 days, 3 days, 2 days etc. AM /PM.

Parents should register for as early a start date as they require, i.e. if registered for care to start in February, a family would not be called if a January space becomes available unless all families on the January list decline the space.

If parents defer a space or want to move the start date to another month, the offer will be withdrawn and their space on the waiting list will be moved to the next month's waiting list

If parents are offered a place and want to defer the start date for a number of weeks/months Tots2Teens will request full payment to hold that place until the start date.

In a case of dispute and proven extenuating circumstances the Board of Management will make the final decision.

The priority in the next month's waiting list will be based on the date of the original application.

Priority

Tots2Teen's gives priority to different groups which effectively moves them up the waiting list. The different tiers of Tots2Teen's waiting list are:

Children in the service

Siblings

Siblings- of current Tots2Teen's clients receive priority placement on Tots2Teen's waiting list.

Staff- the children of staff members receive priority placement on the waiting list.

OPENING HOURS

Monday –Friday 7.30am-6pm

Tots2Teens is closed all bank holidays and public holidays each year.

Tot2Teens is closed from the day before Christmas Eve until after the New Year.

General Enquiries and Payment Office

Office Open hours : Monday-Friday 9am-5.30pm

Outside of these hours: Payment by Standing order

FEES

The management of parental fees endeavours to reflect best practice with regard to the forecasting of the budgets 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 Service) Regulations 2016 ([Siolta Standard 10: Organisation](#)) ([National Standard 1: Information](#), [National Standard 2: Contract](#))

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

General fee information:

- Fees are paid weekly by cash or debit at the General Office or by standing order.
- A receipt will be issued
- There are extra fees for trips, photos, details will be provided in advance,.

Reviewing Fees:

- Fees are reviewed annually by the management
- Parents/Guardians will be informed by giving notice of increase of fees.
- Increase of 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 child/ren:

- Parents /guardians are required to pay for any days/weeks that their 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 circumstance (Force Majeure):

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.

Withdrawal of children:

Parents agree to:

- Give notice, in writing that the child is leaving the service.
- Give notice of 2 weeks or pay two weeks 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.

Subvention

Parents/Guardians who apply for subvention must pay the full fee price until such time as the subvented fee has been approved, general office will credit the account with any excess payments.

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 credit control.

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. Parents/guardians are encouraged to provide us with information on their child's likes/dislikes, interests, achievements etc.

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.

DROPPING OFF & COLLECTING

First Day:

We will greet the child and parent together.

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.

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

Please note any person collecting a child must be over 18 years of age.

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.

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,
- 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.

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.

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.

AISTEAR & SIOLTA

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

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 playroom is divided into separate areas, defined for the children by low level storage units which house a range of accessible and 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 day the children sit down with their Early Years Educator and make plans. Planning helps the children to become more involved in their own plan and it leads to increased 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 staff are guided by the children, their role is to interact with the children to support and encourage 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, i.e. running, climbing, jumping and playing football etc.

Meal Time In Highscope

In the crèche, the children have a mid morning snack 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 different segments:

- Pre-School Daily Routine
- Arrival & Free play
- Snack Time
- Planning Time
- Work Time
- Recall Time
- Small Group Time
- Large Group Time
- Outside Time
- Home Time

What are Highscope 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.

GENERAL INFORMATION

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 then 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.

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.

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.

Food

All food is cooked and prepared on the premises by our 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

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.

Toilet Training

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.

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

CONFIDENTIALITY

Any details about the children, staff and their families that Tots2Teens 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.

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.

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 without prior permission.

Facebook

Tots2Teens operates a Facebook page which is used as a notice board/communication tool for parent. Any pictures posted will have prior consent by Parent/Guardian .

INCIDENT & ACCIDENT

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.

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.

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.

Allergies

Nut Free Zone

For the safety of children who have life-threatening peanut allergies, we do not allow peanuts or nut products in Tots2Teens

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

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.

Biting

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 anti-bacterial 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.

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.

ILLNESS & 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 (Sioita Standard 9: Health and Welfare) (National Standard 17: Premises, National Standard 20: Safety)

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. gastroenteritis, 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.

Antibiotics Prescribed:	First 48 hours at home:
Conjunctivitis:	Kept at home for two days; thereafter until
Diarrhoea:	48 hours from last episode.
Chickenpox:	7 days from appearance of the rash.
Gastroenteritis, Food poisoning, Salmonellas and	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
Meningococcal Infection 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
Poliomyelitis:	Until declared free from infection by GP
Rubella	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
Pediculosis (lice):	Until appropriate treatment has been given
Temperature:	Over 38 degrees
Vomiting:	48 hours from last episode of vomiting

VACCINATION & MEDICATION

The service is legally obliged to keep a record of all children's immunisations and asks parents to note all immunisations before the child starts:

- Name, date of birth;
- Age at which immunisation is due and date given;
- Date vaccination record was sighted;
- Where/ by whom it was given;
- Whether the child is up to date with immunisations;
- If the child has not been immunised, the reasons why, e.g. parental choice/ underlying medical condition.

The service will keep a record of children who have not received immunisation

Should there be an infectious outbreak all parents and staff will be notified in writing and, where necessary, verbally

It is the responsibility of the family to keep the service up to date with the child's immunisations

Medication

We are committed to supporting each child's well-being. We will work in consultation with parents to ensure the safe storage and administration of medication in the event that:

- a child is taking prescribed medication, with the prior written permission of their parents
- a child becomes unwell while attending the crèche and, only with the prior written permission of their parents, is given pain relief or temperature reducing medication

Administration of Medicine by Totd2Teens :

Any form of medication must only be administered by designated medicine administration person. Prescribed Medication Parents must sign and complete a medication administration form before prescribed medication is administered. Parents must sign the medication administration form upon collection of their child to ensure that they are aware that the prescribed medication has been administered to their child.

Prescribed medication must clearly state child's name, dosage, date and expiry date. Medication must be in the original packaging or container. Medication written in a foreign language must be translated into English otherwise it cannot be administered.

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

POSITIVE BEHAVIOUR

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.

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.

CHIRPY CHICKS RATIO 1:3

The Chirpy Chicks room caters for children aged from three 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.

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 12.00 noon in this room but this is flexible based on the individual needs of babies.

JUNGLE CUBS RATIO 1:5

The Jungle Cub room caters for children aged between one to two years.

There is 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. Highscope 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 .

A typical morning would be:

8.00 to 9.00 am Arrival / Meet & Greet

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 12noon Outdoor play

12:00 to 12.10 pm Songs/ Stories

12.00 to 12.30pm Dinner Time/ Home Time

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

HAPPY HOPPERS RATIO 1:6

The Happy Hopper Room caters for children aged between 2 –2 yrs. 8mths. 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.

Happy Hopper 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

A typical morning would be:

8.00 to 9.00 am Arrival / Meet & Greet

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)

EAGER BEAVERS RATIO 1:8

The Eager Beaver Room caters for children aged between 2yrs 8mths.-ECCE The Eager Beaver room Highscope 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.

Eager Beaver 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

A typical session in Eager Beavers would be:

9.00 am	Arrival / Meet & Greet
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	Tidy up/ Goodbye

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

MIGHTY MONKEYS RATIO 1:11

Mighty Monkeys room caters for children 2yrs 8months –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 Mighty Monkeys 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 Assistant Manager and is reported back to the Manager on a regular basis in relation to ongoing curricular development.

The curriculum is documented in the "Mighty Monkeys 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.

9.00 am	Arrival / Meet & Greet Room
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 11.15 am	Outdoor Time
11.15 to 11.45am	Circle Time
12noon	Goodbye

SPACE CADETS RATIO 1:12

Space Cadets is an Afterschool service that Tots2Teens provides for children school age – 12years.

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

Homework

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.

- 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.
- Our 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.

HEALTH & 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.

GENERAL DETAILS

Location: Tots2Teens, Kickham Street, Clonmel, Co Tipperary E91 P2N5

Tel: 0526129143

E-Mail: Aoife@clonmelcrc.ie

Website@ www.clonmelcrc.ie

Facebook: Tots2Teens

Where to find further information	Source	Type
Policies & Procedures	Manager Aoife O'Donnell Assistant Manager Tots2Teens	PDF or Hard copy
Fee Structure	Manager	PDF or Hard copy
Menu Planner	Notice boards/ outside	Hard Copy
Centre Information	Manager	Website

Insurance

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

If Things are not going to plan

If you are not satisfied with the level of service at Tots2Teens you can raise the issue (verbally) by making an appointment to meet with the Aoife O'Donnell Assistant Manager Tots2Teens .

If you prefer you may put your complaint in writing, addressing it to Aoife O'Donnell Assistant Manager Tots2Teens at the centre address, and marking it '*private & confidential*'.