



**Maynooth
University**

National University
of Ireland Maynooth

Maynooth Creche Parent Handbook

See also the main Policy Document for further information.

**Parents are encouraged to refer to the full document
available in the Service upon request.**

(Covid-19 Please see our enhanced Infection Control Policy)

Address: North Campus, Maynooth University, Maynooth, Co Kildare

Phone No.: 01 7083319

Email: creche.care@mu.ie

Website: www.maynoothuniversity.ie/creche

Manager: Mary Coleman

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Welcome to Maynooth Creche

We are committed to providing an early care and education service of the highest standard. We are registered with Tusla - The Child and Family Agency. Trained, motivated and friendly staff are the cornerstone of our service.

We aim to provide a quality service and a stimulating environment for children to develop their social, personal and educational skills and learn through a planned curriculum.

Your child's welfare and your peace of mind is most important to us. We provide a warm, loving, home-from-home environment, where each child is treated with respect and will develop and learn as individuals while feeling safe and secure.

We have a comprehensive set of policies and procedures that our staff are obliged to adhere to. This handbook is a shorter version of the main document, developed for your convenience. You are welcome to read our main document at any time. Just ask us!

Thank you for choosing Maynooth Creche

Mary Coleman

Manager

1. Children's Charter

- ✓ *Children's welfare and their rights to secure, healthy and happy childhood are paramount.*
- ✓ *The experiences children receive in their early years are critically important in terms of future development.*
- ✓ *Children are entitled to expect that all adults will respect, uphold and preserve their rights and to ensure that their feelings and wishes are considered.*
- ✓ *Children should have the opportunity to make choices and develop a sense of responsibility for their own actions appropriate to their age.*
- ✓ *Children, parents and carers should not be discriminated against, particularly in relation to colour, age, race, religion, gender, disability medical conditions or background.*
- ✓ *Parents should be recognised and respected as children's first and continuing educators.*

2. Our Purpose

We offer a full daycare service as defined in the Child Care Act 1991 (Early Years Services) Regulations 2016. These are the regulations that govern our service and we are inspected under these regulations by Tusla, the Child and Family Agency.

We cater for children aged 1 year to 5 years and 6 months. We open 50 weeks per year and daily from 8:45 a.m. to 6:15 p.m. Monday to Friday. We have capacity to cater for 57 children at any one time and our ratios are listed in this booklet. This service is community-based service operated by the Board of Directors and managed by Mary Coleman

KEY PERSONNEL:

Manager (Person in charge):	Mary Coleman
Deputy in the absence of Manager:	Deborah Lawlor
Health and Safety Officer:	Mary Coleman
Fire Officer:	Karen Tracey
First Aid Co-ordinator:	Mary Coleman
Designated Liaison Officer:	Marianne Dunne
Deputy Designated Liaison Officer:	Mary Kelly
Data Controller:	Mary Coleman

KEY INFORMATION:

Opening Hours:	8:45 a.m. to 6:15 p.m.
No of Weeks per year opened:	50
Closures:	2 Weeks at Christmas
Capacity:	57
Age Range:	1 Year to 5 Years and 6 Months
Ratios:	1 – 2 Years 1:5 2 – 3 Years 1:6 3 – 6 Years 1:8 ECCE 1:11
Curriculum:	Play Based
Funding Schemes Offered:	The FREE two-year preschool programme (ECCE) and NCS
Address:	North Campus, Maynooth University, Maynooth, Co Kildare
Phone Number:	01 7083319
Email:	Creche.care@mu.ie

3. Our Facilities

- Large fully fenced, well-equipped outdoor.
- Playground with safety surface.
- Large, bright, spacious rooms.
- Safety-fencing, safe set-down area.
- Trained and qualified staff

The rooms are designed in such a way as to meet the developing needs of each individual child. The children are guided through a range of educational and play

activities at their own pace. Our staff create a positive and secure environment where children feel confident in exploring their surroundings.

4. What you should bring for your child

Parents/guardians are required to provide the following, clearly marked with the child's name:

- Nappies, wipes, creams and/or powders
- A full change of clothes
- Wellies
- Sun hats
- Any prescribed medications
- Small snack. Please see information below on healthy snacks

What not to bring

We don't encourage your child to bring their own toys, apart for a small comforter. Children are not allowed mobile phones or tablets

5. Curriculum

We are fully committed to being guided by the principles of Síolta and the national curriculum framework Aistear. We recognise how important a high quality early childhood experience can be in children's lives. This Curriculum aims to encourage active learning, problem solving, effective communication, creativity and socialisation. It aims to give children a good start which will benefit their long-term success in life. This service recognises the diversity of experiences and relationships that shape children's lives.

Aistear, the Early Childhood Curriculum Framework:

Aistear is Ireland's curriculum framework for children from birth to six years. It assists us plan for and provide challenging and enjoyable learning experiences that can enable all children to grow and develop as competent and confident learners in the context of loving relationships with others. *Aistear* describes the types of learning and development that is important for children in their early years and offers ideas and suggestions on how these might be nurtured. We use the *Aistear* guidelines to help plan our curriculum. We also encourage you as parents to research this curriculum framework and the benefits of play. The research is so clear about the benefits of play, so it is not surprising that play is central to the Irish early childhood curriculum framework. The Irish word 'Aistear' means 'Journey' and together we look forward to supporting your child's learning journey in Maynooth Creche

We encourage learning through free play with a range of activities including imaginative play, books & storytelling, music activities, sand and water, arts and crafts and energetic play. We encourage messy play as we believe the benefits are enormous for children. We believe that the 'process' of making a piece of artwork is more important than the 'end product' so make sure you support your child when they present their masterpieces to you and remember it was created from their imagination and their wonderful skills.

Computers:

We do not allow children any access to computers and the internet within the Service.

6. Admission and Enrolment

We aim to be clear and transparent about our enrolment policy.

- Priority will not be given to siblings of children attending our service. Places are then allocated on a first-come, first served basis.

- A waiting list is established when all places are taken. Children at the top of the list are given the first available places depending on availability for the type of places required.
- Children with additional needs and disabilities are welcome based on the resources available to us and any decisions regarding enrolment will be made in the best interest of the child.
- Parents/guardians are required to complete the Registration Form.
- All details regarding a child must be completed and any relevant important information or specific diet or health requirements must be noted.
- Children must be toilet trained before starting in ECCE free preschool programme.
- We ask you to clarify any guardian or custody information that may be relevant at registration.

7. Clothing

No uniform is necessary, but we do ask that all children wear suitable, comfortable clothes, ideal for art work and outdoor messy play. (No 'good' clothes please). Velcro shoes are preferable. All long hair must be tied up. No hoop or long earrings are permitted for safety reasons.

8. Allergies

Please inform us if your child suffers from any allergies. This is recorded on the Registration Form. A Care Plan may be required, especially if your child needs life-saving medication. Management will discuss this with you.

9. Attendance

It is essential to the efficient running of the service that you inform the Manager if your child is unable to attend the service and follow up with a telephone call to inform the Manager when your child will be returning. It should be noted that the income received by the service from the Department of Children, Equality, Disability, Integration and

Youth is based on the regular basis. A register of the times and days that children attend is kept. Continued failure to attend may result in your child's place being withdrawn. If a child is absent for 4 weeks, he/she will become a 'leaver' on our system. If a child is absent for more than 4 weeks (without notice) the place can be filled by another child.

10. Children with Additional Needs

We are committed to providing all children with the opportunity to access our service regardless of their ability but within the expertise and resources available and in accordance with the best interests of the child. Your child may benefit from assistance from AIM, the Better Start **Access and Inclusion Model** (AIM) which is designed to ensure that children with disabilities can access the Early Childhood Care and Education (ECCE) programme. **This applies to ECCE children only.**

Please talk to us about this if you think your child is eligible for supports under this programme. There are a range of possible supports available.

For more information check <http://aim.gov.ie/>

11. Fees

- Fees must be paid monthly for staff and weekly in advance for full time day students.
- Fees must be paid by salary deduction for staff and Mycard or bank transfer for full time day students attending the university.
- Fees for non-ECCE children are €202.50 per week.
- A receipt will be issued upon request.

Reviewing Fees:

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

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

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

Closure in Exceptional Circumstances:

In the event of the closure of the Service in exceptional circumstances, that is beyond the control of the Management e.g. adverse weather conditions full fees for the closure period will be payable unless the situation continues beyond a reasonable time.

Late Collection of Child/Children from the Preschool:

- Parents/guardians are advised to keep within their agreed time for collection of their child/children for the above reasons. We require that all children should be collected by the designated time in order that the service may follow health and safety practices to ensure that the service may close safely.
- Please see the Collections and Arrivals Policy and Procedure.
- There is a late collection fee of €5.00 for every 15 minutes or part.

Withdrawal of Children:

Parents/guardians by signing this handbook agree to:

- Give one month's notice in writing, that the child/children are leaving the service.
- 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. Management agrees to give two weeks' notice of this to the parent/guardian so that they can make alternative arrangements.

Non-payment of Fees:

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

12. Working in Partnership with You

- We recognise the importance of working in partnership with you and that you have a central role in educating your child
- We have an "open door" policy where families are always welcome but where the needs of all of the children in our care are always put first.
- We will give you regular information about your child's progress and welcome your contribution – please share information with us.
- We will hold meetings at times suitable for you and have a Comments and Complaints Policy if you encounter any problem.
- Please tell us of any difficulties that your child is experiencing at home such as bereavement, illness, relationship breakdown, a new baby – all of these can change a child's behaviour and we want to help.
- If a parent/guardian needs to be contacted in relation to a concern about behaviour we will do this in a helpful rather than a complaining manner and we will together, try to resolve the situation.
- Regular exchange of information with parents/guardians is important. Please inform us of change of personal details (e.g.) new house, phone number.
- Employees or students may not use social networking sites to befriend parents / guardians or accept requests to become a friend from parents/guardians who use this Service or to exchange any information about the Service, children attending the Service or colleagues working at this Service. We ask you as parents/guardians to support our position.

Software App

We use an app to communicate with you. The app is supplied by Little Vista and it allows us communicate information and images direct to your mobile phone so that you can follow your child's progress with us (insert additional information)

13. Settling In

We aim to ensure children feel safe and secure in the absence of their parents/guardians/carers. We will therefore endeavour to make the settling-in process a positive experience for children and will work closely in partnership with parents/guardians/carers to ensure this is achieved. We recognise that in some cases there may be particular difficulties experienced by children, parents/guardians/carers and staff during the settling-in period. 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. If you are experiencing challenges in relation to settling your child we will work with you to assist in making this transition.

14. Attendance, Arrival and Collection

Attendance:

It is essential to the efficient running of this Service that you inform the Manager if your child is unable to attend the Service and follow up with a telephone call to inform the Manager when the child will be returning. A register of the times and days that children attend is kept.

Arrivals:

- Parents/guardians gain access to the Service by using the intercom system.

- A member of staff will register each child on arrival.
- Parents/guardians are asked to ensure that all external doors are securely closed when they leave for the safety of all the children.
- If a child will not be attending, we request that parents/guardians advise us.

Collection Policy:

- Parents/guardians must collect their child by the agreed collection time. Parents/guardians will be asked to give the names of at least two other people who are authorised to collect the child. If the parent is late arriving to collect the child, the person in charge will endeavour to contact the parent. In the event of being unable to contact the parent, the person in charge will contact the other named persons to collect the child. Make sure you inform those named on the Registration form as collectors.
- Children will not be released into the care of a person under the age of 18 years or to a person who appears to be incapable of caring for the child. Should this situation arise the staff will contact an authorised collector. If no one is available to collect your child, we may have no option but to contact the TUSLA social work child protection team or Gardaí.
- We ask that parents/guardians to do not collect their child from the Service while under the influence of alcohol. This can lead to embarrassment and worry within the team. If parents/guardians feel that this situation may arise they should arrange for an authorised collector to collect their child.
- In the event of a parent/guardian collecting another child a prior arrangement must be made.

Attempted collection by a person who is not on the child's records:

Children should be collected only by the adult/s named on the Collection Authorisation. Should the parent/guardian have an emergency and neither they nor the collector is available they may nominate an emergency person. This must be done by email or text where a full description of the collector is given and ID must be presented. We will verify

this arrangement by calling the parent/guardian as a double check before releasing the child.

Late Collection of Children:

We understand that sometimes a parent/guardian is unavoidably delayed when coming to collect their child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible. Parents/guardians in this situation must contact the Manager to say that they will be late and arrange with staff what to do.

Early Collection of Children:

We have a complete open-door policy. However, ask that parents/guardians to let us know if they will be picking up their child early and if they are in a hurry so we can have the child ready.

Late Drop Off:

We ask that children be dropped off at the correct time to avoid disrupting the group once they have started and so that the child benefits from the full daily programme.

Separated and Divorced Parents:

Married parents are automatically joint guardians of their children. Neither separation nor divorce changes this.

- We cannot refuse either parent to collect their child unless a court order is in place.
- We ask that parents give us information on any person that **does not** have legal access to the child.
- Where custody of a child is granted to one parent, we would ask parents to clarify the circumstances with us. This information will remain confidential and will only be made known to the relevant staff. If there are any legal documents, e.g., custody

orders, barring orders, we would ask parents to provide us with a copy of these documents to keep on file.

Attempted collection by a parent who has been denied access in a court order:

- A parent who has been denied access to a child through a court order will not be permitted on to the premises.
- If the parent who has been denied access becomes threatening or violent and insists on removing the child from the Service, this will be viewed as trespassing. The Service will in this event contact the Local Garda.

By law, an unmarried mother is the automatic guardian of a child born outside of marriage. In some circumstances, unmarried fathers have automatic access. The Service should be informed about access rights. Unmarried fathers will automatically become guardians of their children if they meet a cohabitation requirement. An unmarried father who cohabits for 12 months with the child's mother, including 3 months following a child's birth, will automatically become the child's guardian. This provision is not retrospective, so guardianship will only be acquired automatically where the parents live together for at least 12 months after 18 January 2016.

15. Car Parking

- It is our policy at the Service to provide parking for our parents/guardians for set down and collection only.

16. Comments and Complaints

We love compliments! You are welcome to make any suggestions, comments or complaints to the Manager. We believe that children and parents/guardians are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We will give prompt and serious attention to any concerns about the running of the service. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set

of procedures for dealing with any concerns or complaints that are raised. If you wish to make a complaint, please consult the Complaints Policy.

17. Confidentiality

We respect the right for all information, records and observations to be treated with respect and with due attention to confidentiality and privacy. Information will not be shared with third parties, unless required under law or Child Protection/Safeguarding Guidelines. For more information please see our full policy on confidentiality and our Child Protection GDPR policy. We also have a Privacy Notice that explains the data that is collected, stored, shared and retained under the Regulations. .

18. Equal Opportunities

Equal opportunity for children to learn is a fundamental aspect of this Service curriculum. Equality means open access for every child and family to participate in the Service's activities. This Service is committed to promoting equality of opportunity. We promote equal opportunities through a wide range of policies and procedures that are reflected in the practice of our early years setting. This Service is committed to promoting equality of opportunity:

- ✓ We encourage children to celebrate difference and multiculturalism.
- ✓ We encourage children to show respect for all cultures, religions, races, abilities, disabilities, and genders.
- ✓ We help children to become empathetic and considerate to their peers.
- ✓ We foster a sense of fairness and respect and we will challenge any discrimination.
- ✓ We nurture each child's identity and self-concept.
- ✓ We try to use our curriculum and equipment to encourage acceptance of all others, irrespective of cultural background.
- ✓ Children will be discouraged from gender stereotyping.
- ✓ Boys and girls are to have equal opportunity, and be actively encouraged to use all activities.
- ✓ Any discrimination (language, behaviour or remarks) by children,

parents/guardians/carers or staff/volunteers is unacceptable in our Service.

- ✓ We aim to show respect for and awareness of all major events in the lives of the children and families in the service and in the wider society.

Note: We are always delighted to learn about different cultures and to celebrate diversity. If you can help us in this regard, please let us know.

19. Supporting Positive Behaviour

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

We have a comprehensive policy available on request.

- We want your child to enjoy his or her time with us.
- We believe in children's ability to control their own lives, to make choices and accept responsibility for their actions.
- We use a positive approach to behaviour management and encourage good behaviour.
- We encourage children to respect themselves, each other and property. We aim to provide a happy, caring environment with challenging activities.
- In the case of a particular incident or persistent unacceptable behaviour we always discuss ways forward with parents.
- On very rare occasions and where, together with parents, we have worked to resolve a severe behavioural issue we may have to terminate the place. This is a last resort and such decisions will be made in the best interest of your child and other children attending the setting.

20. Observations and Assessments

In order to plan, prepare and organise for good quality care and education, adults need to observe children, review and evaluate the curriculum regularly and maintain systematic records. By observing how children respond to activities, staff will be able to evaluate if the activities and resources they have provided meet the needs of all the children and helps them to plan a broad, balanced and appropriate curriculum. Observations also enable staff to provide challenges and extensions so that each child is able to progress. All observations/records/assessments will be treated with confidentiality. Sharing observations with parents/guardians/carers strengthens the partnership between the home and the Service, giving understanding and information and allowing staff and parents/guardians/carers to do their best for each child.

21. Health and Safety

The safety and wellbeing of every child attending our Service is paramount. For the full Risk Management Policy and Health & Safety Policies consult the full policy and procedure document. We will assess any potential risks to the safety of the Service, children, employees or visitors attending the Service and will take the necessary steps to either eliminate those risks or mitigate them.

22. Child Safeguarding

The full and comprehensive Child Safeguarding Policy is available. Please ask the Manager for details.

We have a duty to care for every child attending our Service. We will follow *Children First: National Guidance for the Protection and Welfare of Children and Our Duty to Care* published by the Department of Health and Children in this regard. This details our responsibilities and outlines the reporting procedures that we use if we are concerned about the welfare of a child.

The Designated Liaison Person is Marianne Dune and her contact details will be displayed on the Parent's Notice Board. All our staff are mandated to report any concerns of abuse.

23. Healthy Eating

The Service promotes healthy nutritional choices. We always sit with the children and supervise them when eating and drinking snacks or meals. Snack time will be enjoyed, and socialisation and interaction encouraged. Children are encouraged to feed themselves as appropriate to their age and stage of development.

Please let us know if your child has an allergy or dietary/religious/cultural food preferences. Cultural and religious dietary habits are respected. Parents/guardians are requested to provide details of foods that children can or cannot eat.

If your child has a severe allergy that requires medical intervention (e.g. epi-pen) we will develop an emergency care plan with you and ensure our staff are trained in medication management. If children attending have a severe allergy to a food such as nuts parents will be asked to exclude this from their lunch-box. Some children are allergic to peanuts/nuts. We request that parents/guardians do not include these in their child's snack.

For Full Day Care:

- We provide nutritious means supplied by Little Dinners.
- Children bring in their own healthy afternoon snack.
- A variety of foods is selected from each of the four main food groups every day:
 1. Bread, cereals, rice, pasta and potatoes
 2. Fruit and vegetables
 3. Milk and dairy foods
 4. Meat, fish and alternatives
- A Menu planning sheet will be used weekly to plan meals listing ingredients and allergens.

For sessional children who bring own lunch:

- Parents/guardians provide small lunch-time snacks.
- We do not allow fizzy drinks, sweets, chocolate, crisps, popcorn, nuts or nut spreads.
- Food portions will be age and stage appropriate.
- Healthy eating is promoted through an arrangement of activities for the children including play, stories, music, outings, cookery, etc.

Lunches:

It is important that adequate and suitable, nutritious and varied food/drink is available for each child and we ask parents/guardians to become familiar with the following:

Meal and Snack definitions and sample Lunch Box Ideas:

- 1 food from all 4 groups is suggested:

Protein:	Meat, Poultry, Fish, Eggs, Beans, Pulses
Carbohydrates:	Potatoes, Pasta, Rice, Bread, Scones, Crackers, Milk, Pudding etc.
Dairy:	Milk, Cheese, Yogurt, Custard, Milk, Pudding, etc.
Fruit/Vegetables:	Chopped up seasonal fruit kept in an airtight container; Strawberries, Raspberries, Grapes, Mangoes, Kiwis, Apples, Oranges, Variety

Lunch Box Ideas:

Sandwiches, Baps, Wraps, Multigrain rolls, Crackers with suggested fillings, Lettuce, Tomatoes, Cheese, Coleslaw, Turkey, Ham, Beef, Corn Beef, Jam, preserve to include foods from each of the food groups as suggested by the HSE.
Chopped up seasonal fruit kept in an airtight container; Strawberries, Raspberries, Grapes, Mangoes, Kiwis, Apples, Oranges, Mandarins, Melon, Peaches, Nectarines, Plums
Drinks; Low Sugar Juice Drinks, Smoothies, Milk, Water, 100 per cent fruit juice, diluted 1:5 parts. No fizzy drinks allowed
Treats: Ryvita fruity crackers, cheese cut up in cubes, plain biscuit, fruit cake, homemade biscuits/scone.

Snack Definitions:

- 1 food from 2 of the 4 food groups

Fruit and Dairy:	Glass of milk and handful of raspberries
Dairy and Carbohydrate:	Cheese cubes and salt free crackers
Carbohydrate and Fruit:	Halved cherry tomatoes and bread sticks
Protein and Carbohydrate:	Salmon on brown bread fingers

Drinking water is always available.

Parents/guardians will know if children have not eaten their lunch, as the lunch box is sent home with the uneaten food. We will inform parents/guardians if we are concerned or if they haven't eaten well.

Lunch Box portions:

We advise parents/guardians to use their child's 'cupped' hand as a good indication of recommended portion size.

24. Outdoor Play

Outdoor play is essential to early childhood development. Children learn social skills by interacting with other children, with adults, and even with objects and natural materials found in the environment. The outdoor environment exposes children to opportunities to explore, question, and develop theories about how things work. Negotiation, language, and cooperation are all skills that develop through a well-planned outdoor curriculum. Outdoor play, physical activity and fresh air are important to children's overall health and wellbeing. Outdoor play is an important part of our daily curriculum. We aim to ensure that children play outdoors every day. Our intention, through our outdoor programme is to enhance gross motor skills, co-ordination, balance and body awareness. It also gives children opportunities to socialise freely and use imagination and initiative.

Clothing:

It is important that children are dressed appropriately for outdoor activity. Parents / guardians are asked to ensure their children have the appropriate attire for the weather including hats and coats. Spare clothes and sun cream must be supplied by parents/guardians and everything should be labelled.

25. Risky Play

A natural part of children's physical play involves engaging in play that is challenging and somewhat risky. Providing opportunities for all children to encounter or create uncertainty, unpredictability, and potential hazards as part of their play is extremely beneficial to children's development. This does not mean putting children in danger of serious harm. Good risks and hazards in play provision are those that engage and challenge children, and support their growth, learning and development. These might include being in touch with the natural environment and loose materials that give children the chance to create and destroy constructions using their skill, creativity and imagination. Bad risks and hazards are those that are difficult or impossible for children to assess for themselves, and that have no obvious benefits.

In our setting, we are aware of and alert to possible dangers, while recognising the importance of encouraging young children's sense of exploration and risk-taking. We maintain children's safety, while not unduly inhibiting their risk-taking.

26. Internet and Multi-Media

We recognise that, to children, a variety of multimedia can provide entertainment and education to children, provided that the material listened to, watched or played is age appropriate and supervised and is a very small element of the curriculum provided.

27. Security

- The main door is locked for security reasons and there is no unauthorised access.
- Parents are requested not to admit anyone else into the Service whilst entering or leaving unless they know them and to check that all doors are securely closed behind them, at all times.

28. Accidents and Incidents

If your child is involved in an accident or incident a record will be written up and shared with you. You will be asked to sign these records. Staff members at this Service are trained in First Aid and will treat minor injuries. If a child needs to attend hospital a staff member will travel too.

29. Illness and Exclusions

You have entrusted your child into our care and we aim to ensure this environment is as healthy as possible and we want to minimise your child's risk of infection. We encourage you to get your child immunised according to the HSE recommendations. Children with the following cannot be admitted to the Service:

- Acute symptoms of food poisoning/gastro-enteritis.
- An oral temperature over 37.5 degrees C. Children that have a temperature will not be allowed to come to the centre and will be sent home. If a child develops a temperature while at the centre and it will not come down the parents/guardians will be called, and the child will be monitored, and temperature recorded until their arrival.
- An earache.
- A deep, hacking cough.
- Severe congestion.
- Difficulty breathing or untreated wheezing.
- An unexplained rash.
- Vomiting (in last 48 hours). Children who vomit in the centre and are sent home will not be allowed back into the centre until at least 48 hours has passed.
- Diarrhoea (in last 48 hours).
- Complaints of a stiff neck and headache with one or more of the above symptoms.
- Lice or nits.
- An infectious /contagious condition.
- A child who is on an antibiotic for less than 48 hours.

If a child becomes ill at the Service parents/guardians will be contacted so that the child can be taken home. If, for some reason, the parent/guardian cannot collect they should organise an authorised adult to collect their child. All children must provide up to date records of immunisations. Should there be an outbreak of any infectious disease or incident you will be informed.

Head Lice:

Head-lice are very common amongst children. All parents/guardians should check their child's head regularly for lice. If there is an outbreak you will be informed. If your child is infected, you will be asked to refrain from bringing your child to the Service until it is cleared.

30. Medication

We do not routinely administer 'Calpol' or other non-prescription/prescription medications. We only administer medicines with the correct signed permission.

Medicines must only be brought into this Service for administration by the staff when it is essential. This means where it would be detrimental to the child's health if it were not to be administered. Medicine should be in its original container with the doctor's instructions. We cannot administer medication without its original packaging. We cannot administer medication not licensed for the age of your child or where the instructions are not written in English.

If your child has an allergy or a medical condition such as diabetes, epilepsy etc., you will be asked to complete a medical emergency care plan.

31. Fire Safety

All our staff are trained in fire prevention and evacuation. Your child will participate in monthly fire drills. The Designated Fire Safety Person is Karen Tracey.

32. Photographs and Other Recordings

We occasionally take photographs or video recordings of the children and these may be displayed within the Service. You will be required to give consent to allow this.

- Parents are only permitted to take photos or video record their own child at the discretion of the Manager.
- You will be asked to sign a Photo Consent Form upon Registration.
- We will dispose of photos in accordance with our Child Safeguarding Policy.

33. Data Protection

Under the provisions of the Data Protection Acts of 1988 and 2003 and the 2016 General Data Protection Regulation (GDPR) this Service has appointed a “Data Controller” to manage the storage of personal information about staff, children and families in its computerised and manual records. All data is stored confidentially.

The data controller is Mary Coleman.

34. Staff

It is the policy of this Service to recruit and select the best candidate for any vacant position within our Service. All our staff are qualified and their qualifications are on display. Our staff are one of the key resources we have in achieving our aims and objectives of providing good quality care to the children in our Service. All staff are Garda vetted and reference checked. We are committed to training and development of staff in order to meet and exceed your expectations.

35. Withdrawal from the Service

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

- Give 4 weeks' notice, in writing, that the child/children are leaving the Service.
- 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.

And finally, ...

We would like to thank you for choosing us for your child's early education and we assure you of our best attention at all times

36. Privacy Statement

Your Personal Data - What the Service Needs:

Maynooth Creche is what is known as the 'Controller' of the personal data you provide to it. We take your privacy seriously and will only use personal information about you and your child to provide the services you have requested from us and administer your account.

We collect a variety of personal data to be able to deliver the service requested by you. Most of this data is captured on an enrolment form or on the forms required to obtain government funded fees or fee subsidisation (where applicable).

The Booking/Enquiry form includes name and contact details of the child and his/her family for the purpose of adding the child to a waiting list. This will be kept for the duration of the waiting list and will be destroyed when the waiting period expires or the child is removed from the waiting list by the parent/guardian.

The Enrolment Form includes your name, address, details of your child including date of birth plus further detail on any specific medical and other relevant health-care details and history necessary to allow us to ensure the welfare and safety of your child. Because of the sensitive nature of much this information, you will be asked to confirm

your consent for us to collect and hold the information before it does so. We also ask you for other permissions regarding other data such as photographs etc.

In addition to this, the Service will, at your request and again with your consent, gather additional information on your nationality, religion, and ethnic origin, if you believe this to be an important factor in providing the appropriate care and support for your child.

The enrolment form also collects the contact details and phone numbers of your child's emergency contacts and authorised collectors. You are required to ensure these persons agree to their information being stored and you will be asked to confirm this on the enrolment form.

The Funding Form may collect personal data including your PPS number and your social welfare status. This is only collected to allow us process funding applications on your behalf to allow you access subsidies or free care and education for your child (where eligible and applicable).

Why the Service Needs Data/Purpose of the Processing:

The Service needs your basic personal data to provide you with its services in line with this overall contract. The Service will not collect any personal data from you it does not need to provide and oversee this service to you.

What the Service Does with Data/Disclosure:

All the personal data is processed by management or by staff designated by Management. To deliver our services effectively, we may need to exchange your details with:

- The relevant funding bodies such as Department of Children, Equality Disability, Integration and Youth, Pobal, and the Childcare Committees.
- Regulators such as TUSLA or the Revenue Commissioners.

- Inspectors (TUSLA, Department of Education and Science and Health & Safety Authority).
- External personnel such as HR contractors, accountants and professional advisors.

The Service has a Data Protection Policy in place to oversee the effective and secure processing of your personal data.

How Long the Service Keeps Data/Retention Period and Criteria Used:

The Service will keep your and your child's personal data for as long as he or she remains within the Service, and for the period afterwards required by the relevant statutory and legislative guidelines that apply. More information on the Service's retention procedures can be found by contacting the Manager directly at the addresses given below

What are your rights?

If you wish to see what information the Service holds on you or your child simply contact the Manager either by post or email and we will endeavour to respond to you within 30 days of receipt of your request.

If at any point you believe the information the Service processes on you is incorrect, you may request to have it corrected. You can contact the Manager at the address shown below. If you wish to raise a complaint on how the Service has handled your personal data, you can also contact the Manager.

Data Controller: Maynooth Creche

Contact Points:

Manager: Mary Coleman

Data Protection Officer: Mary Coleman

Address: North Campus, Maynooth University, Maynooth, Co Kildare

Phone Number: 01 7083319

Email: creche.care@mu.ie

If you are not satisfied with our response or believe the Service is not processing your personal data in accordance with the law, you can complain directly to the Office of the Data Protection Commissioner at:

Email: info@dataprotection.ie

Postal Address: Data Protection Commissioner
Canal House
Station Road
Portarlinton
R32 AP23 Co. Laois

Maynooth Creche

PLEASE SIGN and RETURN THIS SLIP

I have read the Parents Handbook and I agree to abide by the conditions therein.

I am aware that this Service has comprehensive policies and procedures and that these are available to read upon request.

I have been given a copy of the Privacy Statement

Child's name is: _____

Date commenced at: _____

Parents'/Guardians' Name(s) (Block Capitals) and signature(s):

1. _____

2. _____

Dated: _____