

# ***N.U.I.M CRECHE***

# ***PARENTS HANDBOOK.***

*Reviewed 29<sup>th</sup> April 2014*

## ***Index.***

- ***Details of crèche & Mission Statement***
- ***The range of services.***
- ***Staff details.***
- ***Staff development and training policy.***
- ***Garda Vetting policy.***
- ***Admissions policy.***
- ***Fee Policy.***
- ***Items to be provided by parents.***
- ***Healthy Eating Policy.***
- ***Food Safety.***
- ***Complaints/compliments procedure.***
- ***Confidentiality policy.***
- ***Behaviour policy for children.***
- ***Policy on administering medicine.***
- ***Antipyretic policy.***
- ***Exclusion of sick children policy.***
- ***Infection control policy.***
- ***Nappy changing policy.***
- ***Accidents/incidents policy.***
- ***Parental involvement.***
- ***Child collection and drop off policy and procedures.***
- ***Settling in policy.***
- ***Child Protection policy.***
- ***Sleep and rest policy.***
- ***Curriculum Policy.***
- ***Observation Policy.***
- ***Children with additional need policy.***
- ***Equal opportunities policy.***
- ***Record keeping policy.***
- ***Student/Volunteer policy.***
- ***Policy agreement.***

## ***DETAILS OF CRECHE.***

*National University of Ireland, creche.  
Maynooth.  
Co Kildare.  
Tel: (01) 7083319/7086288.  
Email: [creche.care@nuim.ie](mailto:creche.care@nuim.ie).  
Manager: Mary Coleman.  
Assistant manager: Deborah Kenny.*

## ***MISSION STATEMENT.***

*The crèche of N.U.I.M was established in 1977 to support the students and staff of the University. Its inception was to enable students to continue their education and for staff to provide said education.*

*The aim of the crèche is to provide a safe, secure, stimulating environment, which embraces children.*

*To value all children as individuals and appreciate their uniqueness. To support the learning and development of each individual child by providing an intergraded, balanced, broad, stimulating and differentiated curriculum.*

*To achieve this we work in partnership with parent's carers and children as a multidisciplinary team. We want to provide a secure learning environment, which enables children to be:*

- Respectful of themselves and others.*
- Happy and confident.*
- Independent and inter-dependant.*
- Compassionate and caring.*
- Tolerant and patient.*
- Curious and creative.*
- Appreciative and appreciated.*

*We endeavour to ensure that all staff receives appropriate training and maintain high levels of practice.*

***The crèche aims to adhere to all codes of standards and practices laid down by all child care acts.***

***Opening hours.***

Term time: From Mid Sept through to the end of May.  
8.45am – 6.15pm.

Out of term time. From the beginning of June through to mid September  
9.00am – 5.30pm.

***Crèche closure/ holidays***

*The crèche will be closed on the following Public Holidays.*

*Saint Patrick's day.*

*Good Friday.*

*Easter Monday.*

*May bank holiday Monday.*

*June bank holiday Monday.*

*August bank holiday Monday.*

*October bank holiday Monday.*

*The crèche will close for the Christmas period and will reopen following the New Year. Parents will be notified in advance of these dates.*

## **THE RANGE OF SERVICES.**

### ***Ages of care provided.***

*We provide full time care for children aged between 1 year and 5 years. Catering for 44 children, which is divided into the following groups.*

### ***Waddler Room.***

*Caters for 10 children.*

*Age range: 1yr – 2.5yrs.*

*Ratio: 1:5.*

*The room provides a wide range of activities to aid all areas of development. On offer are puzzles, music, books, circle time, sand and messy and home play, to name but a few. To further enhance children's interest and development; monthly themes are carried out such as, colours, farm animals, pets, shapes. Children will have lots of opportunity to play outside therefore ensure appropriate clothing is provided. Time for sleep or rest is allocated for whenever waddler's need it.*

### ***Toddler room.***

*Caters for 6 children.*

*Age range: approximately 2yrs and 3yrs.*

*Ratio: 1: 6*

*For busy hands and curious minds, this room provides short structured programmes, such as sand and water, puzzles, circle time, music and dance, assorted arts and crafts, construction play. Varied learning programmes through monthly curriculum themes e.g.: shapes, numbers, colours, etc. also aids areas of development.*

*Children will have plenty of opportunity to play outside therefore ensure appropriate clothing is provided. Time for sleep or rest is allocated after the children's lunch time.*

### ***Playschool.***

*Caters for 6 children.*

*Age range: 2yrs to 3.5yrs.*

*Ratio: 1:6*

*Once again we focus on your child's overall development and use a variety of toys and equipment to aid and refine your child's physical, intellectual emotional and social skills. Children are still very young so short works periods are encouraged. Table top activities such as jigsaws, sorting and pairing are introduced to promote motor skills and hand eye co-ordination along with introducing children to basic numeracy and literacy skills. Home corner, role play, various arts and crafts and music also contribute to developing your child's growing confidence. Varied learning programmes through monthly themes for example: friendship, transport, nursery rhymes also aid areas of development and interest. Outdoor play is very important and children are given plenty of opportunity to go outside, therefore ensure that appropriate clothing is provided. Time for sleep or rest is provided every day after lunch time.*

### ***Preschool.***

*Caters for 16 children.*

*Age range: 3yrs to school going age.*

*Ratio: 1:8.*

*Focus here is on the whole child and developing the child's physical, intellectual, emotional and social skills. Once your child is in pre-school they are encouraged to be independent in toilet facilities, meal times and self care. Children are encouraged to get involved in the planning of their day. This room provides a variety of activities taking into account diversity and equality. Monthly curriculum themes such as life cycles, community workers, me and my family also support learning and interests. Children are given plenty of opportunity to go outside, it is essential that appropriate clothing is provided.*

*Along with the above groups the crèche also provides a separate dining area, 1 sleep room for children under the age of 2yrs. A state of the art kitchen whereby meals and snacks are prepared. Two nappy changing stations, three bathrooms comprised of a number of child sized toilets and sinks, a wet area where sand and water can be enjoyed. A large Afterschool room with computers .A large office, a buggy storage room, secure entrance parents are only allowed in via intercom a large secure garden. This crèche provides a morning snack and a nutritious dinner; parents are to provide an afternoon snack for their child.*

***STAFF DETAILS.***

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***WADDLER ROOM: 10  
Children.***

***Karina Roe.  
Room supervisor***

*NCVA level 2 childcare  
Supervision Degree  
Diploma in Montessori &  
Childcare NCVA Level 2  
Primary Food safety  
Manual Handling  
NCVA level 2  
Fire safety  
First Aid  
Child Protection*

***Lorna Mc Carthy***

*Fetac level 5  
First Aid  
Primary food safety  
Fire Safety  
Manual handling  
Cert in Community  
& childcare studies*

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***Toddler Room1; 6 Children.***

***Karen Tracey.***

*Fetac level 5*

*Fire safety*

*Primary food safety*

*Manual handling*

*First Aid.*

*Child Protection in Sport.*

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***Playschool 6 Children.***

***Fiona Ryan***

*Certificate in Childcare*

*Diploma in crèche management*

*Diploma in Montessori*

*First Aid*

*Fire Safety*

*Primary food safety*

*Manual handling.*

*Fetac level 6 Supervision in childcare.*

*Child Protection & Welfare Training*

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***PRE-SCHOOLROOM 16 Children.***

***Elaine Walsh  
Room Supervisor.***

***Anne Marie Brannick***

*NNEB Level 1.  
NCVA level 2  
Business skills for crèche's  
Foundation in Montessori studies  
Fire Safety  
Primary food safety  
Manual Handling  
IPPA Early Childhood.*

*Fetac level 5 Caring for Children  
Fire safety  
First Aid  
Primary food safety  
Manual Handling.  
Child protection in sport.  
Certificate in special needs.*

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***Deborah Kenny.  
Assistant Manager.***

*Certificate in classroom assistants training.  
Diploma in Montessori  
First Aid  
Primary food safety  
Fire Safety  
Manual Handling.  
Setting up and running a crèche.  
Child Psychology.  
Child Protection & Welfare Training  
Fetac level 6 supervision in childcare*

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***KITCHEN.***

***Mary Coleman/ Deborah Kenny.  
Primary food safety training.***

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**CRECHE MANAGER.**

**Mary Coleman.**

*Diploma in crèche management*

*Diploma in pre-school education*

*Diploma in speech and drama*

*Diploma in Montessori*

*First Aid*

*Fire Safety & manual handling*

*Primary food safety*

*Fetac level 6 Supervision in Childcare. Children First ChildProtection*

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**RELIEF STAFF.**

**Sinead Byrne.**

*Fetac level 5*

*Occupational first aid.*

## **STAFF DEVELOPMENT AND TRAINING POLICY.**

*All staff working in this crèche are fully qualified and have taken appropriate training in childcare. All staff are Garda Vetted and are over 18years.. We are committed to the ongoing Professional development of our staff and therefore support external training and attendance of seminars/ conferences.*

## **GARDA VETTING.**

*As part of the new Pre-school regulations all staff working with children must be Garda Vetted prior to commencing employment here. It is our policy to receive Garda clearance from all staff and students working within the crèche.*

## **ADMISSIONS POLICY.**

### ***Access to care.***

*This service is for students and staff of National University of Ireland.*

### ***Waiting List.***

*The waiting lists shall be maintained and kept in order of date of application. Should a vacancy occur, it should be filled from the first suitable family on the waiting list. If an offer is refused, that name goes to the bottom of the waiting list unless another vacancy suitable to that family occurs.*

### ***Enrolment procedure.***

*When a parent is looking for a place in the crèche, a booking form is forwarded on to the family to be filled in. Only when this form is returned and filled in completely will the child's name be added to the waiting list. Places will be offered according to availability in the required room and in accordance with priority of access guidelines. There is a booking fee of €100.00 which is returned when a child starts. Failure to take the place offered to you, may result in losing the booking fee.*

*Children may also qualify for the ECCE pre-school year, this is a programme whereby children receive 3 hours free preschool education each day for 5 days per week over 38 weeks per year. Payment under the ECCE scheme is paid by way of capitation fees directly to the service. In order to qualify for the ECCE year children must be aged more than 3 years two months and less than four years and seven months at the 1<sup>st</sup> September in the relevant pre-school year.*

### ***Commencing at the crèche***

*The crèche manager will contact families when offering a place in the crèche. It is recommended that families visit the service prior to their child starting at the crèche. This gives the parents and the child a chance to meet the staff, become familiar with the environment and routines. During this initial visit all registration forms must be filled in and policies and procedures signed.*

*It is important to allocate 1-2 weeks to settle your child in prior to starting; the reason for this is that children may sometimes be unsettled when coming into a new environment. Parents should speak to the staff that will be caring for their child about the best way to settle their child. The staff in the room will contact a parent for an early pick up if the child is distressed.*

### ***Leaving the crèche.***

*Minimum paid notice in writing of one month is required from families wishing to leave the crèche.*

## **FEE POLICY.**

*The crèche fees are set annually at a rate that ensures continuance of the service. All students fees must be paid in advance of every week, all staff must pay their fee through salary deduction. There is no refund for illness, holidays or closure of the crèche due to unforeseen circumstances. Payment continues during mid-term breaks. Fees are paid for 50 weeks of the year.*

*Parents who are not participating in a course in the University outside term time must pay full staff rate if they wish to leave their children in the crèche.*

## **NON PAYMENT OF FEES PROCEDURE.**

- 1. Parents/guardians will receive a verbal reminder.*
- 2. This will be followed by a written reminder stating the period of time required to produce any outstanding fees due.*
- 3. If this time frame is not adhered to without communication with The crèche manager, your child's place may be terminated.*
- 4. Appeals will be allowed to the Bursar in the event of dispute.*
- 5. The decision of the Bursar is final.*

*Signed:* \_\_\_\_\_

*Date:* \_\_\_\_\_

## **ITEMS TO BE PROVIDED BY PARENTS.**

*Parents must provide a full spare set of clothes, which is appropriate to the season. When a child is being toilet trained parents must provide enough supplies of socks, pants, tracksuit bottoms and spare shoes or slippers.*

*Parents must provide nappies, wipes/cotton wool, nappy sacks and medicated creams.*

*For health and safety reason if your child need's temperature control medication (calpol /paralink) or teething gels throughout the day, this must be supplied by the parent and a medicine form must be filled out prior to administering medication.*

*Parents must supply an afternoon snack for their children, (please see Healthy Eating Policy).*

*Once your child starts you will be given a list of items to be provided.*



## **HEALTHY EATING POLICY.**

### **Statement of Intent.**

N.U.I.M Crèche promotes healthy eating by providing a well balanced and nutritious diet for all the children attending our service.

### **Aims.**

- We fully comply with the “Food and Nutritious Guidelines for Pre-school Services” by the Department of Health and Children, as these are the national guidelines for pre-school services.
- We encourage the nutritional and overall well being of all children within the crèche.
- We support children to develop lifelong healthy eating practices and a positive approach towards food in partnership with parents.
- We recognise the dietary needs of all children and aim to ensure that all children’s individual and cultural needs are met.
- We monitor and review our practice and policy and, if necessary, make adjustments.
- Children will be encouraged to play outside weather permitting. This will aid Vitamin D production through the skins exposure to sunlight.

### **Procedure.**

#### **Meal times.**

- Staff will sit and supervise the children during mealtimes to encourage conversation and extend interactions.
- Encouraging children to make choices, drink and feed themselves during mealtimes will help to develop each child’s independence.
- Meal times are an important social aspect of the daily routine within a childcare setting. They provide opportunities to inform and educate children about nutrition and healthy eating.

## **Snacks.**

- Parents will be encouraged to promote healthy eating by providing healthy snacks for children.
- Suggestions of healthy snacks will be available on the parent's notice board.
- Ice blocks will be included in your child's snack bag when food items need refrigeration.
- Fizzy drinks, sugary snacks or crisps will not be allowed.
- Snacks such as fruit, vegetables, and yogurt, sandwiches or unsweetened diluted fruit juices will be encouraged as a healthy alternative for children.
- Snacks containing nut ingredients is not permitted due to possible allergies among the children.

## **Dinners.**

- Meals will be well balanced and provide for a wide variety of food from the four main food groups each day:
  1. Carbohydrates (rice, cereal, bread, pasta).
  2. Fruit and vegetables.
  3. Dairy products (Cheese, yogurt)
  4. Meat/ fish/vegetarian alternatives.
  5. Processed meats such as chicken nuggets, burgers and sausages will not be served a part of a meal.
  6. Fizzy drinks will not be served.
  7. Water is served at mealtimes and is available throughout the day.
  8. Formula/breast milk bottles must be made up in your child's bottle, this will then be put in the relevant snack boxes in the fridge.

Little Dinners Company provides meals to the crèche; these meals do not contain salt, pepper, additives or preservatives. These dinners are in line with Health Board Guidelines. Parents are asked to pay a separate charge for these meals, which is included in the weekly fees. Monthly menus are displayed in the hallway on the parent's notice board.

### **Special Dietary Requirements.**

All special dietary requirements will be respected inclusive of dietary needs and cultural habits. Parents are asked to give details of foods eaten or not eaten by their children.

### **Birthday Parties.**

If you wish to celebrate your child's birthday by having a party in the crèche, the following foods are forbidden.

- Popcorn.
- Anything with nuts in it.
- Fizzy drinks.
- High sugar content sweets and cake.
- High salt crisps.

Please speak to relevant staff regarding your child's birthday and what might suit you, taking into account the above list.

***Siolta Standard 9. Health and Welfare. Component: 9.4.**The setting is proactive in supporting the development of healthy eating habits in children whilst supporting their enjoyment and appreciation of eating as a positive social experience.*

***Aistear theme: Well Being: Aim 2 Learning Goal 6: Children will make healthy choices and demonstrate positive attitudes to nutrition, hygiene, exercise and routine.***

## **FOOD SAFETY POLICY.**

*Food safety is of most importance with in this crèche. In the interest of food hygiene and the prevention of infectious disease, we have developed the following policies and procedures.*

- *Dinners are brought in by an external catering company called “ Little Dinners”. This company is registered with the Health Service Executive and Environmental Health. Dinners are brought in chilled in sealed containers. All dinners have no additives, or salt.*
- *On delivery the van temperature is taken also the temperature of the dinners before they are stored in the fridge. Dinners must not exceed 5oC.*
- *Food is stored in a safe environment and kept at a controlled temperature. Records are kept to demonstrate this.*
- *Dinners are heated up to a minimum temperature of 72oC for 2minutes. Dinners are then left to cool down before serving to the children. A record is kept of all temperatures.*
- *All staff are trained in Primary Food Handling.*
- *Any one entering the Kitchen must wear protective clothing, gloves, aprons and hair nets are provided.*
- *All staff must wash hands before handling food, there is access to a wash hand basin with hot and cold water, antibacterial soap and hand towels with in the kitchen.*
- *Staff who are unwell are not permitted to handle food, they will be asked to seek medical attention.*
- *Parents are asked to provide afternoon snacks. Parents must bring the snacks in a cool bag with a gel pack inside; this is to keep food as fresh as possible.*
- *All children’s hands are washed before and after mealtimes.*
- *Staff adhere to a strict hand washing policy(see infection control policy).*

## **Storage of Milk Bottles.**

- **Breast Milk:**
- *Fresh milk: At room temperature ( 25oC) up to six hours.*
- *Refrigerated: 8 days.*
- *Frozen Milk: In fridge-freezer up to 3mths.*
- *Thawed in a refrigerator: up to 24hrs ( we do not re-freeze).*
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- **Formula Milk.**
- *Milk feeds are kept covered in the fridge on a shelf.*
- *All children's names are clearly marked on each bottle and kept in each child's individual snack box.*

## **COMPLAINTS / COMPLIMENTS PROCEDURE.**

### **Comments and Suggestions**

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

*to improve the quality of our service.*

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

*Send your comments to [crèche.care@nuim.ie](mailto:crèche.care@nuim.ie) or put your comments in our suggestion boxes located in main hall.*

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

*All complaints will be recorded and acted upon by the manager/assistant manager. Parents may be asked to write a letter of complaint outlining the details of the complaint. All complaints/compliments will be kept on file and made available for inspection.*

## **CONFIDENTIALITY POLICY.**

*It is our policy not to discuss details of any child or family outside the crèche. Confidential information is shared only with the staff members who need the information to effectively perform their job.*

## **BEHAVIOUR MANAGEMENT POLICY**

*The Management and staff of NUIM Crèche believe that children should be encouraged to grow and develop to their full potential in a suitably planned environment, where they 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.*

### ***Procedures .***

- *Children's efforts, achievements and feelings will always be acknowledged so as to promote the growth of self esteem and self discipline.*
- *This service will strive to manage behaviour consistently in order that children have the security of knowing what to expect and can build up good patterns of self discipline.*
- *Adults working in the service must be good role models by following codes of behaviour and showing respect for each other and the children.*
- *Rules that apply to Preschool children and adults will be discussed with both adults and children and agreed upon, these will be named "Golden Rules". In general all rules will be made known to all adults, staff, parents and children. Rules will be kept to a minimum.*

***Positive strategies for behaviour management for children aged 1yr up to 2yrs.***

- *Staff will use simple language, speaking calmly and quietly to the children when dealing with situations.*
- *Comfort and support will be offered where another child has been hurt.*
- *Staff will make it clear to the child in question that it is the behaviour and **not** the child that is unacceptable.*
  
- *If biting occurs staff will watch the child in question more closely to see if there is a specific reasons for his/her actions, staff may observe the child over a period of time to see if a pattern occurs that promotes this action, these observations will be shared with the parent of the child in question. Staff will comfort the child that has been bitten. Staff will discuss the biting situation with the parent of the child who is biting and in conjunction with the child's parents come up with a solution.*
- *Staff will reward children by verbal praise or a simple hug.*
- *Staff will listen to children.*
- *Staff will inform parents of any incidents which may occur involving their own child.*



***Positive strategies for behaviour management for children aged 2yrs to 3yrs.***

- *One to one adult support will be offered to the child that has misbehaved to help the child to see what went wrong and offer possible solutions.*
- *Comfort and support will be offered where another child has been hurt in an incident.*
- *Staff will use simple language, speaking calmly and quietly to children when dealing with these situations.*
- *Staff will demonstrate respect and empathy by listening and being interested.*
- *Rewarding a child by verbal praise is encouraged at all times.*
- *Recurring problems will be dealt with in an inclusive manner following observations and involving the child's parents, and other appropriate adults.*
- *It will be made clear to the child in question that it is the behaviour and **not** the child that is unacceptable.*
- *Staff will inform parents of any incidents which may occur involving their own child.*

***Positive strategies for behaviour management for children aged 3yrs to 5yrs.***

- *Each September these children will sit down with their carer's and discuss what acceptable and unacceptable behaviour is. Children will make up their own guidelines for their room, these are called "Golden Rules".*
- *By offering alternatives, positive behaviour is encouraged and helps to teach children about the value of compromise.*
- *Explanations for challenging unwanted behaviours and attitudes will be made clear immediately to the child/children.*
- *One to one support will be offered to the child that has misbehaved to help the child to see what went wrong and offer possible solutions.*
- *Comfort and support will be offered where another child has been hurt in an incident.*
- *It will always be made clear to the child in question that it is the behaviour and **not** the child that is unacceptable.*
- *Staff will demonstrate respect and empathy by listening and being interested.*
- *Books and activities will be available to help the children explore and name their feelings, where appropriate , in conjunction with an adult.*
- *Recurring problems will be dealt with in an inclusive manner following observations and involving the child's parents and other appropriate adults.*
- *Parents will be informed of all incidents involving their own child.*

*Parents are welcome to approach staff at any time to discuss their child's behaviour or to approach the manager in confidence should the situation be more delicate.*

***Procedures for using a problem solving approach to conflict for children aged 3yrs and up.***

- ✓ ***Approach calmly, stopping any hurtful actions:*** Place yourself between the children, on their level. Use a calm voice and a gentle touch. Remain neutral rather than take sides.
- ✓ ***Acknowledge children's feelings:*** “ You look really upset”.
- ✓ ***Gather information:*** “It looks like the problem is..... Is that right?” Let the children know you need to hold the object in question.
- ✓ ***Restate the problem:*** “ So the problem is.....”
- ✓ ***Ask for ideas for solutions and choose one together:*** “What can we do to solve this problem? Encourage children to think of a solution. Check to make sure the solution is acceptable to both children.
- ✓ ***Be prepared to give follow-up support:*** “ You solved the problem!” stay near the children.

## ***POLICY ON ADMINISTERING MEDICINE.***

*Prescribed medicines will only be administered by a qualified member of staff and provided the appropriate procedure is followed. For safety and security reasons, any medicine brought on to the premises must be handed to a staff member immediately. All medicines must be clearly labelled with the child's name and dosage on it. If a doctor has prescribed medicine there must be appropriate labelling from the pharmacy on the container. All appropriate medicine forms must be filled in by the parent and signed by both the parent and staff member. At registration you must sign whether staff can give un prescribed medicines if a child falls ill throughout the day. Staff will always contact parents/guardians before administering medicine. If a parent or guardian cannot be reached, the manager/assistant manager may give permission if she feels the child urgently needs medicine e.g. if a child has a very high temperature.*

### ***Procedures for administering medicines.***

- *A qualified member of staff only administers prescribed medicine.*
- *Record the child's name, amount to be given and time to be given the medicine on relevant medicine record forms.*
- *Parents must fill out appropriate forms and sign the form, thus, giving consent.*
- *Staff must store medicine in a safe secure place.*
- *Two staff members must be present when administering medicine, the reason for this is that the other adult witness the dosage.*
- *Relevant staff members must sign the medicine form.*
- *Give the medicine back to parents/guardians when they arrive to collect their child.*

**Special medication treatment.**

*In circumstances where specialised medication needs to be administered and training required. The manager will contact the Safety Office to seek advice and where appropriate consultation with a medical practitioner.*

**ANTIPYRETIC POLICY (temperature reducing policy).**

- A raised temperature is any temperature over 38 degrees Celsius, parents are contacted if a child's temperature reaches this. They will be asked to come to collect their child immediately
- While awaiting the parents arrival and before administering antipyretic medicine the following measures will be taken to try to reduce the temperature,
  - ✓ Give the child a cool drink
  - ✓ Loosen and remove excess clothing
  - ✓ Make sure the room is not too hot
  - ✓ Make sure the room is ventilated
- If a parent is unable to come immediately permission will be sought to administer antipyretic medicine and the dosage is approved by the parent.
- If a parent cannot be contacted the manager/assistant manager will authorize the antipyretic medicine to be administered. This will be done for the overall safety and well being of the child in our care.
- The child should be closely monitored and the temperature checked regularly until the arrival of the parent. A medicine form will be filled in and signed by the parent.

## **EXCLUSION OF SICK CHILDREN POLICY.**

*A child will be excluded from the crèche for the following.*

- *A child will be excluded for at least 24 hours if they have a temperature of 100 degrees Fahrenheit or 38 degrees Celsius or higher.*
- *If a child has diarrhoea or vomiting they must be excluded from this crèche for 48hours following their last episode.*
- *In the case of any contagious illness, children must be excluded from this crèche until completely well and permitted to return by a doctor.*
- *Children must be taking antibiotics for at least 24hours before returning to crèche.*

*If staff are required to administer medication, parents must fill out an administration form giving details of medicine and dosage. Parents must sign this form; failure to fill out a medicine administration form will result in the child not receiving their medication from a staff member. This form will then be signed by a member of staff and will then be kept on the child's record.*

## **GASTRIC INFECTION POLICY.**

*As this bug is of high risk of spreading to children and staff, our policy is **not** to allow a child suffering from a gastric virus to attend the crèche until 48 hours have lapsed without diarrhoea or vomiting. If we feel a child has been sent into to crèche and has not fully recovered from this illness, the crèche manager may ask for written confirmation from the child's GP to state that the child is fit enough to return to crèche. In the event of a child vomiting or having two diarrhoea nappies while in the crèche, staff are instructed to contact parents/guardians or the emergency contact on the child's record form. In order to minimize the spread of infection parents/guardians must collect their child immediately.*

***This policy is in the interest of all the children and staff in our care.***

## INFECTION CONTROL POLICY

### *Hand washing.*

*Hand washing is the single most important defence against the spread of infectious diseases. Improperly washed hands are the primary carriers of infection.*

*All children in this crèche wash their hands;*

- ✓ Before eating.*
- ✓ After eating.*
- ✓ After toileting.*
- ✓ After handling secretions or using hankies or tissues.*

*Staff in this crèche washes their hands:*

- ✓ Before beginning work each day.*
- ✓ Before preparing food, eating or helping children to eat.*
- ✓ After toileting or helping a child at the toilet.*
- ✓ After using a tissue or helping a child to do so.*
- ✓ After contact with body secretions.*
- ✓ After lunch breaks.*
- ✓ After outdoor play.*

### ***Hygiene procedures.***

*All new staff and students are informed of the hygiene procedures as part of induction.*

- Hand washing must be carried out as above.*
- Cuts and sores must be covered with suitable dressings.*
- Dealing with spills.*
- Disposable gloves must be always used when cleaning up spills of body fluids.*
- Disposable towels must be always used when cleaning up spills of body fluids.*
- A supply of clean clothing is readily available for accidents.*
- The area of the accident is treated with suitable disinfectant.( Sanoquat or BA 52)*

### ***Cleaning procedures.***

- All toilets and sinks are cleaned and disinfected every day.*
- All changing mats are disinfected after every use.*
- Floors, tables and equipment where necessary, are cleaned and disinfected at least daily.*
- Sand is always covered when not in use.*
- All leftover food is disposed of.*

*Staff washes their hands using anti bacterial soap and dry them using paper towels. In addition to this, there are several sanitizers placed in the crèche, parents and staff must use these when they come in the building and before they enter the kitchen. Parents and staff must use these at all times when entering and leaving the crèche.*

*All bed linen including blankets are individual to each child and marked accordingly. These are laundered on a weekly basis.*



***Cleaning of toys and equipment.***

*All toys are cleaned on regular bases using two pumps of Sanoquat / BA52 to one refill bottle of water. All table tops and high chairs are sanitised after use.*

*Contract cleaners come in every evening to clean the floors, toilets and doors in all rooms.*

***NAPPY CHANGING POLICY.***

*It is the policy of N.U.I.M. Crèche and in the interest of children's health and safety, that staff follow the nappy changing procedure correctly and that a high standard of hygiene is evident at all times.*

***Procedures.***

- *Children's nappies and other items are stored in individual compartments and labelled accordingly.*
- *Disposable paper towels are used for hand drying purposes.*
- *Disposable gloves are provided and worn during nappy changing; however this does not negate the need for hand washing.*
- *Soiled nappies are disposed of hygienically i.e. bagged and placed in a sanitising bin.*
- *The nappy changing mat is disinfected after every use.*
- *Anti-bacterial soap is provided for hand washing.*
- *Children are never left unattended when having their nappy changed.*
- *To ensure that nappy time is a pleasant experience for the child, staff members use this opportunity to interact with the child and provide one to one attention.*

## **ACCIDENTS/INCIDENTS POLICY.**

*Parents are responsible for their children until they hand over their child to a staff member in the morning time. In the evening time, as soon as parents collect their child they are responsible for them. During the children's time here at the crèche, if a child has an accident the details are recorded in our accident/incident record book, parents are asked to read the record and sign the book. This record is kept on the child's file in accordance with childcare regulations.*

*If a child has a serious accident and needs hospital attention parents will be contacted immediately and asked to come to the crèche immediately. If parents are not contactable the emergency contact person is not in a position to come immediately a taxi will be phoned and a staff member will take the child and his details to the nearest children's hospital on call.*

### ***Parental Involvement.***

*At N.U.I.M Crèche we promote the active participation of parents in the planning and development of our service, valuing parents as the first educators of their children. We encourage a close working relationship between staff and parents of the children attending this service.*

### ***Procedures to encourage parental involvement.***

- *Parents are provided with a handbook giving details of the service before the child starts the service.*
- *Staffs have daily informal contact at the beginning of the day and the end of each day to discuss with parents their child's progress.*
- *Parents are invited to discuss their child's needs, care, progress, interests, achievements and difficulties – both informally on a daily basis and formally at arranged meetings.*
- *Parents receive updated information about the service and events, through a regular newsletter and parents notice board located in the hallway.*
- *Parents are welcome to visit the crèche at any time.*
- *To make all families welcome and feel a sense of belonging, images and posters will be used to reflect the diversity of children and families.*

## **CHILD COLLECTION AND DROP OFF POLICY.**

*It is our policy to ensure children may only leave the premises with a parent/guardian or a nominated person who's name is on the child record form. If a different person is collecting a child, parents must inform the relevant members of staff and identification may be asked for. **It is the policy of this service that we do not accept responsibility for children's safety once they have been collected from the staff by an authorised adult. When leaving children into crèche or after school it is the policy of this service that we do not accept responsibility for a child until they are handed over to a member of staff within the crèche.***

## **CHILD COLLECTION PROCEDURE.**

*If the crèche has not been informed of a different person collecting the child, staff are instructed to follow the following procedures.*

- 1. Record details of this person on the child's file i.e. name, address, telephone number and relationship to the child. **ASK FOR IDENTIFICATION.***
- 2. Contact the relevant parent/guardian by telephoning to verify arrangements made.*
- 3. If you are unsuccessful, you must contact the nominated person on the registration form for confirmation.*
- 4. **DO NOT ALLOW A CHILD TO LEAVE THE PREMISES UNTIL CONFIRMATION HAS BEEN MADE.***
- 5. The person must sign details of the incident occurred.*

## **SETTLING IN POLICY.**

*Before Children start in the crèche on a full time basis parents are asked to bring them along before hand to introduce them and to get to know other children and their carers. The settling in period is normally for two weeks. Parents are asked to stay with their child on the first day (this should be for approximately 20 minutes. Following that on the second day parents are asked to stay for a while and when they feel comfortable to leave for approximately 30mins. If the child feels comfortable on the third day parents are asked to leave them a little longer and so on for the rest of two weeks week. If we feel the child isn't fully settled by the end of the two weeks parents may be asked to settle their child for another week.*

***CHILD PROTECTION POLICY (this must be read in conjunction with the University's Child Protection Policy – currently under review).***

*National University of Ireland Maynooth Crèche will ensure a safe and a happy environment for all children. We aim to help all our staff to cope with children's behaviour and to offer support. The staff will be kept up to date on current protection procedures from the Department of Health and Children and the Child and Family Agency (TUSLA).*

*It is the policy of this crèche to report any suspicions about physical, emotional or sexual abuse either in the home, school or crèche to the proper authorities. Parents will be informed and confidentiality will be maintained at all times.*

***Procedures for suspected child abuse.***

*The manager/assistant manager will observe the child, taking into account that the welfare of the child is most important. The crèche manager will then seek advice from one of the University's Child Protection Co-ordinators, who will in turn liaise with the Child and Family Agency and/or An Garda Síochána as appropriate.*

*The following examples would constitute reasonable grounds for concern.*

- ❖ *specific indication from the child that he/she was abused.*
- ❖ *An account by a person who saw the child being abused.*
- ❖ *Evidence, such as an injury or behaviour that is consistent with abuse and unlikely to be caused another way.*
- ❖ *An injury or behaviour, which is consistent both with abuse and with an innocent explanation but there are corroborative indicators supporting the concern that it may be a case of abuse. An example of this would be a pattern of injuries: an implausible explanation, other indicators of abuse, dysfunctional behaviour.*
- ❖ *Consistent indication, over a period of time that a child is suffering from emotional or physical neglect.*

***Procedures for staff.***

***Staff must inform the manager/assistant manager immediately.***

*Between them they should ascertain that the child is not exposed to unnecessary risk.*

*They must contact one of the Child Protection Co-ordinators immediately to seek advice.*

*In cases of an emergency, where it is believed that a child is at serious and imminent risk, and it is not possible to make contact with either of the Child Protection Co-ordinators, contact should be made in the first instance with the Head of Security, then the Child and Family Agency (TUSLA), and then An Garda Síochána. Key contact details are below.*

**Key Contacts List**

<b>Title</b>	<b>Telephone</b>
<b>Child Protection Co-Ordinator</b> <i>Ms. Niamh Lynch, Director of Student Services</i>	(01) 708 3825
<b>Child Protection Co-Ordinator</b> <i>Ms. Mary Kelly, Director of Mediation Services</i>	(01) 708 6610
Prof. Aidan Mulkeen <i>Vice President Academic, Registrar and Deputy President</i>	(01) 708 3579
Mr John Hayes <i>Head of Security</i>	(01) 708 3589
Mr. Brendan Ashe <i>Health and Safety Officer</i>	(01) 708 4720
<b>Child and Family Agency (TUSLA), Social Work Department, Naas</b>	(045) 882 400
An Garda Síochána, Maynooth Station	(01) 629 1413
An Garda Síochána, Leixlip Station <i>(24/7 response)</i>	(01) 666 7800

*The manager/assistant manager will report all suspected incidents of possible abuse to one of the Child Protection Co-ordinators of the university.*

*The manager will support and help the person who suspects the abuse. They will carefully write down all relevant information and date and times of observations of abuse being noted, taking down all what the child said to them in the child's own words.*

*The parents of the child will be notified and informed of the suspected abuse. This is done in the presence of the manager and the person who reported it, and/or the Child Protection Co-ordinator. After the discussion a record will be kept of all that was said. A member of the University should not interview the child or the child's parents/carer about the alleged abuse, as this is a function of the Child and Family Agency (TUSLA) or An Garda Síochána.*

*The Child Protection Co-ordinator will inform the Child and Family Agency, to allow them to investigate the suspicion of abuse.*

*The manager must keep all paperwork associated with the suspected abuse under lock and key.*

*The manager will support the staff involved and get help for them if necessary.*

***Procedures for dealing with allegations made against an employee or student.***

*Where an allegation is made against a member of staff, the Child Protection Co-ordinator must be immediately informed. The will Child Protection Co-ordinator will inform the Director of Human Resources, who will carry out an independent investigation in keeping with the principles set out in the Statutes of the University.*

*Where an allegation is made against a student of the University, the Child Protection Co-ordinator will inform the Registrar, who will carry out an independent investigation in keeping with the principles set out in the General Rules of the University.*

*Such investigations by the Director of Human Resources or the Registrar do not impact on the duty to report the allegation of abuse to the Child and Family Agency (TUSLA) or/and An Garda Síochána as appropriate.*

*Revised 12<sup>th</sup> February 2014.*



## **DEFINITIONS OF CHILD ABUSE.**

### **NEGLECT.**

*Where a child suffers significant harm or impairment of development by being deprived of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety, attachment and affection from adults, medical care.*

*-This is usually not one event.*

*-It happens over a period of time.*

*-Results in the child's development being severely affected.*

### **EMOTIONAL ABUSE.**

*Occurs when a child's need for affection, approval, consistency and security are not met. This is usually found in the relationship between the care-giver and the child.*

- *Would arise when abusive interactions between the child and the care-giver become typical of the relationship.*

### **PHYSICAL ABUSE.**

*Any form of non-accidental injury or injury which results from wilful or neglectful failure to protect a child.*

### **SEXUAL ABUSE.**

*When a child is used by another person for his or her sexual gratification or sexual arousal or for that of others.*

- *Children First National Guidance 2011 for the Protection and Welfare of Children ( Definitions pages 31-33).*

## **SLEEP AND REST POLICY.**

*All children within this crèche have an opportunity to rest during the day. As children grow older their rest times lessen. We have “safe sleep” procedures in place. While parents are consulted on their child’s sleep routines, we ask you to remember that we are responsible for each child in our care and will always follow recommended safe practice. Children under two years sleep in a cot; each cot has a fire retardant mattress. A separate sleep room is provided for them, this room is in close proximity to the playroom and a viewing panel permits staff to monitor the children. Children have their own bed linen which is washed on a weekly base or as needed. Children over two years have access to sleep mats.*

*The following is not used for in this service;*

- 1. Travel cots/ portable cribs (these are meant for occasional use only and the mesh sides are difficult to adequately launder).*
- 2. Pillow, cushion, bean bag or water bed.*
- 3. Car seats/buggies/ bouncers,*
- 4. Duvets or quilts- risk of overheating.*

### **Safe sleep practice and procedures.**

- *Waddlers are always put to sleep on their back.*
- *Feet at foot of cot ( Feet to Foot)*
- *Bed clothes tucked in securely.*
- *Clothes are loose and light.*
- *1 child per cot.*
- *Bibs, bottles or toys removed.*
- *No quilts, pillows, or cot bumpers.*
- *Child's head is never covered.*
- *Electronic monitor is used in Waddlers.*
- *Visual sleep checks recorded in a sleep log every 10mins. This records the time, the child's sleep position, if the child is breathing, the child's position and who checked.*
- *Ventilation is natural and mechanical.*
- *Temperature- the sleep room is maintained between 16degrees Celsius and 18degrees Celsius. An electronic monitor is located up high and monitors the temperature of the room.*
- *No cot is directly adjacent to a heater, curtains or anything that might help a child to climb out of a cot.*

*Both Toddlers and Playschool children rest on individual mats and have their own bed linen, which is washed on a weekly basis or as needed. Each child's bed linen is stored in individual pillowcases with their names marked on each one. Toddlers and Playschool normally rest after lunch approx 1.30pm, each child goes to their own mat and settles down. Staff members are present in the room at all times. The children's sleep is then recorded into their daily record book.*

*Preschool children generally have a quiet time after their lunch approx 1.45pm. Children are brought to the toilet beforehand. Quiet time generally consist of one hour of relaxing activities which could be story reading, listening to soft music whilst reading, listening to an audio story. Children have the opportunity to have a short nap if they wish; children have their own pillow and blanket for these occasions.*

## **CURRICULUM POLICY.**

*NUIM Crèche is committed to developing a curriculum that creates a child centred, play-based environment, which empowers young children to actively pursue their own learning. Adults who will provide appropriate, timely, balanced intervention as well as support, continuity and progression to encourage positive attitudes towards learning will facilitate this process.*

*NUIM Crèche recognises that the establishment of daily routines is essential for all young children in our care. We strive to provide a programme of activities that encourage the physical, social, emotional, intellectual, creative and language development and of the children who attends this service.*

### **Guidelines – Our Curriculum:**

- *Is based on the Aistear Framework .*
- *Our Pre school curriculum follows the standards of Siolta.*
- *Is flexible and open to new approaches and ideas, on how to promote and meet the growing need of children.*
- *Recognises that children are learning all the time, and that children learn best when they are actively involved and interested.*
- *Includes a variety of activities that provides for the physical development of the children.*
- *Includes stimulating sensory experiences (touch, taste, sight, sound, and smell) appropriate to the child's development.*
- *Encourages children to think for themselves, helping them to make their own decisions and find their own answers to questions.*
- *Provides an atmosphere that offers the children suitable challenges and stimulates problem- solving.*
- *Encourages feelings of safety, trust and emotional security to the children in our care.*
- *Helps children to develop self-esteem by giving them the opportunity to be actively involved in their own learning.*
- *Encourages at all times, sociability, friendship and co-operation with others, through the provision of co-operative play and opportunity for children to mix with siblings, same age peers, and younger and older children.*
- *Aims to match all tasks with each child's level ability and attention span.*

- *A range of activities is chosen to reflect various differences in cultures, gender and ability.*
- *Staff work together within each area to discuss the needs of individual children.*
- *This service is play based and uses Aistear Guidelines for good practice including;*
  1. *Parental Involvement.*
  2. *Interactions.*
  3. *Curriculum ( play).*
  4. *Assessment and planning.*

## **OBSERVATION POLICY.**

*Here at NUIM Crèche our role is to support each child in developing their own potential at their own pace, to further their learning interest and to see how each child is progressing. We do this through observing the children and incorporating our findings into daily activities and monthly themes.*

*Observations are conducted on a bi monthly basis, all observations are confidential to each child, parents are asked to read their own child's observation and to sign each one, the manager/assistant manager is also required to read and sign each observation. These observations are kept on each child's file and a copy given to their parents at the end of the year.*

### ***How we observe?***

- *Each child is allocated to a staff member working with them on a daily basis.*
- *Staff record factual information and are encouraged not to make assumptions or interpretations.*
- *Photo's of children at work or sample work can be used as part of an observation.*
- *Staff reflect on the information at hand and plan activities or incorporate changes needed.*

*Programmes and activities are constantly reviewed by staff to ensure they meet the children's current needs.*

## **CHILDREN WITH ADDITIONAL NEEDS.**

*This service, where possible, encourages the inclusion of children with additional needs into the crèche environment. It is in the interest of the child and other children that the crèche environment is suited to a child with particular needs.*

## **EQUAL OPPORTUNITIES POLICY.**

*It is our policy to respect the individuality of all children and adults involved in our service and to promote positive attitudes to differences of culture, race, gender, language and financial circumstances; to children with special needs; and to minority groups and members of the traveller community.*

### ***Equal opportunities procedures.***

- *This service is open to all families of students and staff of National University Ireland Maynooth.*
- *A range of activities is chosen to reflect various differences in cultures, gender and ability.*
- *We regularly check our books, posters and other materials to ensure that they challenge stereotyping and that they positively and accurately reflect cultural and racial diversity and differences in ability.*
- *Special dietary needs of children and adults are catered for where possible.*
- *We will challenge any statement or behaviour by anyone in the service, which are racist, or sexist or which reinforce stereotypes or which are in any other way derogatory to an individual.*

## **RECORD KEEPING POLICY.**

*Records will be maintained and made available to parents and to any relevant persons, to ensure the health and safety and development of all children attending this service.*

### ***Procedures.***

- *All records are in line with the Child Care( Preschool services) (no2) Regulations 2006 are kept up to date and accurate at all times.*
- *All confidential records are stored securely when not in use.*
- *Parents, carers or guardians will be asked to co-sign the medical administration form and accident report form, when necessary.*
- *All records in relation to Child Protection concerns are stored in a separate locked filing cabinet and are shared only on a need to know basis in line with our Confidentiality Policy.*

## **STUDENT / VOLUNTEER POLICY.**

*It is our policy, to assist students in developing their skills in childcare. Students will work closely with staff, to develop a professional and child centred approach to working with children. It is the policy of this service for all students to receive induction and orientation training.*

### ***Procedures for students on placement.***

- ❑ *All students must be over the age of 18yrs.*
- ❑ *As part of their induction, students are requested to read the policies and procedures of the service.*
- ❑ *Students are never left unsupervised with groups or individual children.*
- ❑ *Students are supported through regular supervision meetings. Support and information is also provided, if assistance is needed with projects or assignments.*
- ❑ *Our service has ongoing contact with relevant colleges.*
- ❑ *Proof of garda vetting for each student is sought prior to students beginning their work placement.*



***Policies and procedures.***

***NUI Maynooth Crèche's policies and procedures are available for inspection.***

***A copy of all policies will be available during hours of operation to parents in the main hallway area and office.***

*I ----- have read the Parents Handbook and agree to abide by the said policies and procedures.*

*Signed: -----*

*Date: -----*