



## **A Guide for Parents**

Board Approval: December 2018

Date for Review: December 2020

Responsibility of: Childcare Development Manager

### **Policy Statement**

Finglas Childcare Ltd(FCL) are committed to working in partnership with parents/guardians to ensure the best early years care and education for their children. As part of this endeavor we have compiled this guide for parents regarding our childcare policies. FCL have in excess of 30 policies relating to early years care and education and this document gives an overview of the most relevant information for parents contained in these. We hope that the information in this statement will inform parents of what to expect from FCL and what FCL expects from them. This is in order to support healthy two way communications that place the child's health, safety and wellbeing in the center of all our interests.

### **Rationale**

Finglas Childcare Ltd(FCL) have compiled this guide in order to provide parents with an overview of our policies and procedures on registering their child in one of our early years care and education settings. All other childcare policies are available on request.

In order to support and meet Siolta the National Quality Framework Standard 3 Parents and Families

“ valuing and involving parents and families requires a proactive partnership approach evidenced by a range of clearly stated accessible and implemented process, policies and procedure.

Finglas Childcare Ltd have both formal and informal opportunities to communicate with parents including notice boards, key workers, sharing children's portfolios and photographs. We regard this guide as a formal method of providing parents /guardians with important information.



## **Scope of Policy**

This guide is intended to be used by all parents/guardians who have registered their children in one of Finglas Childcare Ltd (FCL) early years care and education settings. It is essential that the guide is read thoroughly and any queries or concerns are discussed with the creche supervisor or senior early years practitioner.

The guide is also used as an introduction to company policy for new staff.

## **Policy & Procedure**

### **Finglas Childcare Ltd Childcare Policy**

#### **A Guide for Parents**



Finglas Childcare Ltd operates community Early Years Settings (EYS's) managed by a voluntary Board of Management (BoM). Our main funders are the Dept of Employment Affairs and Social Protection (DEASP) and the Dept of the Minister of Children and Youth Affairs.

We have 4 Early Years Settings (EYS's), Willow Tree, Oak Tree, St Bridget's and Fionn Ghlas Early Years Hub that are supervised by qualified Early Years Practitioners (EYP's) who are supported by DEASP Community Employment participants. The Administration office is located at 2a North Road, Finglas Village.

EYS's operated by Finglas Childcare Ltd are registered with TUSLA and comply with regulations made under the Childcare Act 1991 (Early Years Services) Regulations 2016 and the Children's First Act 2015. Aistear the



Early Childhood Curriculum Framework and Siolta the National Quality Framework for the Early Years are acknowledged and included in our daily High/scope Curriculum practice.

### **Partnership with parents/guardians**

Each of the EYS's teams work with parents in providing quality care for their children. All parents are welcome to visit their child's EYS at any time. Parents have access to their child's records and will be consulted in respect to the care given. Parents are invited to go forward as a Parent Representative on our BoM. Parents are given a copy of all relevant policies of the EYS on request. Children's learning journals will be shared regularly with parents and this will be acknowledged by their signature.

### **Arrival/Collection**

EYS's operate between the hours of 8.30a.m. to 5.00p.m. (Times vary depending on individual EYS) Monday to Friday. Each child will attend from a minimum of 3 hours to a maximum of 8 hours per day. There will be a notice on display on the front door for a week in advance of closures excluding emergencies.

All children must be signed in and out of the EYS in the child attendance book on the reception desk by the person leaving the child to the setting. It is important that children are collected on time every day, for the benefit of children and smooth running of the EYS. If a child has not attended the EYS for one week, we will make contact by phone, after two weeks the child's name will be taken from the register unless otherwise arranged. A child should be collected from the EYS by people sixteen years of age or over. If a child is left in the EYS after their allocated time and there is no message left regarding lateness then the child's contact person will be called, if this is not productive the emergency person will be called. If we cannot contact anyone to collect the child, after one hour has passed we may contact TUSLA Social Work Department for children who are supposed to be collected before 5p.m. or an Garda Siochana after 5.p.m.. If a parent is consistently late, their place may be limited or withdrawn. Parents must be contactable by phone at all times when the child is in attendance.

Parents must notify the receptionist or EYP if a child is to be collected by a person other than the parent, under no circumstance will a child be released without previous arrangement. Please ensure that there is an up to date contact number for you and an allocated person at all times in case of emergencies. If your telephone number or address changes please remember to notify us.

If there is a legal reason why your child's other parent should not collect your child you must give us a copy of the court order, otherwise we are legally unable to prevent them collecting your child. If a court order has been given to us denying access to a parent and the parent arrives to collect the child, we will inform them that we cannot give the child to them. If this does not satisfy the parent we will contact an Garda Siochana, and then contact you. For this reason it is imperative that we are informed on any changes in these circumstances.



## Guidelines

We recommend that parents/guardians allow for a settling in period of approximately 2 weeks before their child attends a full session. This is to support the child in his / her new experience with the reassurance of a parent/guardian if needed. As each child is individual the settling in time will vary. To further support your child in this transition from home we will provide you with a getting to know you form, please complete this as thoroughly as possible. Comfort objects are acceptable for the settling in period; however money or children's own toys should not be brought into the EYS. If food is not provided by the EYS children should bring a healthy snack to the EYS consisting of fresh not processed food. Sweets, biscuits, chewing gum, crisps or fizzy drinks should not be given. You are welcome to bring a birthday cake to the EYS to celebrate his/her birthday (Please note due to our responsibility to give notice to parents of allergens the cake should be brought the day before the birthday).

Parents should supply an adequate amount of nappies, wipes and bottles each day. Children over one year are discouraged from using a bottle or a soother. The process of starting toilet training should begin at home preferably over a weekend (this includes the use of toilet paper, flushing the toilet and washing hands). Parents should inform their EYP before the toilet training begins in order to discuss how the EYS can best support the child in the process. Every assistance will be given by the EYP to continue this training in the EYS. It is advisable that extra clothing should be supplied in case of accidents. If clothes are borrowed from the EYS please return them as soon as possible.

We supply aprons and do our best to keep the children clean, however children play with paint, water sand, play dough etc and clothes may not go home the way they came in. Nails should be cut short and if possible, long hair should be tied back. Hoop ear rings and long chains should not be worn to the EYS.

## Health

Please ensure that any additional needs /allergies are written on your child's registration form. If your child is awaiting a referral for assessment please note it on the form so that we may be able to support you in this. If we are concerned about your child's health the EYP will inform the parent/guardian when the child is collected or organize a time that is suitable to meet to discuss the concern with the parent/guardian. If your child has an accident in the EYS e.g. cut, bump, you will be verbally informed and an accident report sheet will be completed and the parent/guardian needs to sign this. FCL will keep the original report sheet, a duplicate given to you and a triplicate will be kept on your child's file

It is our policy that if there is an accident/ incident involving more than one child e.g.: we will not name the other child because of confidentiality, but further details may be given if required. In the case of a child being bitten an incident form will be filled out, one by the EYP and signed by the parent of the child who has bitten and an EYP, and the other for the child who was bitten.



All medications will be administered by authorised EYP’s only, as necessary, in a way that ensures the safety and wellbeing of children. All medication will be stored safely away from children’s reach and refrigerated if required. The medication needs to be in the original container with the child’s name on it and a parent must complete a consent form before medications will be administered. In circumstances where this is not possible, for instance where it would be detrimental to a child’s health if the medicine were not administered during the time that the child was in the care of the service, then the written consent of the parent/guardian must be obtained using Record of Medicines Administered Form. All medication administered will be fully and accurately recorded on Record of Medicines Administered Form. Epi pens will only be administered following training by a pharmacist.

Please advise your child’s EYP or creche supervisor in advance of your child receiving immunisations so that they can be extra vigilant for any reactions such as high temperature or localized swelling or soreness. In general FCL tries to avoid administering medicines wherever possible to encourage parents/guardians to ensure medicines are administered to children before arrival at the EYS and after they have left. FCL reserves the right to contact a health care professional if staff/carers are unsure about administering medication to a child, even if the parent/carer has requested the medication to be administered.

**Exclusion periods for illness / Communicable disease**

The following is a list of common childhood illnesses and the minimum periods of time the child cannot attend the crèche: This list is not exhaustive.

<b>Disease / illness</b>	<b>Minimum Exclusion Period</b>
Conjunctivitis	Kept at home for 48 hours after starting antibiotics; thereafter until eyes are no longer weeping
Chickenpox	7 days from appearance of rash or until blisters crusted over
Diarrhoea / Gastroenteritis	48 hours after last episode
/ Norovirus	
Food poisoning/dysentery	Until authorised by Health Professional
Hand, Foot & Mouth	Until blisters are crusted over
Headlice	Until appropriate treatment is given
Influenza A(H1N1)(swine flu)	7 days from onset
Impetigo	Until the skin is healed/ 24 hours after starting antibiotics



Measles/Rubella	7 days from onset of rash
Meningococcal infection	Until recovered from the illness
Mumps	9 days after onset of swelling
Plantar Warts	No exclusion, Should be treated and covered
Prescribed Antibiotics	First 48 hours at home
Scabies	Until appropriate treatment is given
Slapped Cheek Syndrome /Fifth Disease	No Exclusion, spreading mostly takes place before child becomes unwell
Temperature	If sent home ill, child must be off for 24 hours
Vomiting	48 hours after last episode
Whooping Cough	5 days from starting antibiotics
Pinworm/Threadworm	Until appropriate treatment is given
Scarlet Fever/ Strep Throat	24 hours after starting antibiotics and fever is gone

Staff and children partake in recorded fire drills monthly and our fire drill procedure is displayed prominently at the entrance of the EYS. As part of our practice in keeping children safe we have a Child Protection Policy that explains our procedures when we have concerns for children's safety and wellbeing. A Child Safeguarding Statement that outlines the company's procedures to keep children safe is on display in each EYS.

### **Activities**

All children need affectionate and safe care, as some babies and children have additional individual needs, we strive to meet the needs of all the children. All children regardless of age gender or background are offered a wide range of activities in the EYS to encourage their physical, intellectual, language, social and emotional development.

Daily routines are displayed in each EYS which are based on the High/scope Curriculum. This includes time for the children to plan activities for the day, carry out their plans and also take time to recall their activities.



On occasion outings and trips may be organized for the children. Parents/Guardians must give prior written permission in order for their child to participate. The permission slip will be held on their child's file.

### **Behaviour Management**

We concentrate on encouraging positive behaviour in the EYS and encourage children to express themselves verbally. By encouraging and acknowledging their positive actions and attitudes we hope to ensure that children see that we value and respect them.

In the EYS's we engage the children in resolving their conflicts through the High/Scope 6 Steps for Solving Problems and Resolving Conflicts. This ensures the social skills they will need as they progress through life are practised, such as problem solving, turn taking, sharing and seeing others points of view. Sometimes staff may observe a child to see if there is a trigger to a specific behaviour. In the case of very young children adults may also repeatedly model the desired behaviour while using age appropriate language.

Parents will be informed if their child persists with the behaviour or if their child has been upset. In all cases inappropriate behaviour will be dealt with in the EYP at the time. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties, we can work together to ensure consistency between home and EYS. In some cases, we may request additional advice and support from other Early Year Professionals. This may involve referral to Primary Care or the AIM programme. If you have any concern please do not hesitate to speak to the EYP in your child's room, EYS Supervisor or Early Years Development Manager (EYDM).

### **Payment**

Please refer to the Childcare Placement form for details.

### **Closures**

The EYS operate for 50 weeks per year, children availing of ECCE places only will attend for 38 weeks.

Finglas Childcare Ltd may close for staff training and team meetings. Please revert to the Childcare Placement form for details.

### **Fundraising**

Two fundraising events will be held each year please support these as best you can.



## **General**

Parents/Guardians and Staff are expected to treat each other with dignity and respect at all times. Finglas Childcare Ltd undertakes to provide a safe and happy environment for the children in our care. We are always ready to talk about your child's progress and listen to any concern you may have. We work closely with parents to ensure that their children's time in the EYS is a positive and happy experience for them.

From time to time staff will photograph, video and observe children to see how the children will benefit from the activities and experience we offer in the EYS's, and how we might improve, permission for this is on the registration form.

Finglas Childcare Ltd. has other policies that are available to you on request.

## **Complaints procedure**

Any childcare issues should be brought to the attention of the EYP in your child's room in the first instance. If unresolved you should contact the creche supervisor and discuss the issue. If still not resolved to your satisfaction you should then contact Betsy Burdis (EYDM) on 0858661822 regarding childcare issues. Contact should be made with the accounts office (01 8340474) for financial queries and Damien McCluskey (085 8661830) for staffing issues. All matters will be dealt with in a confidential manner.

It is our policy to listen to parents concerns and to take note of the issues. We will endeavor to investigate all concerns raised and to get back to the parent promptly. If the parent feels unable or unwilling to raise the matter in this way, they can contact the chairperson of the BoM. through the administration office at 2a North Road, Finglas. Relevant names and contact numbers are listed at the end of this guide. All formal complaints need to be put in writing.

## **Curriculum**

Finglas Childcare Ltd's guiding belief is that all children should be valued as individuals and supported in their journey through childhood to reach their full potential. We recognise children as part of diverse communities, families and the wider societies.

We offer an inclusive service that places each child's individuality as the principle consideration, where equality is upheld and diversity respected. Within our daily routine, activities are based on the interests of the child and vary depending on the child's choice, as children learn best when they are actively involved and interested.



Our routines are High/Scope play based as we believe that children learn about themselves, other people and the world through play. We offer children the opportunities to have fun, explore, make choices, overcome challenges, plan and develop. The children do this through playing alone and in groups, with children and with adults.

We believe that all interactions that children experience in our care should be positive and promote self esteem. This means that adults show positive attention to children (e.g. smiling, hugging, using a calm voice, making eye contact and getting down to the child's level).

We are committed to planning, reviewing and evaluating the quality of our service on an ongoing basis. We recognise parents/guardians as the main caregivers and strive to work closely with them in the best interests of their child.

### **Contact Details**

Administration Office: 01 8340474

Betsy Burdis (EYDM); 085 8661822

Damien Mc Cluskey; 0858661830

Fionn Ghlas Early Years Hub; 01 8641992

St Brigids EYS; 085 7485854

Oak Tree EYS; 01 8362024

Willow Tree EYS; 01 8640944