



Sunshine

Crèche & Montessori *Ltd.*

Sunshine Crèche & Montessori
Health and Safety Policies and Procedures

HEALTH, SAFETY AND WELFARE

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This safety statement must be displayed clearly and visibly for all people accessing the building.

All staff will be given a copy of the safety Statement and will be trained in this area.

Review Dates of Safety Document.

Date:	Reviewed by:	Role in Crèche:
27.04.2016	Joanna Zmyslona	Manager
20.05.2017	Joanna Zmyslona	Manager
20.05.2019	Joanna Zmyslona	Manager
09.07.2019	Joana Zmyslona	Manager
	Rishet Alem	Assistant Manager
24.08.2020	Joanna Zmyslona	Manager
	Rishet Alem	Assistant Manager
26/05/2021	Joanna Zmyslona	Manager
	Rishet Alem	Assistant Manager
	Carla Troy	Supervisor

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1. SAFE SYSTEM OF WORK, POLICIES & PROCEDURES

1.1. SAFETY STATEMENT

TO: All adults (parents/ guardians) and visitors to Sunshine Crèche & Montessori

This document sets out the Safety Policy of: Sunshine Crèche & Montessori, Unit 2D, Santry Hall Industrial Estate, Dublin 9. Also the means and procedures established to achieve this policy.

Sunshine Crèche & Montessori recognises the importance of the Legislation enacted in the Safety, Health and Welfare at Work Act, 1989 , HSE Childcare Act 1991, HSE Childcare Pre-school services No. 2 Regulations 2006, Fire Safety in Preschools 1999, Child Protection HSE 2011, Children First National Guidance for the Protection and Welfare of Children DCYA 2011; Preschool & Childcare Facility Subcommittee Management of Infections and Disease in Childcare Facilities and other Childcare Settings HSE 2006.

Our objective is to provide safe and healthy environment for all employees, children and parents/ guardians in the Crèche, and to meet our responsibilities to all other persons who may have reason to visit our premises.

The success of our policy will depend on our co-operation. It is therefore important that you read this document carefully and understand your role in the overall arrangements for health and safety in the Crèche.

You are encouraged to put forward any ideas or suggestions you may have to improve upon this statement and the general Safety, Health and Welfare of Sunshine Crèche & Montessori.

Thank you

Signed: Joanna Zmyslona
Manager Centre

Date: 09/07/2019

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2. DUTIES OF STAFF (IN SAFETY MANNER)

It is the duty of every staff member while at work:

- a. To take reasonable care for his/her own safety, health and welfare, and that of any person who may be affected by his/her acts or commissions while at work.
- b. To co-operate with his/her employer and any other person to such extent as will enable his/her employer or the other person to comply with any of the relevant statutory provisions.
- c. To use in such manner so as to provide the protection intended, any suitable appliance, protective clothing, convenience, equipment or thing provided (whether for his/her use alone or for use by him/her in common with others) for securing his/her safety, health or welfare while at work.
- d. To report to the manager without unreasonable delay, any defects in plant, equipment, place or work, or system of work, which might endanger safety, health or welfare of which he/she becomes aware.

No person will intentionally or recklessly interfere with or misuse any appliance, protective clothing, convenience or other means or thing provided in pursuance or any of the relevant statutory provisions or otherwise, for securing safety, health or welfare or persons arising out of work activities.

Staff using available facilities and equipment provided, should ensure that work practices are performed in the safest manner possible.

3. PHYSICAL HAZARDS, RISKS & THEIR CONTROL

Physical hazards and risks must be eliminated or engineered out as far as possible.

IDENTIFICATION OF HAZARDS

The Crèche will carry out regular Hazard Audits include (in no specific order) the following:

- Access/ Egress problem, including passageways, doors etc.
- Electrical Safety;
- Lighting and Ventilation;
- Handling and Storage Chemicals;
- Noise and Vibration;
- Heat and Humidity;
- Fire Safety;
- First Aid;
- Methods of work.

HAZARDS PRECAUTIONS

CONSTANT HAZARDS

3.1. MACHINERY, KITCHEN EQUIPMENT AND ELECTRICAL APPLIANCES

It is the policy of the Sunshine Crèche & Montessori that:

Equipment and Electrical Appliances are to be used only by competent and authorised persons. Such appliances and equipment will be subject to regular maintenance checks.

Adults must discontinue use of any electrical equipment that has frayed cable or any indication of electrical malfunction. Under no circumstance must any person other than an authorized maintains person attempt any form of electrical repair.

- All low sockets need safety plug covers at all times;

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- Radio/ CD player must not be used close to sink unit. Lead should not be left hanging down from shelf with reach of the children.

3.2. BLOCKED EMERGENCY/ SAFETY EXITS

Persons must not place any items in such a way as to block access to a safety exit or firefighting equipment. Any blockages or obstacles observed should be reported to the Manager and removed from passageway.

- Workers should be familiar with evacuation procedures in the event of the fire/ fire drill;
- Noisy room windows to be used as safety/ fire exit.

3.3. SLIPPERY SURFACES

It is the policy of the Sunshine Crèche & Montessori that:-

Floors will not be polished or made slippery (or specify a non-slip polish).

That washing of floors is conducted during or after opening hours. We try to ensure, as far as is reasonably practicable, elimination of the danger of slipping. To this end warning signs regarding wet floors will be used. Spillages must be cleaned up immediately. Plastic bags or other items which could cause a fall must not be left on floors. Any such items observed should be placed in a suitable location.

3.4. CHEMICALS

It is the policy of Sunshine Crèche & Montessori that all chemicals, detergents etc., be stored in clearly identifiable containers bearing instructions and precautions for their use and shall be kept in a locked area, and protection provided to be used when handling them. All flammable, toxic and corrosive substances must be kept in the locked press/room provided (no access to the children). All the above substances must be clearly and accurately labelled at all times.

Cleansing fluids must be stored at/ above eye level measuring procedures must be adhered to. See instruction on refill bottles or on inside kitchen.

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Persons are not permitted to bring any Hazardous Substances into the crèche.

3.5. CHAIRS

Chairs should be checked regularly and any faults reported to Manager. Persons should sit in a balanced manner with all legs of the chair in contact with the floor. Sitting on tables in children's area is not permitted.

3.6. INFLUENCE OF ALCOHOL

No person should report to the crèche under the influence of alcohol or other substances. Persons are not permitted to bring alcohol onto the premises.

3.7. SMOKING

Smoking is prohibited within the crèche. Smoking is prohibited within the grounds unless in a designated area.

4. FIRE EMERGENCY RESPONSE PLAN

Fire Officers and Centre Manager

- All staff should be trained in fire drill procedure and must keep careful watch for fire hazards.
- All staff must know all the fire exits.
- All fire exits must be kept clear and fire doors kept closed but not locked.
- Staff should be aware of location of firefighting equipment.
- Staff should be aware of the notices what to do if there is a fire.
- As many staff as possible should be trained in the use of firefighting equipment.
- There is an adequate supply of fire extinguishers which will deal with any type of fire.
- All fire equipment is identified and regularly serviced.
- Fire alarms are clearly marked.
- An assembly area is designated outside each building.
- Firefighting equipment should not be used for other than its purpose e.g. propping open door.
- At the end of the day all power supplies, which are not required should be shut down.
- Smoking is not permissible anywhere in the building and only in the designated smoking area outside.
- No smoking signs are visible to visitors.
- Fire drills take place every month. Parent and children will be informed.

4.1. FIRE DRILL PROCEDURE

- **REMAIN CALM** (you'll scare the children if you panic).
- **GATHER THE CHILDREN TOGETHER AND GO TOWARDS THE NEAREST EXIT (FURTHEST FROM THE FIRE) WITHOUT DELAY.** One worker checks alarm to see which zone is affected, and checks out the source of problem. The fire brigade should **ONLY** be alerted if there is evidence of a fire.

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- LEAVE THE BUILDING IN CALM, UNHURRIED MANNER AND ASSEMBLE IN DESIGNATED OUTSIDE SAFETY STAGING AREA.
- THE CHILDREN'S ROTA MUST BE TAKEN OUTSIDE AND CHECKED AGAINST THE NUMBER OF CHILDREN PRESENT IN THE SAFETY STAGING AREA. THE CHILDREN SHOULD BE SUPERVISED AT ALL TIMES. IF A CHILD IS MISSING REPORT TO THE CENTRE MANAGER.
- CLOSE ALL DOORS BEHIND YOU.
- REMAIN OUTSIDE UNTIL CENTRE MANAGER GIVES YOU CLEAR.
- KEEP CHILDREN INFORMED AT ALL THE TIME AS TO WHAT IS HAPPENING.

FIRE DRILL PROCEDURES (when parents/ guardians/ visitors are present at the premises)

- PLEASE STAY CALM.
- PARENTS MUST LEAVE CHILDREN UNDER TEACHER'S SUPERVISION, EXIT PREMISES AS QUICK AS POSSIBLE AND ASSEMBLE AT DESIGNATED AREA.
- PARENTS MUST NOT LEAVE ASSEMBLY AREA UNTIL CENTRE MANAGER WILL GIVE THEM PERMISSION.
- STAFF MEMBERS EVACUATE CHILDREN ACCORDING TO STANDARD PROCEDURES.
- CHILDREN STAY UNDER STAFF SUPERVISION UNTIL RETURN TO THE CLASSROOMS.



- **PARENTS ARE ALLOWED TO ENTER THE PREMISES AS SOON AS CHILDREN ARE SAFE AND ROTA WAS TAKEN.**

5. ADMINISTRATION OF MEDICATION

5.1. Statement of Intent

At Sunshine Crèche & Montessori we will safeguard and maintain the well-being of all children within the service. Sunshine Crèche & Montessori works in partnership with parents and children's health care professionals to ensure that appropriate procedure is followed to administer medication safely to the child at the service. All prescribed medication will be administered by authorized staff members only and all medication administered will be recorded according to the Child Care (Pre-school Services) 7(b) Regulations 2006.

If the child depends on medication for life threatening conditions, medication will be administered once staff has been trained. This medication should be stored in the place that is inaccessible to children /parents of these children must be contactable at all times.

5.2. Procedures

5.3. Prescribed Medication

Parents must sign and complete a medication form before prescribed medication is administered.

The medication should clearly show:

- The child's name;
- The name of contents;
- When it should be administered;
- Dosage;
- The expiry date;

If your child is on course of antibiotics then it is requested the child will stay home for minimum of 2 days. Please check chapter: Infection Control.

Clear note from doctor is requested If your child needs to receive pain relief medication.

5.4. Anti – Febrile Agent – Temperature Reducing Medication

The service will only administrate Calpol (Paracetamol) or Nurofen (Ibuprofen) if a child becomes unwell and has high temperature above 37.8 C. Please check the procedures of anti-febrile administration below:

- If the child becomes unwell while attending the service; temperature had been checked and recorded and it states that is raised up to 37.8 degrees the Parents will be contacted immediately; informed about the child condition and asked again for re-assurance and re-approval of anti-febrile medicine.
- If the child temperature reaches 37.8 the parents will be asked to collect their child within 2 hours/ even after anti-febrile medicine was administrated.
- All parents are asked to give written permission and fill out Calpol/Nurofen administration in event of fever prior to the child starting the service.
- Calpol/ Nurofen will be administrated by two staff members; record will be filled out and Parents will be asked to sign that form at the collection. This practice is to ensure the parents that child received medicine whilst attending the service. Procedures Regulated by Tusla.
- All Staff members must adhere to those procedures.

5.5. Health Care Plan

If a child has prescribed medication for medical need such as asthma or eczema the manager will develop a health care plan in partnership with the parents and health professionals involved with the care of the child. Health care plans will be developed prior to the child starting the service. Every individual health care plan will be jointly reviewed with staff, parents and when needed health professionals involved with the child every three months.

5.6. Parent's responsibilities

1. Prior to a child starting the service the parents must complete a child's profile form. Parents must detail if their child has a medical condition, list an emergency contact numbers, child's doctor details, information on allergies and special dietary needs.
2. Parents must keep the service up to date on their child's medical needs.
3. In all cases of the medicine administration Parents will be asked to fill in and sign the permission form with the details as follow:

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- Child's name
- Dosage information (such as start date; finish date; dosage amount; time);

4. Parents whose children had received a medicine will be asked to sign the form while collecting the child;

5. Parent must handle fill out form and medicine directly to the Teacher on duty/ Manager at the arrival. No medicine must be kept in a child's bag packs (for Safety reasons).

6. Parent must inform the staff members if the medicine needs to be refrigerated;

5.7. Staff responsibilities

1. Staff member needs to ensure that Parent received the medicine administration form when requested.

2. Staff member need to check If the form was filled out correctly,

3. Staff member that medication was given need to store it in a locked container/ fridge with no access to the children.

4. Staff member needs to inform Manager about medicine administration request;

4. Administration of medication must be procedure by two staff members- care taker and the witness.

5. Staffs who administrated medicine must fill out the form and make sure that it was signed by the parent at child's collection time.

6. Written record of all medicine administrated will be maintained in the Sunshine Crèche & Montessori's office.

7. When medication is administrated by staff to treat emergency (allergic reaction, asthma attack, seizure, hypoglycemia etc.) parents will be notified by phone.

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Medication should be given by parent to the Teacher on duty, and should be kept in special designated container/ or fridge – with no access to the children.

If a child, who is being collected by a third part, has some medicine in their luggage then parents/ guardians need to ensure that is handed to the Manager/ Teacher on duty on arrival.

Parents should inform staff if medicine needs to be refrigerated.

Staffs that have medication need to inform Manager to ensure that it is not accessible to children. Administration of medication must be procedure by two staff members – care taker and the witness. A written record of all mediation administered will be maintained in the Sunshine Crèche & Montessori's office. When mediation is administered by staff to treat an emergency (allergic reaction, asthma attack, seizure, hypoglycaemia, etc), parents will be notified by telephone. When administration is routine (e.g.: bronchodilator pre-PE in a child with exercise-induced asthma) please notify the Manager/ Supervisor. You'll be asked to sign the medical administration rota on a daily basis.

In all cases of the medical administrations parents will be asked to fill in and sign the permission form with the details as follow:

- Child's name
- Dosage information (such as dates; dosage amount; time);

Parents whose children received medication on the day will be asked to sign the administration form. This practice is to ensure the parents they they child received medicine whilst attending the service. Procedures regulated by Tusla regulations.

Staffs, whose children are attending and require medication, must follow the above procedures.

All parents must fill in on the registration form medical record information and whatever or not they are giving permission for emergency treatment.

All parents who give Sunshine Crèche & Montessori permission for Calpol/ Nurofen Administration in case of fever will be contacted on time for re-assurance and re-approval.

Sunscreen Protection

Parents will be asked to fill out the Medicine Administration form (sunscreen) at the enrolment time.

Parents will be asked to provide sun cream for their child. This will be labelled/ stored out of child's reach and use if necessary.

6. CODE OF BEHAVIOUR AND POLICY ON CHALLENGING BEHAVIOUR MANAGEMENT

6.1 INTRODUCTION

Sunshine Crèche & Montessori's aim is to support and guide all children to manage their own behaviour and learn to resolve conflicts that arise. The policy is designated to ensure the rights of children and the staff who support them, to live and develop in an environment that is positive, respectful, safe and inclusive.

Children attending the service are here for new learning experiences which may test their own coping strategies. All staff will support the children to regulate their behaviour and we'll have a number of strategies to deal with both positive and challenging behaviour. If staff notices one of strategy doesn't bring solution, then new approach will be taken.

In Sunshine Crèche & Montessori we believe that children react well to rules, routines and boundaries. In order for rules and routines to be effective we feel that continuity and consistency are of the upmost importance.

6.2 DEFINITION OF CHALLENGING BEHAVIOUR

Challenging behaviour is "behaviour, within the context of the school, which prevents participation in appropriate educational activities; often isolates children from their peers; affects the learning and functioning of their pupils; significantly reduces the opportunities for involvement; places the child or others in physical danger" (Harris, Cook and Upton 1996).

Children are encouraged and guided to develop respect for themselves, other children and all adults with whom they come in contact. The following behaviours will be considered as challenging:

- **Aggressive behaviour:** pinching, biting, punching, slapping, pushing, pulling, kicking, head butting, pulling hair, using objects against people and themselves.
- **Non-compliance:** lying down, non-co-operation, resistance to join activities; refusing to do things;

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- **Disruptive, nuisance or threatening behaviour:** shouting, screaming, swearing, repetitive vocalisation, verbal abuse, remarks/ discrimination, curses, gestures or threats to harm, teasing, obstructive, taking food drink from others, setting off fire alarm, invading personal space.
- **Absconding:** wandering out of the classroom without permission, running away or trying to run away.
- **Attention seeking:** constantly misbehaving in order to seek attention;
- **Inappropriate behaviour:** in relation to body parts; including inappropriate comments about themselves or the others;
- **Destruction of property:** damage property belonging to self, other children, adults or damage to Crèche, Preschool and Afterschool property.
- **Socially inappropriate behaviour:** spitting, interrupting others, provoking others, making inappropriate comments;
- **Temper tantrums:** outbursts of bad temper;
- **Self- aggressive behaviour:** head banging, scratching, biting, poking, vomiting in purpose to achieve a goal.
- **Passive challenging behaviour:** glaring, refusing to respond, averting gaze, withdrawal.

6.3 STRATEGIES FOR SUPPORTING POSITIVE BEHAVIOUR

The most effective methodology in attempting to manage challenging behaviour is to prevent it occurring in the first place. It is important to understand that challenging behaviour usually serves a purpose for the individual. Often it is means of communication and if we understand what the child is trying to communicate by engaging in the behaviour, we may be able to support the child to learn a safer and more effective way of communication. Acceptable behaviour is reinforced in a school and classroom climate which is supportive of positive behaviour. In Sunshine Crèche & Montessori we believe that crèche, Pre-school/ afterschool and home should work co-operatively together in order to enhance and successfully promote positive behaviour.

The following are some of the strategies that have been developed in Sunshine Crèche & Montessori to promote positive behaviour:

- To create age appropriate activities; design curriculum that is reflecting developmental needs of the children;

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- Allow each child to choose key worker. Key worker will responsible build up a relationship with child and family. This helps with getting to know what the child enjoys and what situations child finds difficult.
- Modelling. Staff as a role model of positive behaviour in the way they play, speak and interact with the children.
- Role modelling includes: explaining feeling, using calm tone of voice, giving choice to children, using language to help children understand positive decisions, getting down to child's eye level.
- Comfort is given to any upset child.
- Ample of time to explore outdoors; give children opportunity to play, run and feel free;
- Clear and simple classroom rules and instruction;
- The use of songs and special activities for transitions; providing warnings and building in reminder expectations (e.g. announcing "We have 5 minutes left to play. After that we'll start new project" instead of announcing "We have to clean up now")
- Visual schedules of the day; creating predictable environment
- Reward system (e.g with potty training; to promote appropriate behaviour)
- Chores boards
- Regular communication with parents;
- Teaching of social skills;
- Use of social stories; use of therapeutic stories;
- Consistent approach to behaviour by staff members;
- Clear, consistent consequences for misbehaviour;
- Talk and discussion of behaviour with the child (If capable)
- Anti - stress toys;
- Promoting group behaviour by sending home the certificates (other tools such as: "mystery boxes", "show and tell boxes"; "Teddy Bear with it's diary") when positive social behaviour is demonstrated by particular child.
- The use of self- assessment tools for teachers; their work evaluation; building up the strategies individual for each child; group discussions;

6.4 STRATEGIES FOR SUPPORTING CHILDREN

This is recognized that all children's behaviour has some meaning to the child however at times this behaviour may be difficult or pose a danger to the child or the other children.

MINOR BEHAVIOUR ISSUES

In Sunshine Crèche & Montessori we believe that in some cases finding by child solution by itself and resolving problems is very important skill in life. Finding resolution and building up communication with the others is important social skill that needs to be promoted and developed. For that reason we put lot of our attention to observation of the children trying to solve minor problems by themselves. However If the problem is too big for the child, we need to react and offer our "help".

Minor behaviour approach

e.g. children fighting over toys six steps of conflict resolution approach will be taken:

- Approach calmly and get down to the child's eye level;
- Acknowledge feelings – staff will describe how the child/ children are feeling;
- Gather information – staff need to remain neutral by giving each child the opportunity to tell their side of the story. Children sometimes need lots of time to get words out.
- Restate the problem – after listening to the child simply describe what the problem is so both/ all can understand both sides of the story.
- Ask for ideas for solutions – give the children opportunity to come up with solutions and keep working on it until you all agree on something. This can be time consuming but its giving children lots of practice compromising with one another which are vital skills they will need.
- Be prepared to give follow up support – its important the staff member follows through on the agreed solution. This helps place in the process and children will have confidence in the approach.

Moderate behaviour approach:

This type of behaviour can be recognized when inappropriate the behaviour is becoming a more regular occurrence.

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- The staff member will discuss the reoccurring behaviour and put a plan in place
- Staff will observe the child to identify any triggers of the behaviour
- When the behaviour happens the six step technique will be used for the child;
- The matter will be discussed in detail with the child's family in order to understand child's background, development etc.;
- Staff will discuss about case on a staff meeting in order to find appropriate behaviour plan; approach changes etc.;

Examples of strategies that service may implement for moderate behaviour:

- **Implementation of Six Step technique**
- Warnings;
- Withdrawing rewards; withdrawing reinforcement
- Avoiding situations that occur challenging behaviour;
- Distractions;
- Using open door policy system; changing child's environment and stimulation technique;
- Calming down techniques, relaxation;

Severe behaviour approach:

- If a child's behaviour is considered dangerous to themselves or others a staff member (will call for help of other staff member if necessary – important to keep other children in a group safe) and will remove a child on a side. This is in order to protect all using the service. The child will be given time to become calm and staff member will help to guide the child with its behaviour;
- Staff member will record the incident and discuss with the family;

Examples of strategies that service may implement for ongoing severe challenging behaviour:

- The staff members will carry out a meeting to discuss the behaviour and plan out going forward to help the child overcome the issues;
- The staff members will carry out a number of observations to try establish trigger of the behaviour (ABC observation)

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- All observations will be discussed with the family;
- The plan will be drawn up in collaboration with the staff team and family of the child;
- If necessary the family will be supported to contact any relevant external professionals;
- If the behaviour is a child protection concern the Child Protection Policy will be implemented;
- All information gathered and discussed will be stored securely and all conversations are highly confidential;
- All meetings, plans and observations will be recorded and stored in the child's record in a locked cabinet;
- The staff will always work in the best interest of the child using their best judgement in situation which can be demanding and stressful on all involved.

7. HYGIENE PROCEDURES

All Staff are trained in nappy changing procedures to ensure their own safety and to ensure standards of hygiene are maintained (see nappy changing procedure handout).

All staffs are trained in the area of infection control.

Daily changing rotas and checklists are organized on weekly basis for children areas.

Children are supported in personal hygiene, washing hands before eating, after using the toilet; after nappy change; after playing in the garden and after art &craft time.

- **All staff members are trained to conduct potty training and help the child with the toilet hygiene, but the help to the child will be given only after parents and child's permission (in respect of Child Protection policy)**

Staff must ensure there are adequate supplies of toilet paper, soap and paper towels.

Hot water is thermostatically controlled. Any breakdown should be reported immediately to Manager.

All bins must have lids.

All staff members must wear gloves when nappy changing, assisting in potty training; assisting the child with hygiene procedure; cleaning organic waste; during first aid procedures.

All staff members must wash hands before and after: handling food, nappy change, assisting child in the toilet, first aid practice.

For more information refer to the Chapter: Infection Control

8. INFECTION CONTROL

8.7. STATEMENT OF INTENT

At Sunshine Crèche & Montessori it is our aim to minimize the spread of infection for Staff and children through the implementation of controls which reduce the transmission and spread of germs. We aim to promote and maintain the health of children and Staff through the control of infectious illness.

Aims:

- We aim to control infection by providing on-going infection control training for staff (hand washing, food hygiene, cleaning)
- Exclusion guidelines are recommended by the Pre-school Environmental Health Officer apply in the case of all suspected infectious conditions. These guidelines will be distributed to all parents and staff.
- Parents will be informed should staff, children or visitors to the centre report the presence of any contagious condition to the centre.

8.8. PREVENTION

Hand hygiene

- Washing hands facilities are always available for children and include hot (not exceeding 43 degrees) and cold water, liquid soap and paper towels;
- Hand washing facilities are available in all toilets, nappy changing areas, kitchen;
- Children are encouraged and reminded to wash their hands after using toilet, before eating and after playing outside;
- Staff must wash their hands:
 - Before preparing and serving food;
 - Before feeding children;
 - Before eating or drinking
 - After assisting children at the toilet;
 - After nappy change;
 - After dealing with any body fluids;
 - After cleaning procedures;

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- After handling soiled clothing or items;
 - After dealing with waste;
 - After removing disposable gloves and/or aprons;
- Hand washing technique: wet hands under hot water (not exceeding 43 degrees for children to prevent scalding), apply liquid soap, rub vigorously paying particular attention to palms, backs, wrists, fingernails and fingers and rubbing between each finger and around the thumbs, rinse, dry thoroughly using disposable paper towels and turn off the tap using the paper towel.

Toilets and potties:

- Toilets areas, including toilet handles, doors, toilet seats and wash hand basins are cleaned frequently throughout the day in accordance with the cleaning schedule and immediately if soiled;
- Potties are emptied into the toilet, cleaned (with hot water and detergent) and disinfected.
- Each child has their own individual potty;
- Trainer seats are thoroughly cleaned after each use.

Nappy Changing

- Nappy changing is only carried out in the designated nappy changing area;
- Parents will provide creams or lotions for their child; these will be not shared;
- The changing mat and area will be cleaned (with hot water and detergent) and disinfected and dried thoroughly after use;
- Disposable gloves are worn by staff when changing a nappy;
- Soiled nappies are placed in an impervious bag which is tied and disposed of in a lidded bin and emptied each day.
- The nappy changing area is cleaned in accordance with the cleaning schedule;
- Changing mats are regularly checked to ensure the cover is not cracked or torn. Changing mats will be discarded of in such an event.

Bodily Fluid Spillage

- Spills of blood, vomit, urine or excreta will be cleaned up as quickly as possible.
The area will be sectioned off if possible until the spill has been dealt with;

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- Disposable plastic gloves are worn when cleaning up any bodily fluid spillage. Paper towels are used to clean up spillages and placed directly into a plastic bag for disposal;
- Ordinary household bleach freshly diluted (1 to 10 parts water)/ Milton/ Antibacterial disinfectant is used for cleaning and disinfection of bodily fluid spillages (bleach solution should never make contact with skin. If accidental contact does occur, the skin, eyes or mouth should be flushed with cold water)
- If possible and safe to do so, diluted bleach will be poured directly over the spill, it will then be covered and mopped up with disposable paper towels;
- Disposable paper towel and gloves are disposed of in a plastic bag and sealed.

Baby Feeding Equipment

- Bottles, teats and bottle brushes are washed thoroughly before sterilising;
- Feeding equipment is sterilised using a sterilising solution (which is changed daily and mixed according to manufacturer's instruction) or steam sterilizer.

Food and Kitchen Hygiene

- Staff will not engage in any aspect of minding children while preparing food;
- All staff members are trained in area of snacks preparation (hygiene and HACAP standards).
- All meals are prepared on the premises by our cook using fresh ingredients and are HSE recommended. Only staff members and authorized person have an access to the kitchen (due to infection control and cross contamination risk).
- Menu will be exposed to the parents view on the notice boards. List of possible allergens will be written down (according to new HSE regulation and standards).
- When cooking activities take place, staff and children must wash hands in preparation. All surfaces and equipment must be thoroughly clean in preparation.

Cleaning

- All areas are cleaned regularly in accordance with a documented cleaning policy and rota. Toilets and hard contact surfaces (playroom tables) be cleaned frequently;

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- All cleaning equipment is kept separate to each area and easily distinguished e.g. colour coded
- Playroom tables are cleaned before being used for meals and snack times.

Toys and Equipment

- Toys and equipment will be cleaned up according to the toy cleaning programme and schedule;
- Toys and equipment will be cleaned with hot water and detergent and disinfectant/ steam disinfectant;

Outings to farms or zoos

- Children will wash and dry their hands after contact with animals, animals cages as well as before eating and when leaving the farm/zoo;
- All meal break will be taken in designated areas away from where the animals are kept;
- Children will be constantly supervised during their visit to the farm/zoo. The importance of hand washing will be reiterated to the children by the staff throughout the visit;
- Non sharing food policy apply;

8.9. PROCEDURES

Reporting/ Recording of Illness/ Dealing with Outbreaks of infectious disease

- Parents are requested to report any infections amongst children immediately to the staff.
- Sunshine Crèche & Montessori will provide information (please check the table below) to make clear under what, if any, circumstances will accept a sick child.
- If the child appears sick at the entry point staff and Management have the right to refuse admission.
- If the child's temperature will be raised up to 37.8 degrees – at any time while on the premises, parents will be contacted immediately (refer to: Medicine

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Administration page 13: **Anti – Febrile Agent – Temperature Reducing Medication)**

- Sunshine Crèche & Montessori will inform parents by notices on front door/ email when infection occurs.
- Parents are advised that children who are contagious cannot attend Sunshine Crèche & Montessori and information on the particular infections and the length of contagion is posted for this purpose.
- In the event of suspected scabies, cold sores, impetigo etc. Staff should make Manager aware so that one person alone has responsibility for informing parents that the child cannot attend. If parents had already left, they must be phoned immediately to collect the child.
- A contingency plan is in place should an outbreak of an infectious disease occur. All staff roles and responsibilities regarding reporting are clearly defined;
- Staff will report any infectious illness to the Pre-school Manager;
- Manager will report an outbreak of any infectious disease to the HSE Pre-school Environmental Officer (EHO) and the Public Health Department;
- The Pre-school provider/ Manager will record all details of illness reported to them by staff or reported by Parents of the child attending the service. These details will include the name, symptoms, dates and duration of illness.

It is the responsibility of the parent to notify service if their child has an infectious/ contagious condition. Sunshine Crèche & Montessori cannot accept the care of the child until they have been medically treated and the condition is no longer contagious. The parents of other minded children must be informed of any infectious or contagious conditions e.g.

- **Children will be excluded from the service based on the timeframes outlined in the Pre-school EHO exclusion criteria (see table below);**
- **A doctor's certificate may be required for certain conditions to ensure they are no longer contagious before children return to the service;**
- **Clear note from doctor is requested If your child needs to receive pain relief medication/ antibiotic.**

If your child is on a course of antibiotic then it is required to be excluded from the service for minimum 2 days (from the first dosage applied).

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Exclusion list:

Diseases	Early symptoms	Incubation period	Period when infectious	Maximum period of exclusion
Measles	Cold, cough, fever of chill, sore eyes, white spots in mouth (1 or 2 days), rash after 2-3 days on face, weak chest.	8-15 days	From few days before the running nose and head cold to 7 days after rash appears	7 days from appearance of rash
German Measles	May have fever, sore throat, stiff neck, rash after 1-2 days usually starts on face	14-21 days usually 12 days	From 7 days before to at least 4 days after rash appears	7 days from appearance of rash
Whooping Cough	Fever and catarrh for approx. 1 week before cough develops	7-14 days	From 7 days after exposure to 21 days after whooping begins	21 days after whooping begins (if no antibiotic treatment) 5 days from commencing antibiotic treatment
Mumps	Fever, sore throat, dry mouth, pain when chewing	12-25 days	From 7 days before swelling appears to 9 days afterwards	5 days from onset of swelling
Chicken Pox	May be slight fever, headache, nausea, spots appear on the 2 nd day	11-21 days	From 5 days before until 6 days after the last lot of blisters	5-7 days from appearance of rash Until scabs are dry
Conjunctivitis	Sore eyes, inflamed discharge or watering	1-3 days	Contagious until treated	Until treated. Until yellow discharge disappears
Impetigo	Blisters,	10 days	Contagious, spread	Until skin is

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	spreading at the edges which are raised, thick yellow crust when blisters breaks		by hands and by object touched	completely healed or 24 hours after commencing antibiotic treatment
Ringworm	(Body) round red areas with a raised border	10-11 days	Contagious spread by scratching and material under finger nails	Until treated
Scabies	Intense itching, blistering, pin point blood crusts	Several days	Mites spread rapidly by contact with clothing and bedding	Until treatment has commenced
Bad cold	Coughing or sneezing	Varies	While child is coughing or sneezing	Coughing or sneezing may pass germs between children Until recovered – no fever, discharge becomes clear
Gastroenteritis	Diarrhoea and vomiting	Varies dependant on organism	Varies	48 hours after normal bowel habits have returned and/or vomiting had stopped. Exclusion may be longer for certain organism e.g. E. Coli 0157)
Scarlet Fever	Red rash (looks like sunburn) texture of sandpaper, red lines on folds of the skin, strawberry tongue	5 days	Contagious and can be caught by: breathing in bacteria in airborne droplets	Child can return 24 hours after commencing antibiotic treatment
Hand, foot and Mouth	Ulcers, sores inside and	3-6 days	Mostly contagious during first week of	Until las blisters has dried up

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	around the mouth, rash on the hands, feet, legs		illness	
Slapped Cheek	Rash on both cheeks	14-21 days	Contagious until 24 hours before rash begins Spread by touching or breathing in the coughed or sneezed fluid drops from an infected person.	Service reserves the rights to refuse admission re: Staff Pregnancy
Flu (Influenza)	Fever, headache, stuffy nose, sore throat, aches and pains, dry cough, feeling fatigued, tired, or weak, chills	1-4 days	Contagious 3-5 days after illness begins	Until recovered

8.4. HEAD LICE RESPONSE

If a child has live eggs (nits) we'll ask the parents (in all respect of their possibilities) to treat the child immediately and minimize child's attendance to the crèche / preschool to avoid spreading the infection.

The letter about Head Lice Alert will be send/ distributed to all parents, but child's/ children names will be anonymous in terms of keeping them away from being escalated and isolated.

All parents will be asked to check their children at home and treat if necessary.

CLEANING PROCEDURES

Dress ups; blankets, soft toys, pillow covers (any fabrics child could have a contact with) must be washed and bagged for two weeks.

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Plastic toys will be cleaned/ sterilized the weekly basis. Wooden toys will be cleaned o the weekly basis. Cleaning routine will be displayed in the kitchen.

Cleaning sheets are signed on a daily basis by the person responsible and checked by the supervisor. Cleaning sheets are displayed in each cleaning zone/ kept in the office at the later stage.

Once a month cleaning audit will be conducted to check/ prevent infection control and reduce the risk of contamination.

8.5 STAFF AND INFECTIONS

If staffs have head lice they should tip up or cover hair immediately and treat as soon as possible.

Staffs do not need to stay out but should take the necessary precautions and avoid close contact with children until treatment is complete.

Staff with other minor infectious disease should follow infection guidelines.

9. NUTRITION AND DIET POLICY

9.1 HEALTHY FOOD ETHOS

Sunshine Crèche and Montessori understand how important healthy eating is for your child. We believe in providing a healthy, nutritious and well balanced diet. All our meals are prepared and cooked in our Health Board approved kitchen by a qualified staff.

Our meals have a balance of carbohydrates, protein, vegetables and fruits. We follow the healthy eating policy as set out by Healthy Board.

We are happy to accommodate children with special dietary requirements.

If you know your child is having food acceptance problem; any disorders or dislikes; you're sure that from some reasons will refuse to eat the meal; we'll ask you to provide an extra meal for your child (other how – only after your written consent – we can provide the meal for your child from day before).

All our meals are stored in Healthy Board approved containers with compliance of all HACCAP and HB regulation (in relation to cooling, storing and reheating process).

9.2 MEAL PLANS

We serve 5 meals per day. Please check as follow:

- Breakfast (served for afterschool and full time children between 8:15-8:30)
- Am snack (served at 10:20 am)*
- Lunch (served between 12:15-12:30pm)
- Pm snack (served at 3 pm)*
- Tea time (served at 5 pm for afterschool and full time children) – this meal may be hot or cold.

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*note for Pre-school Group – as a part of ‘be ready to school’ project, we ask you to provide a healthy snack for your child.

Menu will be exposed to the parents view on the notice boards. List of possible allergens will be written down (according to new HSE regulation and standards).

If your child is allergic to any allergens this must be reported to Manager of the centre.

9.3 HEALTHY FOOD EXEPTIONS

Please check some of the following healthy food exceptions that may occur:

- As a part of extra curriculum activities we celebrate children’s Birthdays (parents may provide the cake. The cake must be labelled and all ingredients must be listed)
- Halloween Trick or Treat Party; Easter Egg Hunt; Christmas Party (children may be given sweets, but can eat those only after parents’ permission);
- Any baking activities, when children will produce sweets (those will be taken home and eaten after parent’s permission)

10. ACCIDENTS TO CHILDREN AND STAFF

10.1. ACCIDENTS PREVENTION

BURN PREVENTION

- * We have installed and maintained smoke alarms;
- * Fire drill take a place every month; all staff members are trained with its procedure; evacuation maps is clearly displayed in each zone;
- * Assembly point for all children and staff member/ adult is designated across the main entry to the building.
- * Fire extinguishers for electrical and wooden/paper equipment are located in 3 zones: 1) Main corridor/ beside main entrance; 2) Staff Room; 3) Montessori Room 2
- * Fire blanket is located in the kitchen;
- * Children/ Parents/ other undesignated persons have no access to the kitchen;
- * Water is thermostat controlled and doesn't excess temperature of: 43 Celsius degrees;

FALL INJURY PREVENTION

We all want to keep our children safe and secure and help them live to their full potential. Knowing how to prevent leading causes of child injury, like falls, is a step toward this goal.

* **Play Safely.** We make sure that the surfaces under playground equipment are safe, soft, and consist of appropriate materials (safe mats). The surface materials should be an appropriate depth and well-maintained.

We make sure classroom floor is not slipper/ all spillages are wiped out immediately, wet floor sign is used if necessary.

* **Safe environment.** We make sure no low furniture is placed beside windows (to avoid climbing risk); All chairs should be placed close to the tables or stack immediately after activities, to clear room from obstacles and give children plenty of room to move freely.

Children are supervised at all the time.

OUTDOOR INJURY PREVENTION

- * We make sure the playground surface is safe; all weeds removed;
- * We use outdoor equipment that is age appropriate/ well maintained and in good condition;
- * Outdoor supervision by 2 staff members/
- * Daily audits- looking out for an objects in the play area that child can trip over like tree stumps/ rocks; weeds removal (due to risk of poisoning)

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POISONING PREVENTION

- * All medicines are stored in the locked cabinet stored in the kitchen;
- * All medicines are labelled with child's name and cannot be shared.
- * All cleaning products are stored in the Staff toilet - out of child's reach (lidded, tall box, placed on a washing machine);
- * All products used for cleaning classroom tables must be placed out of child's reach.
- * All sunscreen must be labeled and kept in the designated container out of child's reach.
- * All nappy creams must be labeled and kept in child's box in the Nappy Change Room;

10.2. PROCEDURES OF REPORTING ACCIDENTS/ INCIDENTS

Procedures while child attending the Crèche/ Pre-school/ Afterschool is involved into Accident/ Incident:

1. Please follow the First Aid Procedures (please check chapter 10.3)
2. Manager of the Centre/ Manager Assistant/Supervisor or designated person (while Manager's absence) need to be notified ASAP.
3. Manager will notice Parents of the child by phone (all details will be given: description/ time/ location/ and action taken. If accident is serious, Parents will be asked to collect the child/ GP visit may be recommended.

If an accident was minor - the report will be filled out; Parents notified at the collection time by Manager or other Staff member. Communication within staff member and the Parents is always confidential (in case of incidents - child's names are always confidential and by any time staff member should release discrete information - to avoid child's discrimination and ostracism).

4. The accident / incident report will be issued ASAP; this will be presented to the Parents (copy might be taken to the doctor/ hospital as needed)
5. All Incident/ Accident must be sign by the staff member present at the time of accident/ Manager and the Parent.
6. All Incident/ Accident Reports are stored in the Office (in the child's files).
7. In the severe cases Insurance Company will be contacted/ the report will be filled out ASAP. Accident will be also reported to the Early Years Inspectorate. All documents will be submitted If necessary.

Tusla Inspectorate will be notify in writing of any notifiable accident/incident within 3 working days.

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10.3. PROCEDURES IN EVENT OF MEDICAL EMERGENCY/ ACCIDENT (FIRST AID)

- Stay with the person who needs a help and call for first aider/ another staff member. Clearly state the location of the incident.
- Make sure you keep all area safe; you've secured other children in the class – they need to be under supervision;
- Make sure you have access to the phone.
- Basic first aid to be commenced e.g.
- Ensure patent airway.
- In event of conscious lost – check response. In event of breath loss, perform CPR; appoint one person to contact Emergency (phone no - 112); conduct A&E.
- In event of conscious lost – check response. In event of normal breathing; use recovery position; appoint one person to contact Emergency (phone no - 112);
- Apply pressure to bleeding;
- In the event of a seizure treat as per seizure protocol.
- In the event of a fall, do not move the child.
- In the event of burning treat as per burning protocol;
- In the event of choking treat as choking protocol etc.
- If a second colleague is available send for first aid box, if necessary.
- If appropriate contact emergency services (phone no-112) clearly stating location, directions to place of accident/incident, age of young person involved, and injury sustained. Always allow ambulance personnel to hang up first.
- The young person should be accompanied to hospital, bringing his/her medical details sheet. The young person's parents/guardians should be contacted and informed which hospital the young person has been taken to.
- In the event of emergency services being required the Manager / Supervisor should be contacted immediately. The Team leader should also be informed as soon as is practicable.
- In the event of an accident, as soon as feasible the students' parents should be contacted and informed of the incident. A report should be written and a copy maintained in the student file, sent to nursing staff and the appropriate Management Team member.

11. GENERAL SAFETY AND SUPERVISION OF CHILDREN

- Staff has responsibility both individually and collectively to ensure that they act in the best interest of the children with regard to the safety and security.
- Children must never be left unsupervised outside or in any room inside the building. There should not be more than 8 children to adult in any area inside the building. There must always be two adults outside if there are 2 children or more under 5 years.
- Crèche Manager must allocate responsibility for observing and supervising entrance and exit points, particularly at arrival and departure times.
- Only people named on the registration form can collect a child. If there is any change parents are advised to inform the staff in person; authorized the collecting person and make sure to provide ID/passport for identity verification.
- Sunshine Crèche & Montessori premises are enclosed on all sides. Door handles are raised so that younger children cannot exit the premises without the aid of an adult.
- Exit door are supplied with extra lock.
- Children should never leave Sunshine Crèche & Montessori or arrive without an adult.
- If parents does not collect the child, two staff members always remain with the child.
- Visitors to Sunshine Crèche & Montessori must be always escorted unless they are well known to staff and have valid reason to be on the site.
- Visitors who are not known to staff should be approached by them/ Manager should be called.
- Staff must be introduce themselves and establish who the visitor is and the nature of their visit. Staffs have a right to ask visitor to wait outside until Manager comes.
- Procedures during Manager's absence: Staff must be introduce themselves and establish who the visitor is and the nature of their visit. Staff member ask stays with visitor until Supervisor/ Room Leader comes. If a visitor has no reason to be on the site, then must be asked to leave and escorted from the premises. Report to the Manager any such incident as soon as possible.

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- Known visitors must be also approached and the reason for the visit ascertained.
- Parents should be informed that in the best interest of their child new staff may approach them and ask to identify themselves.
- Parents should not open the entrance door unless the person is well known.
- **Children are not under Sunshine Crèche & Montessori's supervision until they'll enter the classroom and will be handled to the teacher. Children are not under Sunshine Crèche & Montessori supervision after parent's collection. Sunshine Crèche & Montessori do not take liability and responsibilities for any accidents happened after parents collection even if happened in the premises; garden or nearest grounds.**

11.1. PROCEDURES FOR WHEN CHILD HAS NOT BEEN COLLECTED

- Sunshine Crèche & Montessori operating hours are 7:30am to 6:30pm and staffs are employed to work only during these hours and have a right to finish on time. Staff that is delayed due to the late collection of children, may suffer public transport delays or may have their own family commitments that are unable to be met.
- Sunshine Crèche & Montessori require that a minimum of 2 staffs be in attendance, when children are in care. These staff, when delayed beyond their normal working hours, must be paid overtime to comply with state award conditions. To cover overtime costs and to compensate for inconvenience to staff, Sunshine crèche & Montessori imposes a fine on parents if they collect their children after 6:30pm.

It is the responsibility of parents to arrive and leave Sunshine Crèche & Montessori prior to 6:30pm so that staff may close the Centre promptly at 6:30pm. If parents are going to be unavoidably delayed beyond 6:30pm, it is their responsibility to contact Sunshine Crèche & Montessori and/or advise they have made alternative arrangements for example, emergency contact to collect their child. If the parents has not contact the crèche and fail to collect their child at 6:30pm, the staff on duty at closing time will:

- Remain at Sunshine Crèche & Montessori and attempt to contact the parents/guardian.
- Call the emergency contact if parents/guardian cannot be contacted.
- Inform the manager so an appropriate late fee can be imposed.
- If staff have been unable to contact parents or emergency contact by 7:15 pm (45 minutes after closing time), staff must inform the manager who will contact the Garda. Garda will be asked to assist in locating the parents/emergency contact.

- If the child has not been collected by 7:30 pm (one hour after closing time), the manager will contact care and protection at family and community welfare front line as the child is “in need of care” and look for Gardaí assistance.

Late Pick-up Fees

- €5 per child after the first 5 minutes and up to 15 minutes.
- €10 per child for every additional 30 minutes.

12. TOILET TRAINING PROCEDURES

When you feel your child is ready for toilet training, we ask you to begin at home. We will follow through and encourage your child whilst in our care.

Toilet training is done in a relaxed manner with the full co-operation of the family. We require that the child is at least two years old and must be also showing signs of readiness. We are more than happy to advise you in this area.

Appropriate clothing is requested during toilet training. Your child needs to be dressed in user friendly clothing as much as possible. Please do not dress your child in the following items:

- Tight clothing;
- Button undervest;
- Overalls;
- Belts;
- Trousers with buttons

We encourage the child’s independence. Manageable clothing is necessary for it.

Children are supported in personal hygiene, washing hands after using the toilet; after nappy change.

- **All staff members are trained to conduct potty training and help the child with the toilet hygiene, but the help to the child will be given only after parents and child’s permission (in respect of Child Protection policy)**

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13. SAFE SLEEP PROCEDURES

- Babies will be placed in the standard cot on their own.
- Children above two years of age will be placed in a low bed on their own.
- The child/ baby will always be placed with their feet at the foot of the cot.
- Children will be positioned on their back when placed to sleep - "Back to sleep";
- Room temperature where children are sleeping will be 16-20 Celsius degrees; this will be monitored and recorded on the Sleep Record Chart.
- Each child will be issued with their own sheet and blanket which will be placed on the cot each time they sleep, and removed when they get up. These are laundered on regular (weekly) basis.
- Duvets and bumpers are not placed in the cot;
- All children/ babies on the low beds/ cots are checked every 10 minutes and this is recorded on the sleep supervision sheet. Sleeping times are also recorded in babies log books/ or teacher log books.
- The time of sleep, position of sleep, colour of skin and breathing of child is recorded for every child under two years old (every 10 minutes)
- All bibs and soothe holders need to be removed before sleep. All soft toys/ comforters are removed after child fall asleep.
- Children are not placed to sleep with the bottles. All milk bottles must be provided before sleep time.

We reserve the rights to put the child under 2 years old to sleep on low bed (if one of the following circumstances appears and parent will fill out consent form):

- Child is showing the symptoms of anxiousness, anxiety;
- Child is taught from home to have a close contact with person while falling asleep; child's is refusing to sleep for continuously long period and both staff members and parents decided to change sleeping habits;
- Child had learn how to leave the cot and further trials of escaping from cot may be harmful for itself;
- Child is having symptoms of self-aggression and it's acting in a cot may be harmful;

14. POLICY ON TRANSPORT WHEN USING SUNSHINE CRECHE & MONTESSORI VEHICLES

Sunshine Crèche & Montessori has a vehicle which is used to transport children to school/ outdoor trips.

- Only staff holding a full driving licence for the relevant vehicles is permitted to drive such vehicles belonging to Sunshine crèche & Montessori. Actual licences should be produced to the Manager along with a signed statement relating to whether or not the holder of the licence has incurred penalty points along with the number of such points. It is the responsibility of the staff member to notify the Manager when points are incurred;
- Where a staff member is alone with a child or young person during a journey, the working alone guidelines must be adhered to with particular reference paid to recording the time of the department from Sunshine Crèche & Montessori the purpose of the journey the destination(s) of the journey the time of return
- Pupils using Sunshine Crèche & Montessori transport must remain seated and use seatbelts at all times. Staff must ensure that students are adequately seated – using a booster seat as required by the height and weight criteria arising from law. Children under 12 are not permitted by law to travel in the front seat.
- First aid kits are available in all vehicles to be used in an emergency. Medications – inhalers/emergency medications etc. that may be needed should be taken. It is advisable to carry a mobile phone for emergency use. Mobile phones can only be used by a vehicle driver in accordance with the law.
- Any accidents/incidents involving students must be reported to the relevant member of the Manager; parents/guardians and any other relevant person as soon as possible. A written report detailing the incident must be completed as soon as possible after the event.
- Any damage to the vehicle must be reported to the line manager, relevant member of the Management Team as soon as possible, as above, a written report must be furnished.

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- Logbooks must be filled in after each journey specifying the nature of the journey, the driver and the number of passengers.

15. CHILD PROTECTION

Sunshine Crèche & Montessori is committed to protecting the rights of children by ensuring their safety and wellbeing while they are using Sunshine Crèche & Montessori services. A culture of listening to young people and a culture of respect and vigilance are central to how we do our work, underpinned by ensuring appropriate reporting procedures are in place to deal with complaints and allegations.

This policy applies to all employees of Sunshine Crèche & Montessori and to all those volunteers, placement students, and others who might find themselves working on the site (within or outside of the Republic of Ireland). It is the responsibility of line managers to bring the existence of this policy to the notice of such people. All staff members, volunteers, placement students and others working on the will be required to provide the appropriate Garda vetting documentation and to sign a declaration that they have read this policy and agree to be bound by it.

Signed declarations will be stored on file in the office.

The purpose of this policy is to provide the framework within which disclosures or allegations of abuse made by children availing of services provided by Sunshine Crèche & Montessori can be received in circumstances which seek to lessen the distress involved and which clearly delineate the professional process which must then be followed to minimise the likelihood of further abuse occurring.

15.1. Abuse is categorised under four main headings:

- **Neglect** occurs when a child or young person suffers significant harm or impairment of development by being deprived of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety, attachment to and affection from adults or medical care.
- **Emotional Abuse** occurs when a child's or young person's needs for affection, approval, consistency and security are not met.
- **Physical Abuse** includes any form of non-accidental injury or injury which results from wilful or neglectful failure to protect a child or young person.

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- **Sexual Abuse** occurs when a child or young person is used by another person for that person's sexual gratification or arousal or for the gratification or arousal of others.

These definitions are non-exhaustive and are for summary purposes only. Additional examples and further explanation can be found in CHILDREN FIRST.

The policy covering this area is to be found in the Child Protection Statement contained in the CHILD PROTECTION POLICY, which itself is informed by the national guidelines for the protection and welfare of children, as found in CHILDREN FIRST.

Training in CHILDREN FIRST is mandatory for all of Sunshine Crèche & Montessori social care staff and for all others working directly with children.

15.2. Procedure

If a child makes a disclosure or allegation of abuse to a member of staff, he/she will

- Manage the environment to minimise the distress involved to the child;
- Inform the child that confidentiality cannot be guaranteed and that child protection practise requires that others be informed;
- Offer reassurance that the child is doing the right thing in making the disclosure;
- Avoid any appearance of shock or personal distress and avoid any signs which might appear judgemental about any act or person referred to in the disclosure;
- Avoid closed or leading questions and gather only the information required to refer the matter to the Centre's Designated Person for Child Protection or the Co-Designated Person
- Record the alleged facts only, using the exact words used by the child or young person
- Consult with the Designated Person or, if this is not appropriate or possible, with the Co-Designated Person as a matter of urgency.

The Designated Person or Co-Designated Person for Child Protection will comply with the reporting procedure detailed in Child Protection Regulations.

Particular attention is drawn to the Centre's imperative to:

- minimise the likelihood of any further abuse occurring

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- avoid any member of staff or management saying or doing anything which may affect any investigation or potential legal proceedings
- to ensure that the Centre's response to disclosure's or allegations of abuse is professional and non-judgemental
- ensure that any potential gaps in the Centre's response to the disclosure or allegation do not occur
- recognise the importance of maintaining professional records and reports, being especially cognisant that these may be central to any subsequent investigation or legal proceedings

15.3. Designated Person

The role of the Designated Person for Child Protection is:

- to receive and evaluate all Child Protection concerns
- to maintain a file on each Child Protection issue raised
- to contact the Health Service Executive and An Garda Síochána as necessary where objectively serious concern is deemed to exist
- to maintain on-going links with the Health Service Executive and An Garda Síochána and to ensure all relevant information is passed to them
- to advise on all matters relating to Child Protection, including the nature of all complaints or allegations made and their on-going status.
- to ensure and monitor the provision and adequacy of Child Protection training to all Centre staff and volunteers.

The Designated Person will maintain his/her training and awareness of Child Protection issues and ensure he/she is updated on pertinent developments.

The Designated Person for Sunshine Crèche & Montessori is:

- Joanna Zmyslona - Manager

She is available at 01 80 600 41/ 085 815 52 57

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The Co-Designated Person is:

- Rishet Alem - Supervisor

She is available at 01 80 600 41/ 085 815 52 57

The Designated Person is the first person to whom a concern in respect of a Child Protection issue should be addressed. In the absence of the Designated Person, due to illness or annual leave, the Co-Designated Person will be available.

In cases where it is inappropriate for the Designated Person to investigate a Child Protection concern, for example, where a complaint or allegation has been made about the Designated Person, the role of Designated Person will be taken on by the Co-Designated Person.

16. COMMUNICATION AND LIAISON BETWEEN SUNSHINE CRECHE & MONTESSORI AND HOME

16.1 INTRODUCTION AND AIMS

This policy was formulated by Management comprising of parents and teachers. It has been made available for comment to all members of staff and to parents and guardians.

The direct aims of this policy is To establish procedures, for the sharing of information in relation to pupils attainment and progress; to facilitate the crèche & pre-school in communicating its policies and activities to the parent body and where applicable the wider community.

a. GENERAL SUNSHINE CRECHE & MONTESSORI – HOME COMMUNICATION

General communication between Sunshine Crèche & Montessori and home includes:

- an information booklet (included in the contract) distributed to each family;
- a pre-school calendar and the monthly newsletter. This is sometimes accompanied by information from Management and teachers, which include material about extra-curricular activities, fund-raising, and school policies.

There are also:

- door communication; day to day record updates;
- previously arranged viewings and meetings;
- information evenings for parents whose children starts pre-school year;
- open days for new pupils enrolling to pre-school year;
- settling days arrangements;
- a further meetings between the teachers and parents during the year to familiarise parents with their child's progress and records

In addition to the above, the Sunshine Crèche & Montessori communicates with home using:

- website : www.sunshinecreche.com
- letters

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b. PARENT – STAFF COMMUNICATION

- All communication between parents and staff must be courteous and non-aggressive on both sides, however urgent the issue(s) might be.
- Parents whose behaviour is unrespectable, raises continuously anxiety among teachers, who without reasons harass, ridicule or make use of any form of verbal or physical violence against staff members might be called to the relevant institutions; hence, their child will be denied a place in the nursery;
- All contact with staff should be through the Sunshine Crèche & Montessori.
- Communicating directly with the class teacher is the most efficient use of everybody's time.
- Reasons for a pre- school child's absence should always be in the form of a letter.

However, if there are issues of a confidential nature regarding a child, which the parents would wish to discuss with the Manager or teacher, they will of course be accommodated.

Where parents/guardians have a complaint, however minor, regarding their child's teacher, this complaint should be dealt with according to the procedures set out below:

1. A parent/guardian who wishes to make a complaint should, approach the class teacher with a view to resolving the complaint.
2. Where the parent/guardian is unable to resolve the complaint with the class teacher s/he should approach the Manager with a view to resolving it.

17. FIELD TRIPS

The purposes of these procedures are to help ensure the safety of all children, staff and volunteers, and to help reduce the district's liabilities by effectively eliminating and/or reducing loss exposures and risks.

A "field trip" occurs when children leave pre-school grounds for an educational purpose. It is a children trip for the purpose of curriculum- related study (part of the classroom educational experience), co-curricular activities.

We do not consider outing to the nearest park & playground (location: Northwood Grounds) as a field trip. Outing consent needs to be filled in by parents/ guardians to allow your child to participate.

Types of field trips include:

- Day field trips
- Recurring field trips (same activity on a regular basis, such as sports games)

Field trips with special hazards:

- near water
- involving animals (farms, zoos, riding animals, etc.)

17.1. FIELD TRIP PROCEDURES

Duties:

Sunshine crèche & Montessori has certain basic duties to help ensure the safety of all students, staff, and volunteers that are summarized as follows:

- The duty to warn and inform
- The duty to provide proper instruction
- The duty to condition and equip participants properly
- The duty to provide proper supervision
- The duty to provide safe facilities
- The duty to provide safe equipment
- The duty to provide prompt and appropriate post-injury care

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17.2. DESCRIPTION OF FIELD TRIP ACTIVITIES AND ADMINISTRATIVE APPROVAL PROCESS

Forms: Pre-school Field Trip Approval Form, Field Trip Checklist, Children's Roster Form and Sample Field Trip Description with Itinerary

1. Description of field trip activities

A full description of the proposed activity will include the following:

- Name of Pre-school and staff member(s);
- The educational purpose/benefit of the activity;
- Detailed information on the activities in which the children will be participating;
- The date and time of the trip;
- Field trip destination;
- Estimated number and ages of children to attend field trip.

Any special exposures or any unusual aspects of the trip identified including:

- Means of transportation identified (school bus preferred)
- Means of providing food identified
- Estimated number of chaperones needed, listing any special qualifications for chaperones
- Estimated costs;
- Children's health related information and medication requirements;
- Any other special child's needs.

17.3. PARENTAL CONSENT

Informed consent is "a person's agreement to allow something that is based on a full disclosure of facts needed to make the decision intelligently; i.e.-knowledge of risks involved, alternates, etc." Informed consent rests on providing enough information about the activity that a person (or, in the case of a minor, his/her parent/guardian) may intelligently exercise his judgement by reasonably balancing the probable risks against the probable benefits.

In order for a parent/guardian to provide an informed consent for his/her child to participate in a field trip, the parent/guardian must be aware of all activities and potential risks involved.

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17.4. RISK ASSESMENT

Type of hazard	Who can be harm and how	How to prevent
Child getting lost	All- child, parents, staff, company, community; Risk of complaint	Children supervision, please check p....; to take a group picture before leaving (evidence for Gardai)
Traffic accident	All – child, parents, staff	Safety belts fasten
Minor child accident such as: child had fallen down	Child	Children supervision may help to prevent, but impossible to eliminate accidents (p.... – emergency plan)
Severe child accident	All – child, parents, staff, company	Children supervision may help to prevent, but impossible to eliminate accidents (p.... – emergency plan)
Staff accident	All – staff safety, children’s	Staff supervision, staff training, good team work, conducting staff meeting before trip; to delegate responsibilities
No transport/ vehicle checked e.g. in relation to insurance, fuel, safety belts	All – breakdown, children’s safety	To check transport company, insurance, explain the trip plan with the driver; check quality of the hired coach; check safety belts
No first aid kit available	All – unable to administrate basic first aid	Pack First Aid Kit, delegate responsibility in terms of carrying FAK and recording accidents
Not having emergency plan	Children – panic and confusion	To gather as many information about location and destination as possible; to print emergency plans to all staff and volunteers attending on the day
Not knowing the buildings evacuation plans and where the Fire Exits/ Meeting Area are located	All – not being able to escape effectively	To print the evacuation plan before the trip/ ask for one at reception
If walking trip – not correct harnesses, road safety failure	Children’s safety	Staff and children training in relation to Road Safety;

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		children supervision
Not having Supervisor/ Manager on Duty	All – children’s safety; staff and parents contact difficulties in emergencies; confusion	Manager/ supervisor need to be on duty all the times while outing is taking place
Not having permissions in place	Caretakers, company – risk of complaint	To prepare permission forms in advance and collect it from parents week before trip
Not having Policies in place (lost child, emergency policy)	All- confusion as to what will/ should happen; risk of complaint	Top keep policies in place
Not correct ratios	Caretakers – risk of complaint/ allegation/ breach of HSE regulations	To ensure appropriate ratio is maintained; to record ratio in report
Not carrying parents and emergency contact numbers	All – confusion as who should be informed	To carry parent’s emergency numbers on the day; Supervisor/ Manager’s responsibility
No charged/ topped up mobile	All – no emergency contact	To make sure business mobile is charged and topped up
Not having appropriate clothing	All – children too hot, to cold or wet	To distribute the letter to the parents about appropriate clothing: rain jackets, waterproof shoes, hats etc.
Sharing food	All – allergies risk	To distribute the letter to the parents in relation to food preparation and no food sharing policy; to aware all staff members and volunteers about children’s allergies; to take a copy of allergy list – if necessary
Not having sun protection	All – sun burns	To make parents aware of importance of putting sun cream on their children before trip; to apply sun cream while parents appearance or get permission forms to apply it later
Not drinking water of having refreshment	All – dehydration; fatigue	To distribute the letter to the parents in relation to food and drink preparation; to organize refreshment time on the day; to make sure children are having always easy access to their water bottles
Touching animals	All – children can be bitten, get	To make children aware the

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	infection	animals may bite; to wash hand after petting animals; children supervision
Playing beside open water	Children – risk of drowning; getting wet; staff, company; risk of complaint	To avoid open water destinations.

17.5. CONDUCTING RISK ASSESSMENT

- **To take group photo before going on the trip (evidence for Gardai in event of child goes missing)**
- **Supervise children all the times**

Ensure supervision of children by an adult at all the times. Remember the rule of thumb about supervision – if you can't see the children, you are not supervising them. Staff and chaperons must exercise close control to the children. Children on the field trips can become overly excited and want to explore on their own.

Establish a process for regular accounting for all children and staff, both periodically and when activities change (such as before boarding the bus to return).

- **Determinate how many and what kinds of chaperons are needed throughout the trip**

Determinate what supervision (what kind and how many) is needed. Establish the proper ratio of supervisors to children 1:3. A higher number of supervisor's will be required for more hazardous activities.

- **Make volunteers aware about Sunshine Crèche & Montessori policies; field trip procedures; children allergies; avoiding sharing food policy;**
- **First Aid/ CPR – trained chaperones/ staff are required – at least one chaperone on each field trip should be certified**
- **Determinate the safest route to/from Sunshine Crèche & Montessori and the place(s) to be visited. Whet exterminating a safe route, consider the time of the day, lighting, sidewalks, weather conditions, intersections, traffic, neighbourhood, and any other factors that could affect children's safety. Increased supervision may need to be provided to keep all children in sight at an adult supervision.**

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17.6. FIELD TRIP EMERGENCY PLANS

Actions to take when an accident occurs and a student is hurt

- Administer first aid as trained – according to protocol.
- Make sure the injured child is always attended by an adult
- Keep the rest of the group safe.
- Contact Emergency (if necessary),
- Report the accident to the Manager / supervisor on duty.
- Contact the school administrator and parents/guardians as soon as possible
- Complete an accident report
- Be sure to follow school district policies and procedures!

Actions to take when the child goes missing:

- Ask the children to stand with their designated person and carry out headcount to ensure that no other child has gone astray;
- One staff member searches the immediate vicinity and will keep in touch through cell phone. Designate the person who will conduct the preliminary search and reassign that individual children to another group and chaperone;
- Concurrently notify security guards on the site;
- If, after preliminary search the child is not found, all staff members (extra staff members/ volunteers – not counted for ratios) must be called together and given information as to the lost child whereabouts. The entrances, exits and insides of buildings must be checked, as well as surrounding areas;
- If the above mention search is unsuccessful, the trip co-ordinator or designee must notify Garda, giving full description of the child (check the photo takes before trip); clothes, height, weight, hair colour and when last seen. The trip co-ordinator should notify Manager/ Supervisor who will notify the parents;
- The manager contacts the parents, who should make their way to the pre-school or outing venue as agrees with Manager;
- Staff take the remaining children back to Pre-school
- In the indoor venue, the staff contact the venue security who will handle the search and contact the Garda if the child is not found;
- The Manager will fill out the incident report;

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- The Manager or designated person may be advised by the Garda to stay at the venue until they arrive

Investigation:

- Staff keep calm and do not let the other children become anxious or worried;
- The Manager will speak to the parents;
- The Manager will carry out a full investigation taking written statements from all the staff in the room who were on the outing if the incident occurred outside of the premises;
- The staff members write incident report detailing:
 - The date and time of incident
 - Which staff/ children were in there and name of the staff member designated responsible for the missing child;
 - When the child was last seen;
 - What has taken place in the group or putting since the child went missing;
 - The time it is estimated that the child went missing
- A conclusion is drawn as to how the breach of security happened;
- If the incident warrants a Garda investigation, all staff co-operate fully. In this case, the Garda will handle all aspects of the investigation, include interviewing staff;
- The incident is reported to authorities within 24 hours.

Found missing child:

- Key person will assess child's condition to see if there are any visible injuries;
- If the child is not able to move, DO NOT move child and call 911, wait for medical professionals as child may have fractures. Contact Manager and parents to meet the child at the designated place or hospital. A key person needs to stay with the child on the way to the hospital.
- The key person needs to stay with the child until parent arrives to the hospital;
- The Manager will generate an incident report to authorities within 24h.

17.7. EMERGENCY COMMUNICATION

Provide a method for communication in the event of an emergency (such as a cell phone).

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Provide phone numbers for field trip staff to use to contact a Sunshine Crèche & Montessori in an emergency. Contact a Manager/ Sunshine Crèche & Montessori Supervisor promptly in the event of an unusual incident and any child injury. Allow the DLA person to contact parents/guardians in serious situations.

17.8. EMERGENCY EQUIPMENT AND TRAINED STAFF

Take a first aid kit and other emergency and lifesaving equipment/tools with the group.

Provide First Aid equipment Staff should bring along extra clothing for children, nappies, tissues, wipes, disinfection sprays; extra food in event someone had forgotten lunchbox etc. (Allergy list need to be double checked).

18. CHILDCARE STUDENTS AND VOLUNTEERS

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Sunshine Crèche & Montessori requires two written references of all childcare personnel before they work with children. All staff, students, volunteers need to be Garda Vetted. All staff is screened by an interview process with Manager (optional Supervisor and one staff member).

18.1. CE SCHEME STAFF

Sunshine Crèche & Montessori may accept CE untrained/ trained staff on an annual basis. Every effort will be made to train CE staff during their time on the scheme. For their year of training childcare staff will be always supervised by trained personnel. On occasions, where the regular supervisors will not be available, a trained key worker must replace him/ her. CE staffs are required to read all policies and procedures as part of their induction.

18.2. STUDENTS PLACEMENTS

Sunshine Crèche & Montessori accept student placements from training colleges. The duration and timing of the placement will be arranged in advance. These students will be always supervised by trained personnel. Students are required to read all policies and procedures as part of their education and induction.

Students are required to present their mentor written plan of activities they need to conduct. Students are required to follow instruction of their mentor, and are not allowed to make any photograph of children without Manager/ parents' permission.

18.3. VOLUNTEERS

Sunshine Crèche & Montessori may use the services of volunteers from time to time. Volunteers will be supervised unless they are trained to a Level 5 in Childcare and have been with organization for at least a year.

18.4. VISITORS

Sunshine Crèche & Montessori allows persons to visit the centre. The visitor will be accompanied by one of the staff members, and his/her purpose of visit will be discussed prior entry. The visitor will be asked to sign in the Visitor Book (incl. purpose of visit, date, time and contact details). The data will be kept for the period of 2 years and destroyed after retention period. It is strongly advised to book an appointment, and visit the service in appointed time.

All services/ maintenance visitor's ID/ business ID will be checked upon arrival.



APPENDIX